INSTRUCTIONS FOR USE

9 SERIES CONTROLLED HUMIDITY HEATED HOLDING & PROOFING CABINETS

Metro Heated Cabinets are for Hot Food Holding applications only

When ordering electrical parts, always confirm the rating listed on rear cabinet data plate. Differences on voltage, amps or wattage are listed with **bold text** in replacement part descriptions.

DESCRIPTION

This manual covers cabinets with electrical ratings of: 120V 2000W, 120V 1440W & 220-240V 1681-2000W.

METRO C5 CONTROLLED HUMIDITY CABINET
BASIC OPERATING GUIDELINES

1. With the MAIN POWER switch OFF (Located on the back of the cabinet), plug the supply power cord into an appropriate, grounded, receptacle. (Refer to the cabinet data plate for voltage and ampere rating).
2. Turn the MAIN POWER switch on and move the cabinet into position.
3. Fill the water reservoir in the floor of the cabinet with clean warm water. The capacity of the reservoir is about 4 U.S. Gallons (15 liters). The water level should be no higher than 1/2 inch (13mm) below the bottom of the water reservoir cover.
4. Ensure that the water reservoir cover is installed (refer to the cabinet operating instructions). This is required for the cabinet to function properly.
5. Turn on the cabinet with the touch screen interface.
6. The cabinet will cycle through the start-up sequence and begin Pre-Heat mode until the temperature and humidity set points are reached.
7. The larger characters on the display show the actual cabinet temperature and humidity. The set points are also visible in smaller characters. To change temperature or humidity set points, use "+ / -" symbols, or select the general Temperature or Humidity areas for larger changes.
8. Select the "Settings“ button to configure Date/Time, Temperature scale, Low temp alarm, Timers, Auto start time, Language, Control lock, and to access cabinet information.
9. To clean cabinet, turn power off, unplug from wall outlet, allow cabinet to cool, wipe with a damp cloth and dry with a towel. Floor of cabinet and water reservoir may be rinsed out with a low-pressure hose.
10. Consult the instructions for use for additional operation and maintenance information.

⚠ CAUTION ⚠

- ☑ UNPLUG CABINET FROM POWER SOURCE, ALLOW CABINET AND WATER TO COOL, BEFORE CLEANING OR SERVICING.
- ☑ SOME SURFACES, WATER, AND ESCAPING VAPOR CAN BE HOT ENOUGH TO BURN. USE CAUTION WHEN OPENING DOORS AND WORKING IN AND AROUND THIS CABINET.
- ☑ DO NOT SPRAY OR POUR WATER INTO THE CONTROLLER ENCLOSURE. TO CLEAN CABINET, WIPE WITH A DAMP CLOTH AND DRY WITH A TOWEL. FLOOR OF CABINET AND WATER RESERVOIR MAY BE HOSED OUT AT LOW PRESSURE.
- ☑ KEEP THE CABINET CLEAN. ACCUMULATION OF GREASE AND DIRT MAY IGNITE.

TABLE OF CONTENTS

SAFETY INFORMATION

WARNING: Follow all food safety guidelines. Pre-heat the cabinet to the desired temperature before placing cooked, hot food into the cabinet. This is not a re-thermalizing cabinet. Food must be at the appropriate temperature before being placed into this cabinet. Use a food probe to check internal food temperature — the cabinet temperature is not necessarily the internal food temperature.

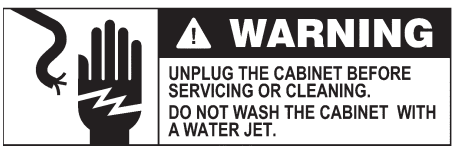
WARNING: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.

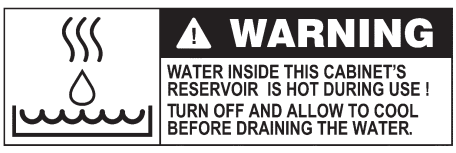
WARNING: Unplug the cabinet before cleaning or servicing. Do not wash the cabinet with a water jet or high pressure water.

WARNING: This cabinet is only for hot food holding applications.

CAUTION: Do not spray or pour water into the top of the cabinet (control enclosure). To clean the cabinet, wipe with a damp cloth and dry with a towel. Use only cleaning agents approved for stainless steel (depending on your cabinet construction). The floor of the cabinet and water reservoir may be hosed out with low pressure water.

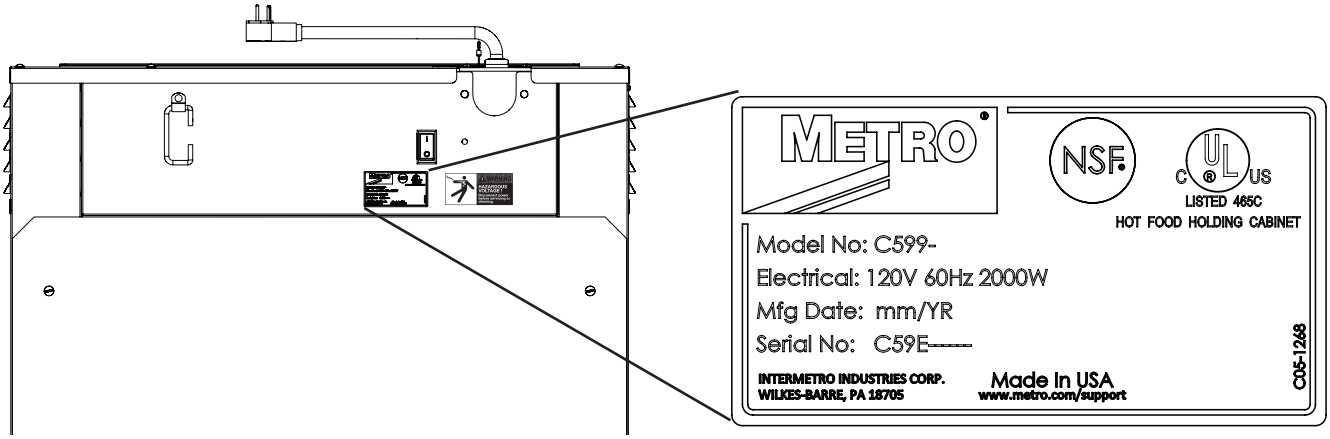
CAUTION: Water dripping onto the floor from open doors can be a slip hazard.





