



# Preventative Maintenance Guidelines

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# Anthony Locations

Anthony is a manufacturer and solutions provider of glass doors, lighting systems, and display equipment for use in commercial refrigeration systems. For more information on Anthony, please visit [www.anthonynintl.com](http://www.anthonynintl.com).

## North America Locations

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For Replacement parts go to [www.anthonystore.com](http://www.anthonystore.com)

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Anthony products identified in this manual are designed and certified to meet  or  for safety, and  for sanitation standards.

European products meet  requirements.

Each customer is responsible for final site approval.

## Introduction

This guideline provides information required to perform recommended and required preventative maintenance to the Anthony doors and frame.

## Routine Preventative Maintenance

The following provides information needed to safely perform regular periodical preventative maintenance. Regular preventative inspections will maximize the longevity of your Anthony products. These simple tasks will go a long way in ensuring optimal performance. Depending on maintenance being performed you may need to shut down the door or kill all power to the doors. Refer to your specific door model Installation Manual on how to disengage power. The use frequency of doors will vary from location to location, and the frequency in routine for preventative maintenance will vary for everyone depending on the amount of traffic.

For Anthony products used in harsh or extreme ambient conditions, it is recommended that these inspection intervals be performed on a more regular basis. When issues are found please refer to your specific model's installation and service manual for detailed information on how to replace and re-order needed parts or contact your Anthony representative.

### Periodical Inspection Recommendations

Action	Store Conditions	Description
Preventative Inspection	Normal Conditions	Once each quarter (every 3 months)
	<u>Harsh Conditions</u>	Once a month (every 30 days)
Cleaning	All Conditions	Once a month (every 30 days)
<p><i>Note: These are recommendations based on historical data of other Anthony door products and can vary depending on location, store conditions, store traffic, and other unknown variables.</i></p>		

## Recommendations

Here is an outline of standard recommend Preventative Inspection criteria:

- **Freezer/Cooler Temp & Defrost Settings** –

- Regularly inspect and ensure that ambient conditions are correct\*
- Ensure HVAC vents do not blow directly on doors
- Avoid direct evaporator air impingement on the cooler/freezer door. This can be achieved by ensuring shelves are always fully stocked.
- The cooler/Freezer must be regularly inspected for air leaks this can affect the temperature
- Visually inspect box penetrations and adjoining surfaces: the use of a flashlight is helpful

*\*Refer to the values that pertain to your specific Door Model for Operating Condition values that are required for optimal door performance.*

- **Frame & Door** – Regularly ensure to check for wear/tear on frame and door this can include:

- Ensuring that warning labels and product identification labels are all intact
- Ensure all Bezels are intact and not damaged
- Ensure that Vents are clean and allow maximum Airflow
- Ensure all plastic backs are secured and undamaged
- Handles are secured to the door
- Ensure the door is opening to the angle of 87°
- Rails are intact, not broken, and securely in place

- **Door/Frame Hinging Pin & Receptacle Area** – Regularly ensure to check for wear/tear all hinging parts include:

- Inspect that the Hinge Pin is properly connected with the frame receptacle, **DO NOT** remove the factory installed dielectric grease from the Hinge Pin assembly to ensure the proper function
- Inspect that the Hinge Pin and receptacle are rust/corrosion free, and there is an adequate amount of Dielectric Grease present
- If when replacing or servicing Door and it is removed from the Hinge Pin receptacle, ensure to re-apply dielectric grease before installation of the door
- Anthony recommends applying a minimum of three (3) grams per door Hinge Pin receptacle of its High-performance Dielectric Grease (Refer to the specific door model's installation manual for more detailed instructions on how to apply)
  - Anthony P/N: **98-25497-0001** (approximately 100 grams, sufficient for up to 30 door receptacles).
  - Anthony P/N: **98-25497-0002** (approximately 3 gram packet, sufficient for up to 1 door receptacle).
- Replace any broken or damaged Hinge Pin and ensure to apply an adequate amount of Dielectric Grease
- Visually and mechanically Inspect Hold-Open Arm, Screw, and Spacer for wear/tear/damage and that Screw is secure

- **TorqueMaster™** – To check the TorqueMaster™ is functioning correctly open each door and ensure that the tension makes the door close smoothly and gently on its own. If the door closes either too slowly or rapidly the issue can be fixed by adjusting that Torque Master™ refer to the “Torque Master™ and Sag Adjustment” section for details. If after adjusting the issue is still present the next step is to replace the Torque Master™, refer to the specific door model's installation manual for detailed instructions on replacing.

- **Gaskets** – When inspecting gaskets ensure that they are sealing properly along the entire perimeter of the door. Also, ensure that the gasket is properly inserted into the door plastic groove. Inspect and ensure gaskets are free of cracks, tears, deformities, and hardening.

