



## **Retail Display Case Owners Manual & Maintenance Guide**

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### **Introduction**

Active Metal, Inc. Retail Display Cases utilize fiber optics for illumination. In order to maximize the effectiveness of your new cases, please take a few moments to follow the simple startup procedures outlined below:

### **Startup**

#### ***Electrical Arrangements***

The Most Critical issue surrounding the delivery and use of your new display case is the electrical requirements. Adequate electrical power within the grid of the environment is essential to the proper operation of the new case architecture. It is highly recommended that you utilize the services of a certified electrician to ensure the following conditions are met:

1. Each display case draws (3) amps and requires 120 volts of power. Most commercial outlets are rated to handle (20) amps; therefore a single outlet will be required for every (5) displays.
2. Many times, electrical outlets located in a close proximity are on the same breaker. This must be considered when plugging more than (5) cases into outlets tied to the same breaker
3. 3-prong grounded outlets are required for the use of the display cases.
4. Outlets must be located within 12” (inches) of the locations you plan to set the freestanding cases on. Freestanding cases require an outlet directly below the display. UL safety regulations require that the power cord extends no further than 12” (inches) from the bottom opening of the case. The use of extension cords voids the MET Labs certification and could pose fire and tripping risks.
5. Your shipment may include cases that are clustered or cases that are freestanding. It is critical for you to consider which power sources will be used for each case within the environment prior to delivery.

After you have reviewed the electrical requirements and have met the standards, follow the remainder of the schedule listed below to ensure a smooth delivery day:

### **DELIVERY ARRANGEMENTS**

#### **Prior To Delivery Day**

An Active Metal Representative will contact the trucking company to set your delivery date. A representative from the trucking company will call 24 hours before delivery.

Ensure that the area designated for the new cases is clean and clear ensuring free access for the delivery team.

#### **Delivery Day**

The delivery team will uncrate the new fixture(s) and place them in their location.

#### **Damages**

If a fixture arrives damaged, please notify the delivery team and Active Metal, Inc. immediately. Please refuse the delivery of the damaged fixture. An Active Metal Customer Service Representative will arrange to replace the damaged fixture.

## **SECURITY SYSTEM**

All Active Metal retail display cases are equipped with the latest in security locking systems. Each lock has been designed to afford you required security, while still allowing you to easily open the case and access your products and collectables.

- To open any case, insert a key (you have been sent at least two keys along with this manual) and then turn the key to the right.
- Each key is designed to act as the door handle when in the unlocked position (i.e. the key will not remove from the lock in the open position).
- To lock the door, close the glass door completely and then turn the key back to the left and then remove the key.
- Should you loose your key(s), please call the Active Metal Inc. Customer Service Representative for replacements. Keys will be mailed to you via FedEx at the cost of \$15.00 each plus shipping.
- Jewelry Cases have bolts holding the top glass in place. Should you ever experience the need to remove the glass for cleaning, a tool has been included in this package for use in removing the bolts.

## **GLASS COMPONENTS**

All glass doors have been preset at our production facility; therefore no adjustment should be required. The glass shelves for your case have been protected for shipping and will need to be installed at the desired height using the glass clips in a bag taped to the shelves. Should you experience any glass abnormalities or breakage, please call our customer service associates for assistance.

- All glass in the cases has been tempered for the safety of you and your clients.
- Always use care when handling glass to avoid breakage. Impact with a sharp pointed object creates the most risk for glass breakage.
- Only clean glass with standard glass cleaning solutions, other solutions can leave a residue and dull the appearance of your case.
- Install each shelf by using two glass clips per side at the desired position. Slide the glass into the clips and center the shelf from side to side. Tighten the small plastic screw on the bottom of each clip to secure the shelf in place.
- Glass door or shelf replacements can be purchased by calling our Customer Service Representative at 1.877.898.7708.

## **STATEMENT OF WARRANTY**

Active Metal Inc. (hereinafter referred to as the “manufacturer”) provides the following warranty to our customers (hereinafter referred to as the “customer”) on our products.

### **General Warranty Provisions:**

- Most warranty issues covered by the manufacturer will be apparent at the point of delivery and installation. The Customer and/or its agents should carefully inspect fixtures for visual or functional defects on delivery day. Confirmations not received within 7 days of the delivery will be considered without flaw upon arrival.
- Issues arising after the initial delivery and installation will only be covered if directly related to material, labor, and workmanship defects.
- Fixtures manufactured using wood or metal will carry the same warranty period, exclusions, requirements, and benefits.
- Warranty is valid only to the customer or a qualified subsidiary. Warranty is in no way transferable to a second party at any time and is void at the time fixtures are sold, disposed of, or used in a setting other than originally intended.