IDENTIFYING YOUR CABINET

Model number, serial number, and electrical information can be found on the data plate that is affixed to the back of the cabinet.



NOTE: CUSTOMER CAN ENTER SERIAL # INTO CONTROLLER FOR CONVENIENCE AS PER BELOW STEPS.

SETTINGS → CABINET INFO → EDIT SERIAL → RENAME → ENTER SERIAL NUMBER → APPLY

PART NUMBERING

C5 9 9 X - S FS - L P FS A

CABINET NAME

CABINET TYPE
9 = 9 SERIES
(CONTROLLED HUMIDITY)

CABINET SIZE (HEIGHT)
9 = FULL
7 = 3/4
5 = 1/2
3 = UNDER COUNTER

ELECTRICAL CABINET RATING
BLANK = 120V 2000W
L = 120V 1440W
X = 220-240V, 50/60HZ, 1681-2000W

MATERIAL
S = STAINLESS

A = ACCESSORIES
(IF APPLICABLE)

REAR DOOR(S)
(PASS THRU)
BLANK = NON-PASS THRU
FS = FULL SOLID
DS = DUTCH SOLID
FC = FULL CLEAR
DC = DUTCH CLEAR

CABINET CONSTRUCTION
BLANK = NON-PASS THRU
P = PASS-THRU, DOORS
(FRONT & REAR)

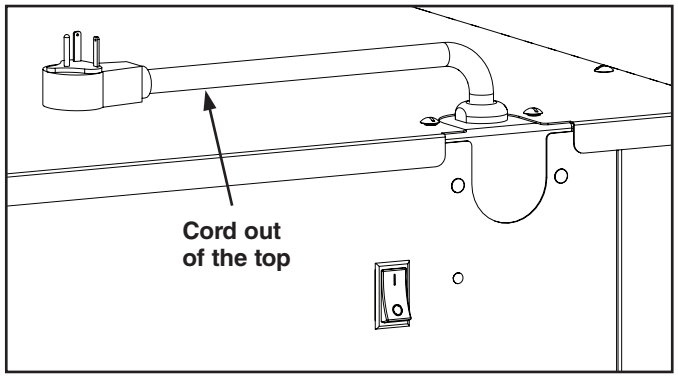
SLIDES
L = LIP LOAD (FIXED)
U = UNIVERSAL (ADJUSTABLE)

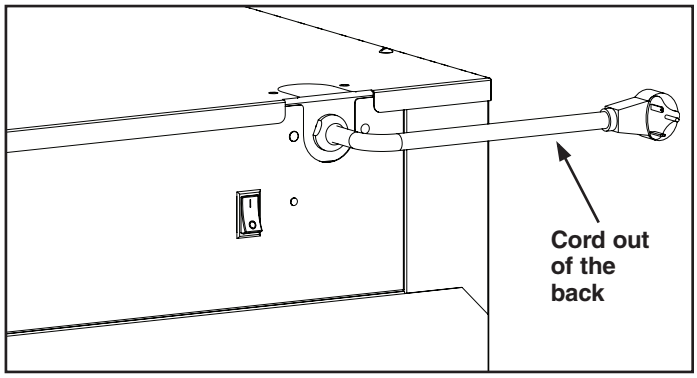
FRONT DOOR(S)
FS = FULL SOLID
DS = DUTCH SOLID
FC = FULL CLEAR
DC = DUTCH CLEAR

INSTALLATION AND SET-UP

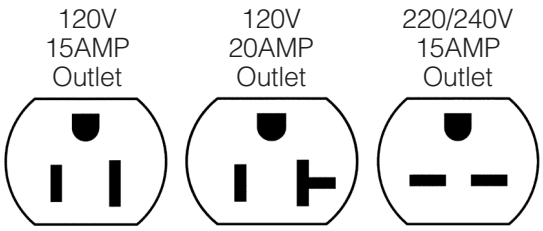
1. Check for Shipping Damage: Check the packaging and cabinet for shipping damage before and after unloading the unit, and after removing all the packaging.
2. The receiver of this product is responsible for filing freight damage claims. This equipment must be opened immediately for inspection. All visible damage must be reported to the freight company within 48 hours and must be noted on freight bill at the time of delivery.
3. Concealed damage is your responsibility — you must advise the carrier of any loss or damage within 5 days after receipt of the cabinet. If there is damage, retain the original packaging for inspectors.
4. After unpacking the cabinet, remove all tape and packing material from the inside as well as outside of the unit.
5. Any protective covers (plastic or paper sheet) on the sheet metal or clear door(s), if applicable, must also be removed before turning the cabinet on.

   WARNING: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or the power cord.
6. The power cord can be installed to exit the back of the cabinet for wall outlets or out the top of the cabinet for ceiling power drops. To change the position of the power cord, first make sure the cabinet power switch is off and the power cord is unplugged from any electrical outlet. Remove the (7) screws holding the cabinet top in place. Lift the rear portion of the cabinet top and slide it away from under the front control bezel, removing it from the cabinet. Remove the (2) screws on the rear of the cabinet that hold the cord bracket in place. Rotate the power cord bracket 90° to the desired position and reattach it with the (2) screws to the back of the cabinet. Make sure the green ground wire connection and the wire nuts on the black and white wires have not loosened. Do not alter the wiring of the power cord to the cabinet. Replace the cabinet top and the (7) screws holding it in place.