## Cleaning Routine

List of Items that should be cleaned during monthly cleaning routine:

- **General Cleaning** – Regularly clean by wiping down the frame, door rails, bezels, and gaskets by checking for food debris, dust, and other foreign objects that may prevent the door from closing correctly. Use non-abrasive cleaning apparatus (i.e., microfiber cloth) when wiping down frame and door rails.
- **Cleaning Inside Door Glass\***: To clean door glass on the inside of the door. We recommend the following cleaners:
  - Windex<sup>®</sup> Original
  - Windex<sup>®</sup> Vinegar
  - Fantastik<sup>®</sup>
  - Formula 409<sup>®</sup>
  - MicroClean Professional APC<sup>®</sup>

### NOTICE



*Note – Any cleaner used or listed here MUST be Ammonia Free. Only use cleaners on glass portion of the door. Using harsh chemicals on PVC or ABS plastic portions of door may damage material.*

## 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	Adjust HVAC / Dehumidifier settings to meet required
	Cooler/freezer temperature set too low	Adjust cooler/freezer temperature to design specified
Condensation in between Glass Panes	Seal compromised cause loss of gas or vacuum (check by cleaning the glass on merchandise and customer sides)	Replace door
Rust/Corrosion on Hinge Pin	Excessive moisture from ambient/store conditions	Add Dielectric Grease to Hinge Pin Receptacle Replace Hinge Pin/ add adequate amount of Dielectric Grease
Ice buildup inside Freezer	Air infiltration Box/frame not sealed according to Anthony instructions	See "Insulation or Air Leaks"
Door not closing or sealing	Check gasket to ensure proper installation	Replace gasket
	Check the gasket for damage	
	Check Hold-Open	Replace Hold-Open
	Check TorqueMaster torque (plumb)	Replace TorqueMaster2
	Check TorqueMaster sag	
	Check Frame/Door is square	
	Check Plastic covers on rails	Replace Plastic Covers
Check Plastic covers on frame mullions		
No Power to Frame	Check Power Supply	Adjust energy controller to Full-On
	Check energy/humidity controller	Replace Power Supply
	Check hinge pin connections	Replace Energy/Humidity Controller
	Check glass wire connections	Replace Hinge Pin
	Check hinge pin wiring	Replace wiring
Low Voltage	Check main voltage	Adjust energy controller to Full-On
	Check humidity controller	
	Check the Amp draws to the heater wires in the frame	Replace Frame heater wires
Door/Gasket Seal - Malfunction	Check gasket	Replace gasket
	Check door mount	Replace hinge pin
	Check Door is square and level	Replace TorqueMaster
Frame not Square or Plumb	Frame not properly shimmed	Use correct Shim to level frame
	The frame should be square to within 1/16"	Use rubber mallet to adjust frame plumb within 1/16"
	The frame should be plumb within 1/16"	
Insulation or Air Leaks	Frame must be properly shimmed, level, and plumb	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 the frame on the refrigeration side (inside the 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 the frame on the 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	

PROBLEM / ISSUE	PROBABLE CAUSES / FIXES	FINAL REMEDY
Glass condensation	No Power	Check power supply Check humidity controller Check Hinge Pin connections Check glass wire connections Check Hinge Pin wiring
	Low voltage	Check main voltage Check humidity controller
Door/Frame Rail Condensation	No Power	Check power supply Check humidity controller Check hinge pin connections Check door wire connections Check frame wire connections
	Low voltage	Check main voltage Check humidity controller hinge pin
	Door seal malfunction	Check gasket Check door mount wiring
Door saw-toothed	Door or frame not square	Square door to 1/16" Adjust TorqueMaster sag Replace worn hinge pin socket Facility or case not level Frame not properly shimmed Hold-open binding/damaged
Lamp inoperative	Power switch OFF	Turn power switch ON
	Lamp burned-out	Replace lamp
	Lamp failure	Check socket mounting Check socket/lamp connection Check ground wire connection
	Incorrect lamp	Replace with correct lamp
	Ballast failure	Check wire connections Replace ballast
	Incorrect ballast	Replace ballast
Lamp intermittent or dimming	Incorrect wiring	Check ground wire connection Reconfigure wiring Replace wiring
	Incorrect voltage	Match lamp voltage to circuit Match ballast to circuit voltage
	Lamp cover failure	Check cover installation Check mullion lens installation Replace lamp cover
	Defective LED Fixture	Replace LED Fixture

## Revision History

REV	ORIGINATOR	DESCRIPTION OF CHANGE	DATE
A	A. Martinez	Initial Release	06/08/2022