## **STATEMENT OF WARRANTY (continued)**

- Warranty is valid only when cases are installed by the manufacturer, authorized Installation professionals or subcontractors arranged by or with the consent of the manufacturer.
- The one-year warranty period begins once a fixture is shipped from the manufacturer. Day, Month, and Year listed on the ‘bill-of-lading’ will serve as the official warranty inception date.
- All glass provided by the manufacturer is tempered for safety, and a ‘Certification of Tempering’ is available on request. Glass cannot be warranted against breakage due to the number of factors out of control of the manufacturer.
- Items classified in the “General Maintenance” Section of this warranty are the responsibility of the customer to repair/adjust occasionally. These items require maintenance from time to time within the scope of the customer’s expertise.

### **Freestanding Showcase Warranty Details:**

#### **Materials:**

Freestanding showcases will be covered fully against material defects for the period of 1 year, however the following exclusions apply:

- Glass is covered against material defects only for a period of 1 year.
- Scratches not noted at the point of installation are not covered under warranty.
- Glass damaged as a result of “pulling up” on the glass is not covered under warranty.
- Continually pulling oneself up using the glass for leverage will loosen the glass from the hinges causing damage/breakage to occur.
- Outer Paint/Powder Coating/other finishes are covered against material defects for a period of 1 year.
- Scratches, gouges, marring, and abrasions caused during the normal course of retail operations are not covered under the warranty.
- Fading of finishes due to the use of abrasive cleaning agents is not covered under the warranty.

#### **Labor:**

Freestanding showcases will be covered against labor related defects for the period of 90 days with the following exclusions:

- Fixtures installed by persons/companies other than the manufacturer or an authorized agent is not covered under the provisions of this warranty.
- Issues arising due to settlement of the foundation or unevenness of the floor surface are not covered under the provisions of this warranty.
- Settling causes doors to bind up resulting in lock malfunctions and damage to hinges. These conditions are not labor related are not warranted when the result of settling or uneven floor conditions.
- Fixtures moved from the original location placed by the manufacturer or an authorized agent will no longer be covered against labor related defects.

#### **Workmanship:**

Generally, freestanding fixtures will be covered fully against material defects for the period of 1 year and then prorated for a period of 4 additional years, however the following exclusions apply:

- The workmanship of fixtures installed by persons/companies other than the manufacturer or an authorized agent is not covered under the provisions of this warranty.
- Issues arising due to settlement of the foundation or unevenness of the floor surface are not covered under the provisions of this warranty.
- Settling of the foundation and uneven flooring will cause doors to bind up resulting in lock malfunctions and damage to hinges. These conditions are not workmanship related and are not warranted (when the result of settling or uneven floor conditions.)

## **General Information:**

### **Warranty Claims**

Warranty claims will be processed by our Customer Service Team. They can be reached Monday – Friday from 8:00 AM – 4:30 PM Eastern Standard Time at (877) 898 - 7708.

### **Warranty Service**

Warranty service will be scheduled by our Customer Service Team. They can be reached Monday – Friday from 8:00 AM – 4:30 PM Eastern Standard Time. Service will be setup at the earliest possible time.

### **Warranty Extension**

Warranty Service does not extend the warranty period, in all cases; warranties extend from the original shipment date as described above.

### **Service outside Warranty Period/Provisions**

Issues falling outside of the warranty period or provisions may also be scheduled for service. Individual estimates for repairs will be handled by our Customer Service Team. They can be reached Monday – Friday from 8:00 AM – 4:30 PM Eastern Standard Time at: (877) 898 - 7708.

### **Electrical Issues**

Fixtures are electrified with 120 Volts of electrical power and pose the risk of electrical shock. If you should encounter an electrical failure, call the Customer Service Team for troubleshooting assistance. Altering the electrical configuration of the fixtures in any way immediately voids the warranty.

### **Outside Contractors:**

The manufacturer reserves the right to utilize outside contractors to perform warranty work when necessary. Additionally, many municipalities require the use of union labor thus requiring the use of local union contractors whenever this situation occurs.