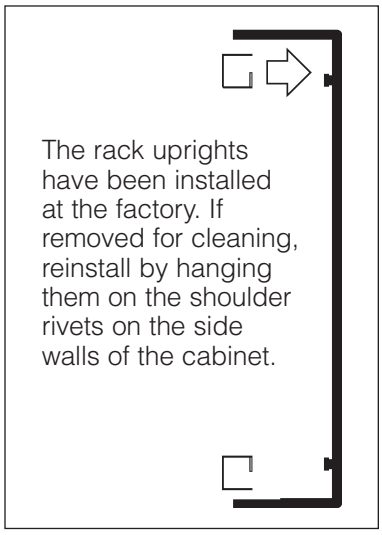
7. Refer to the data plate located near the power cord for the electrical specifications of cabinet. With the POWER switch OFF, plug the cord into the appropriate rated, grounded receptacle. Cabinets rated at 120V 2000W must be plugged into 125VAC 20 amp receptacle and must be used on an individual branch circuit. Cabinets rated at 120V 1440W may be plugged into either a 15 amp or 20 amp receptacle. Cabinets rated at 220-240V 1681-2000W must be plugged into a 250VAC, 15 amp receptacle.



8. The factory setting for temperature is Fahrenheit. The temperature scale can be changed to Celsius in the “Settings” menu.
9. Your C5 cabinet is designed to operate next to walls and other kitchen equipment. However, the greater the clearance around the sides and the top of the cabinet, the cooler the electrical components will operate. This may result in a longer life expectancy for the electrical components.

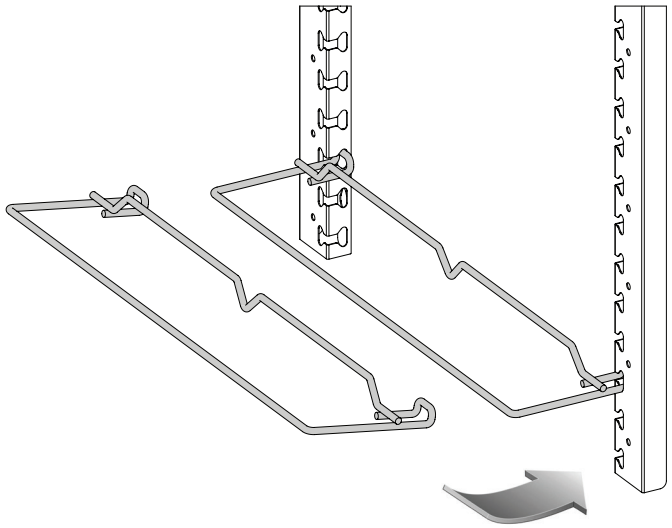
WARNING: Do not allow combustible materials to be stored or accumulate on, under or next to the cabinet. Do not block any ventilation louvers or slots.

INSTALLATION AND SET-UP (continued)

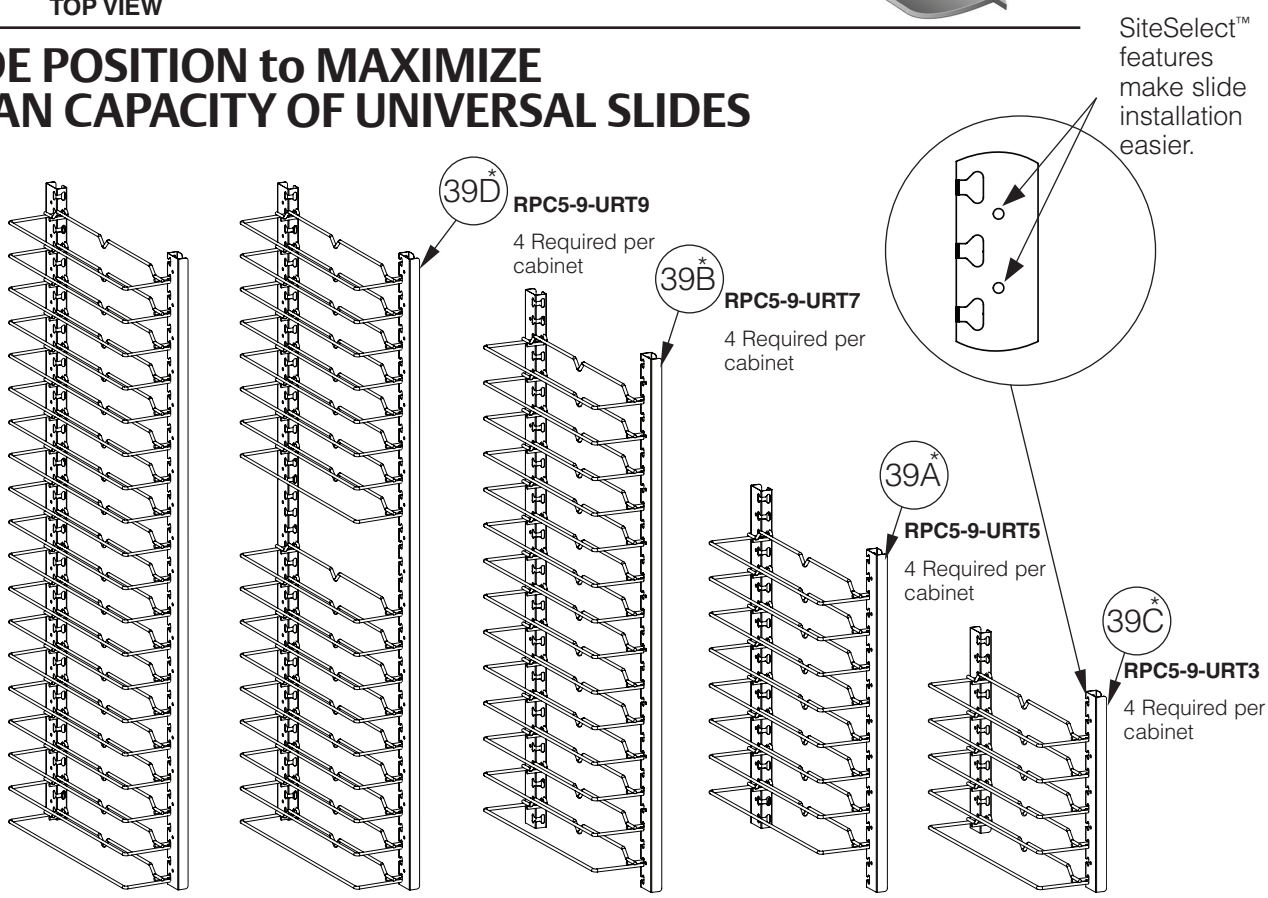


TOP VIEW

SLIDE INSTALLATION



SLIDE POSITION to MAXIMIZE 3" PAN CAPACITY OF UNIVERSAL SLIDES

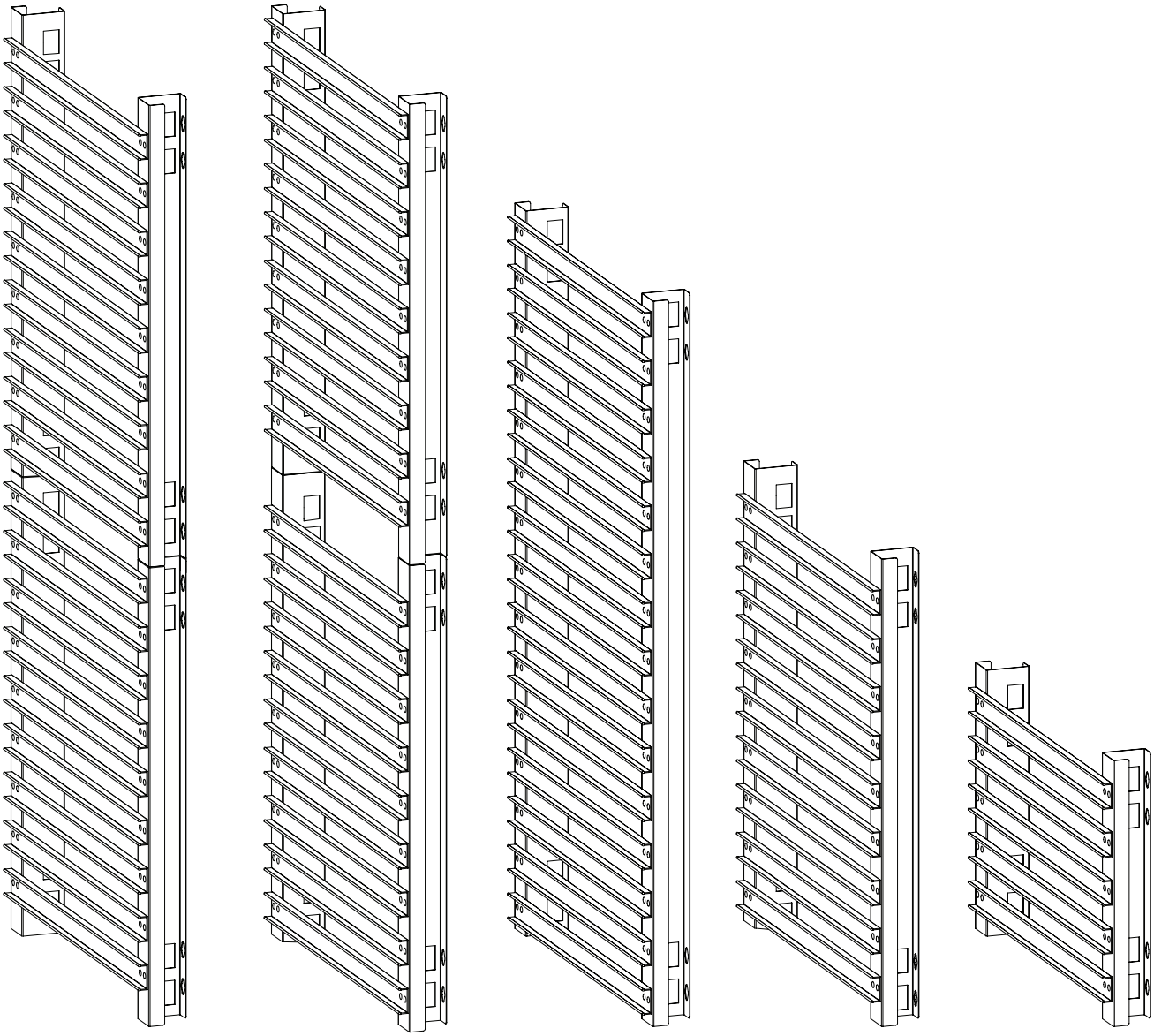


Full Height Single Door	**Full Height Dutch Doors**	**3/4 Height Cabinet**	**1/2 Height Cabinet**	**Under Counter Cabinet**
18 Levels (Position 2nd from Bottom)	17 Levels (Position Bottom)	14 Levels (Position 2nd from Bottom)	8 Levels (Position 3rd from Bottom)	5 Levels (Position Bottom)
Part No. RPC5-U9 (Includes slides and uprights)	Part No. RPC5-U9 (includes slides and uprights)	Part No. RPC5-U7 (includes slides and uprights)	Part No. RPC5-U5 (includes slides and uprights)	Part No. RPC5-U3 (includes slides and uprights)

Slides sold in pairs. For additional pair of wire slides, order C5-USLIDEPR-C for Chrome or C5-USLIDEPR-S for Stainless Steel.
To order individual universal uprights only, see item #'s 39A, 39B, 39C.

INSTALLATION AND SET-UP (continued)