## **MAINTENANCE**

Maintenance on your fixtures is an important factor in insuring their longevity. Please read and follow these instructions:

- Do not place product where the illuminator is located. This can harm products, along with damaging the illuminator. **Do not use the area where the illuminator is housed for storage.**
- Vacuum and dust the interior base compartment of the showcase around the illuminator and fan at least twice a month. Also vacuum the exterior of the illuminator and the fan to keep dust build-up to a minimum. Dust particles will affect the fiber optics in the case, along with damaging the illuminator and light bulb. Vacuuming the fan will help the fan last longer, and improve lamp life. If the fan stops working in the fixture, this will cause the light/illuminator to stop working. The fan acts as a cooling mechanism for our fixtures.
- Routinely clean the glass doors and shelves.
- Use the proper keys in the right fixture(s). Misuse can cause the lock to break.

## **LIGHTING SYSTEM**

The fiber optic lighting system included in each case transfers illumination through glass cables to lens heads designed for maximum illumination. To ensure the lighting system performs at its optimum brilliance:

- Once product is properly displayed, aim each lens head using the small length of PVC pipe included in this package. Aim the light beam directly onto the desired position on the product.

- **IMPORTANT:** The use of an alternate bulb will void the warranty and may cause a fire hazard. Only replace bulb with manufacture specified wattage and design.
- New bulbs can be purchased by calling Customer Service at 1.877.898.7708

The Schott-Fostec Illumination System is state-of-the-art fiber optic technology. Active Metal, Inc. selected this system due to its intense illumination, low maintenance design, and quiet operation. A full instruction manual has been included from Schott-Fostec in this package. The manual provides complete documentation on the operation of the system in addition to routine maintenance procedures

**Important Note:**

If you turn off the unit after extended use and then attempt to turn the unit immediately back on again, the unit will take 6-15 minutes to illuminate. This is normal, as the bulb needs time to cool before working again.

**TROUBLESHOOTING CHART**

The following chart are included for your convenience. Should you experience these or any other questions please feel free to contact Active Metal, Inc. Customer Service

<b>Problem</b>	<b>Possible Cause</b>	<b>Solutions</b>
Glass Shelves are uneven	Shelf pegs are not line up in the same holes	Make sure that pegs are lined up and then reinstall the shelf
Lock is loose	Retaining Nut has loosened	Open the door and leave the key in the lock. Using two wrenches, place one in the outer (gold) nut and one on the body of the lock. Holding the wrench on the lock body steadily turn the other wrench clockwise to tighten the nut.
Metal doors have become misaligned	Hinge screws have loosened - Glass Doors	Open the glass doors to expose the screws on the backside of the hinge. Using a philips screwdriver and holding the door so it does not fall, loosen the screws on the door that is uneven. Move door to desired position and tighten the screws. Repeat as necessary.
	Hinge screws have loosened - Metal Doors	Open the metal doors to expose the hinge on the inside of the door. Using a philips screwdriver, turn the screw on the arm of the hinge to adjust it in the desired direction. Repeat as necessary.
Key is hard to turn	Key	Push key all the way into the lock before turning
	Glass	Slightly push the door inward, then turn the lock to open the door
Case is not level	Adjustment legs not leveled	Open the bottom cabinet doors to access the top of the levelers. Using a 1/4" socket, place socket on to of the levelers and turn in the desired direction.

## ILLUMINATOR TROUBLESHOOTING GUIDE

<b>Problem</b>	<b>Possible Cause</b>	<b>Solutions</b>
Light Source will not illuminate	No power to the unit	Check that the power supply is connected
	The power switch is in the off position	Switch the power switch to the 'on' position
	The dimmer control knob is turned fully counter clockwise	Turn the dimmer control knob clockwise until the desired illumination is reached
	Thermal trip operated	Wait for the illuminator to cool and the unit will automatically turn on. Unit is possibly overheating
	Faulty power supply	Renew power supply
	Faulty illuminator	Service by authorized personnel or call Active Metal, Inc. Customer Service
Illuminator lights but goes out repeatedly over period of minutes	Overheating	Obstructions need to be removed to encourage uninterrupted airflow to the unit.
	Fan does not work	Service by authorized personnel or call Active Metal, Inc. Customer Service

## CUSTOMER SERVICE

<b>Active Metal, Inc</b> 2219 Cottage St. Ashland, OH 44805	<b>Phone</b>	419.281.9623
	<b>Phone (Toll Free)</b>	877.898.7708
	<b>Fax</b>	419.282.0058
	<b>Email</b>	guhler@activemetalinc.com
	<b>Web</b>	www.activemetalinc.com
	<b>Hours</b>	Monday-Friday 8AM-4PM