CORRECT ORIENTATION OF LIP LOADED SLIDE RACKS



Full Height Single Door
2-piece Construction
Part No. RPC5-L9

Full Height Dutch Doors
2-piece Construction
Part No. RPC5-L9

$^{3}/_{4}$ Height Cabinet
1-piece Construction
Part No. RPC5-L7

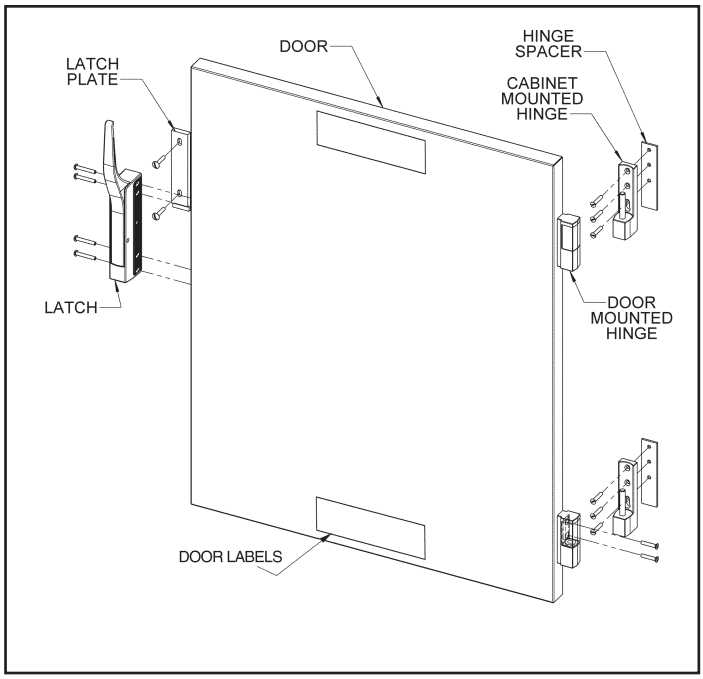
$^{1}/_{2}$ Height Cabinet
1-piece Construction
Part No. RPC5-L5

Under Counter Cabinet
1-piece Construction
Part No. RPC5-L3

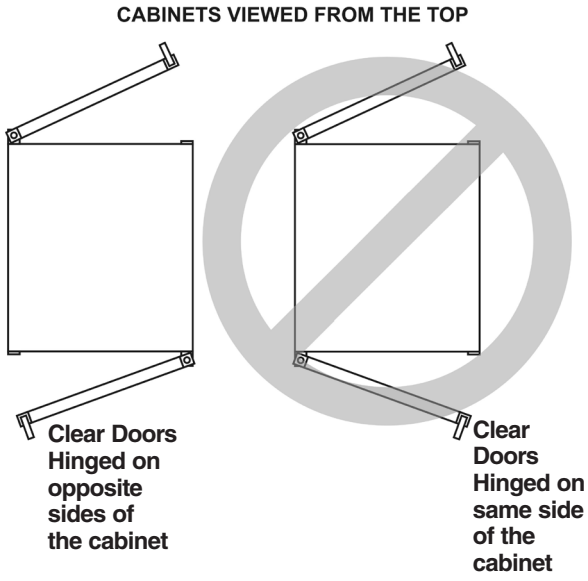
REVERSING THE DOORS

⚠ WARNING • TIP HAZARD

Tip Hazard: On Pass-Thru cabinets that include any clear doors, when field reversing, the front and back doors must be hinged from opposite sides of the cabinet. See illustration below.



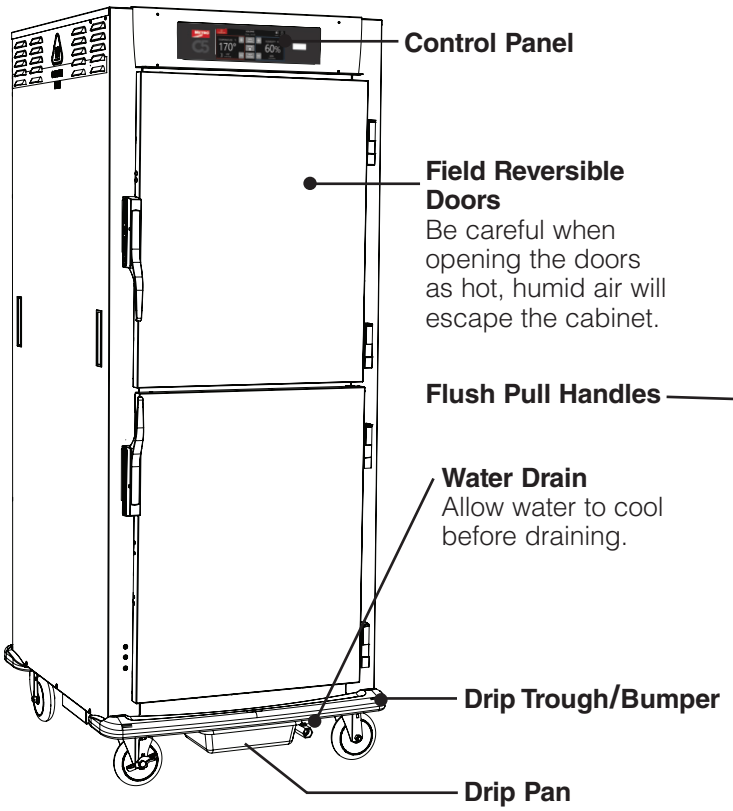
After reversing the door hinging direction, labels are now upside down. You may contact InterMetro for a new set of labels, part number RPC5-DRLBL, at no charge, to be placed in the proper orientation.

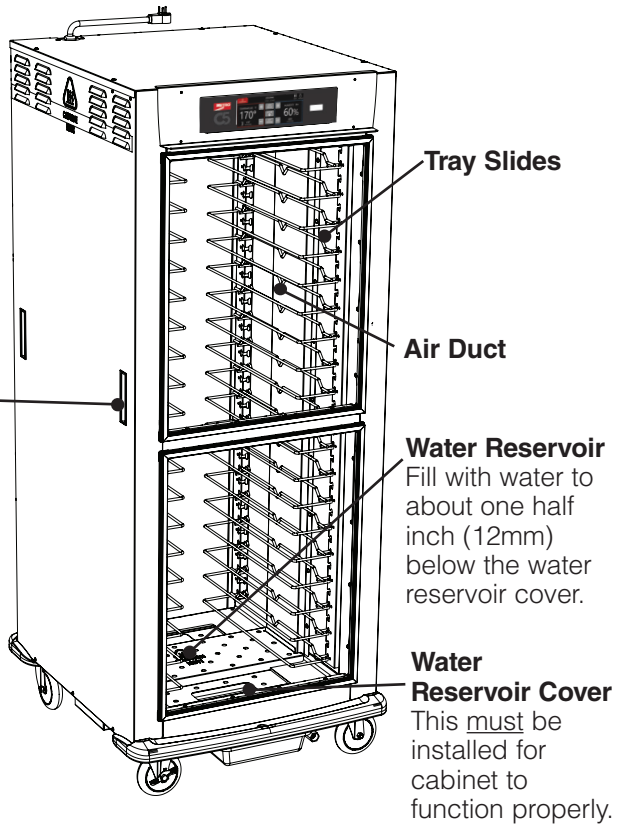


C5 doors are normally hinged on the right hand side at the factory. If the cabinet has been in operation, allow the door to cool before reversing the door hinging direction. Note: When finished, all holes will have screws in them and there will be no exposed holes left in the cabinet.

1. If the cabinet has Dutch Doors, note which is the top and which is the bottom door. Open the door, lift it off the cabinet hinges and set it aside noting which is the top and bottom of the door.
2. On the cabinet, remove the latch strike plate and hinges and install them on the other side of the cabinet. On the door, remove the hinge covers to access the mounting screws. Remove the hinges.
3. Rotate the door so the previous bottom is now the top and install the hinges. On Dutch Doors, do not remove the handles, the top door becomes the bottom and the bottom door the top. On single door units, rotate the handles 180° and reinstall.
4. On the cabinet mounted hinges, lift the white bushing and rotate it 180° and push it down to reset it on the hinge pin.
5. Install the door onto the cabinet hinges and check to make sure the door latches properly and the gaskets are in compression.

PRODUCT FEATURES



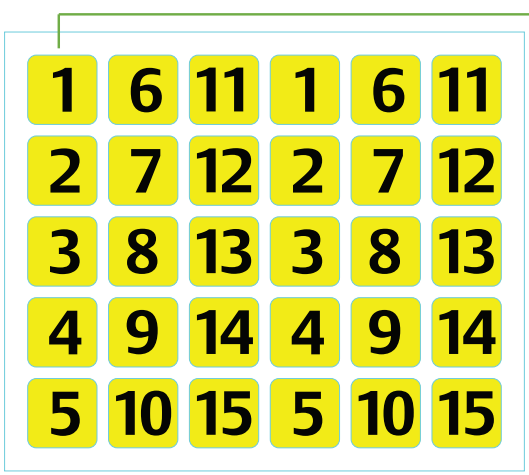


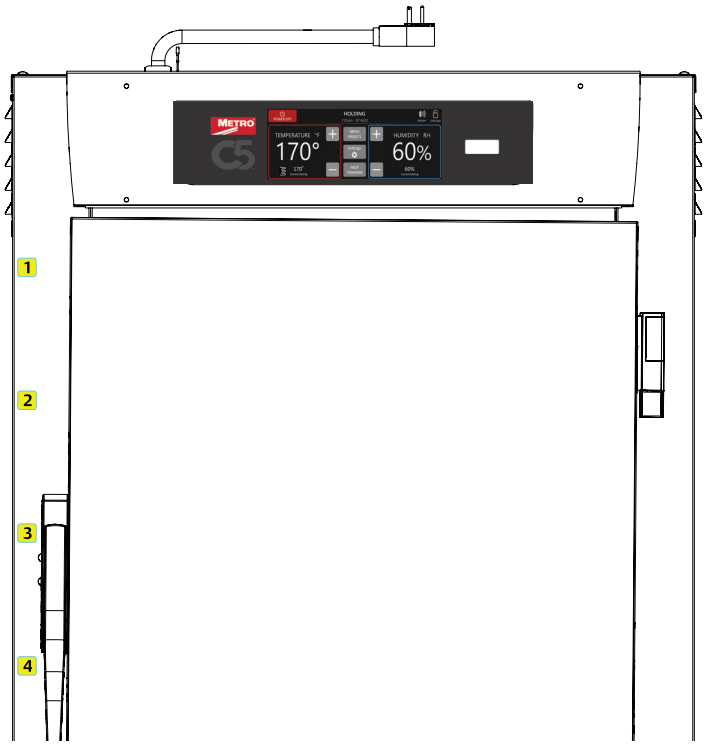
TIMER ZONE LABEL ILLUSTRATION

Use the supplied zone labels if planning to use multiple timers to monitor holding times.

After configuring the timers, place the labels on the front of the cabinet corresponding to the timer “zones” or holding locations. For example, if eight(8) timer zones are set, use only labels 1-8.

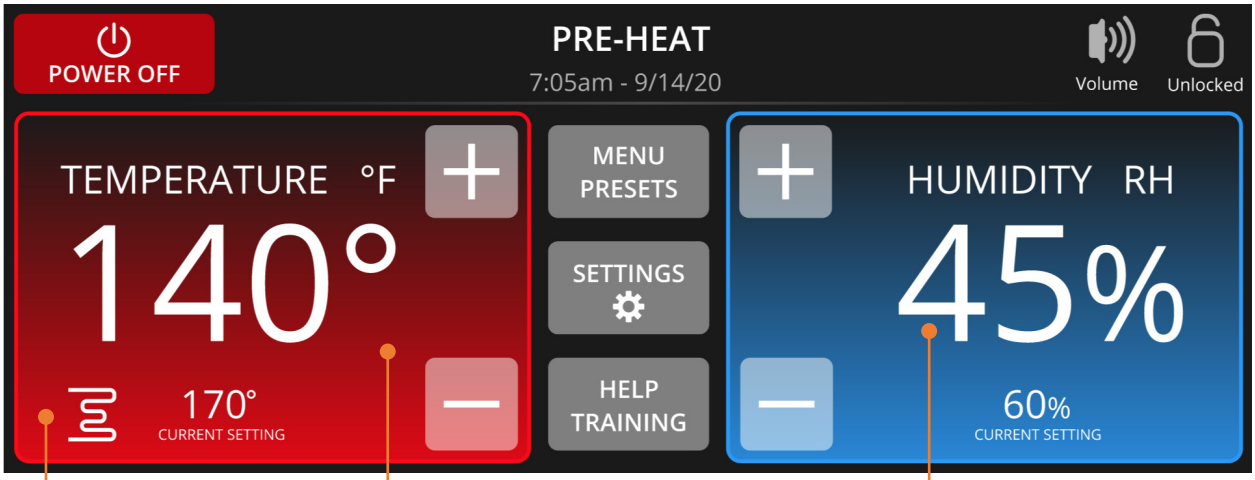
See the section on Timer Holding, for more information.





Main Display (Pre-Heat)

After POWER ON, Pre-heat mode is active until the temperature and humidity setpoints are reached.
Menu presets, Settings, and Help/Training function are all accessible during pre-heat.
Temperature and humidity setpoints can be changed during pre-heat.



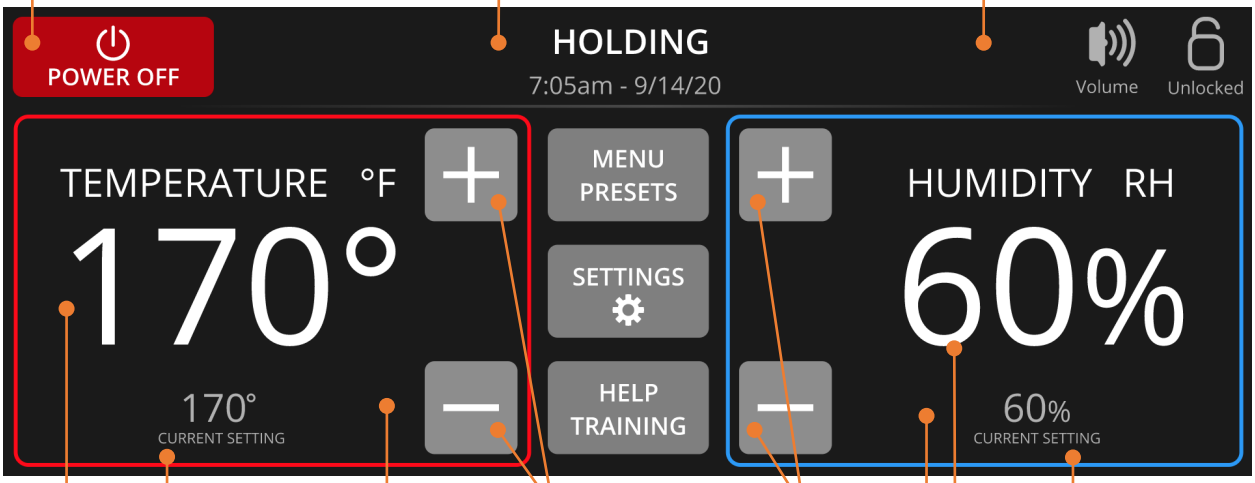
Element Indicators for heat and humidity are shown whenever elements are energized

Temperature area shows a red animation until set point is reached

Humidity area shows a blue animation until set point is reached

Main Display (After Pre-Heat)

After Pre-heat mode is complete the “Steady State” main display screen is displayed.



Power Switch

Current Mode
Time / Date

Feature dashboard icons can also be used for quick access when features are active

Actual Temperature

Temperature
Current Setting

Change Temperature
Set Point
(single increment)

Change Humidity
Set Point
(single increment)

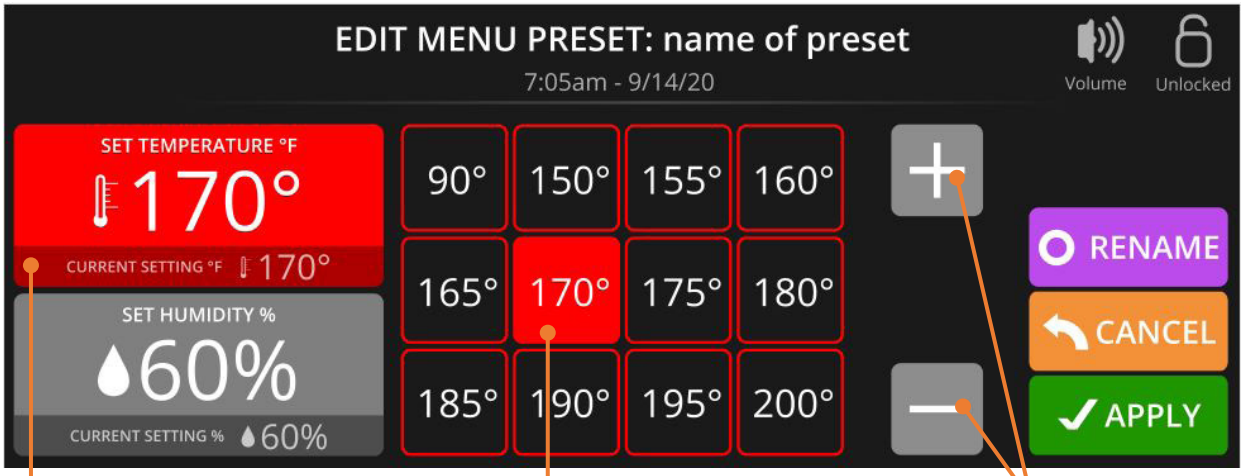
Humidity
Current Setting

Go to change setpoint menu
(for larger adjustments)

Actual Humidity

Change Set Points Screen (temperature)

The change set points screen is activated by selecting the large (actual temperature) display on the main screen OR selecting the Set Temperature field in the screen below.



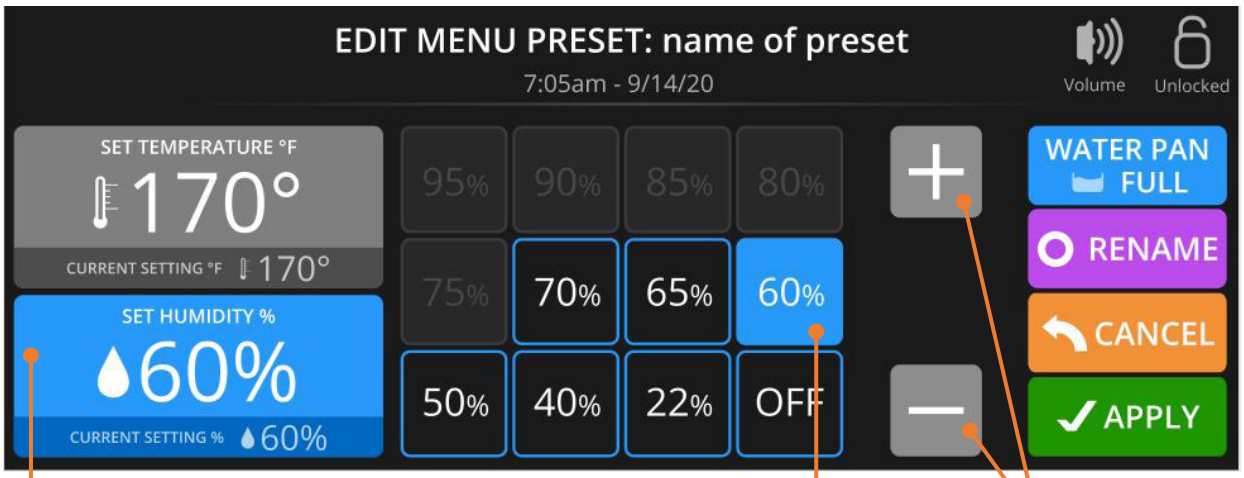
The "set temperature" field updates as new temperature is selected. "current setting" displays the temperature prior to the change.

Temperature presets allow quick selection of common temperature settings

+ and – buttons can be used for single increment changes

Change Setpoints Screen (humidity)

The change set points screen is activated by selecting the large (actual humidity) display on the main screen OR selecting the Set Humidity field in the screen above.



The "set humidity" field updates as new humidity is selected. "current setting" displays the humidity prior to the change.

Humidity presets allow quick selection of achievable settings. Achievable humidity settings will vary depending on the temperature set point

+ and – buttons can be used for single increment changes

Menu Preset Categories

The main menu for Menu Presets displays the main food categories that contain the individual menu presets.

The menu category buttons advance to a list of specific menu presets where presets can be selected, edited, added, or deleted

The HOME button exits and returns to the main screen.

Menu Presets Select / Edit Screen

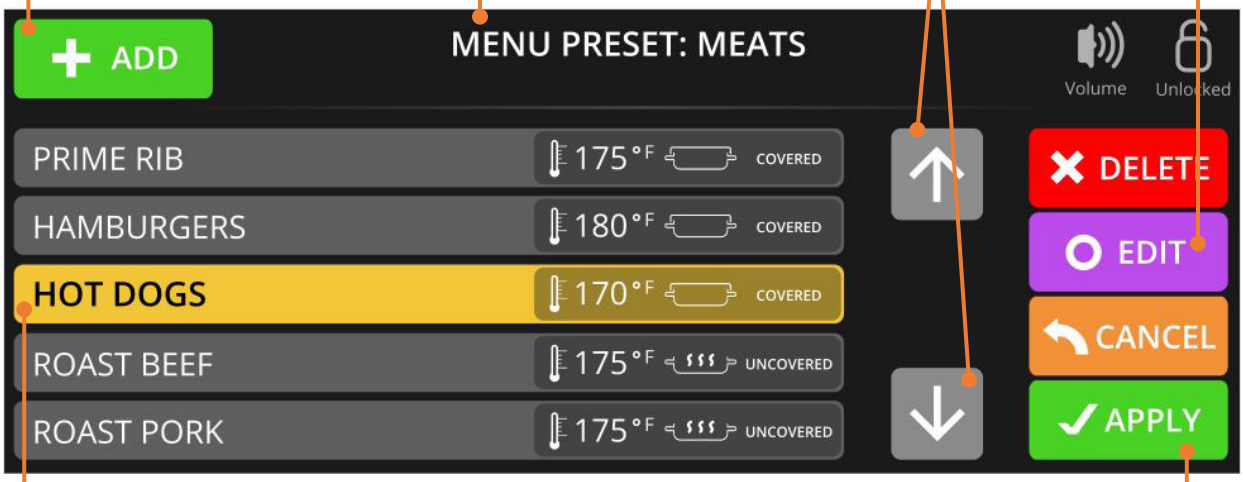
This screen displays the list of menu presets for the selected category.

Select the edit button to modify a selected menu item.

Allows custom menu presets to be created and saved.

Displays the current menu category

Use these buttons to scroll up or down.

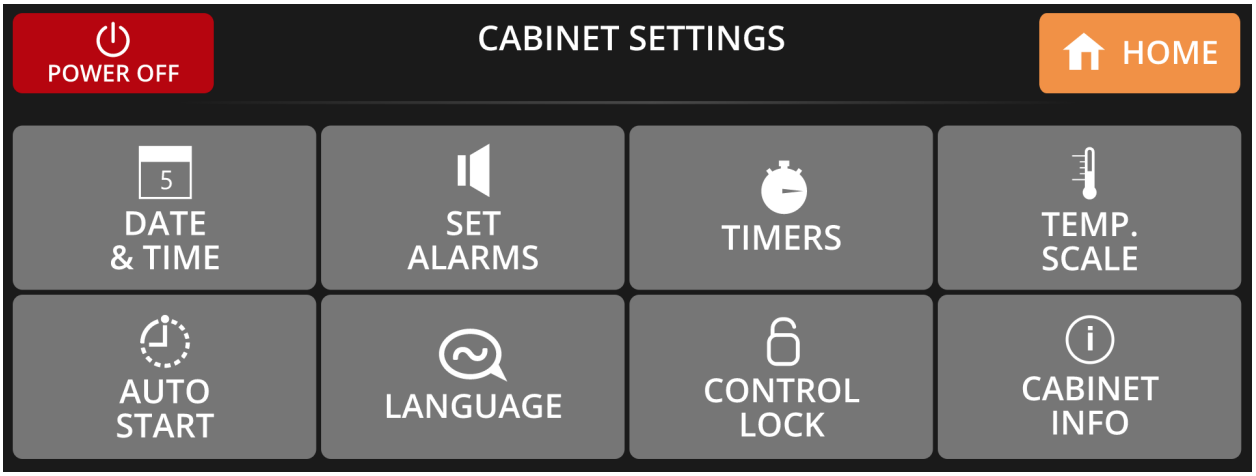


Select a menu item to apply, edit or delete it.

Select Apply to activate a selected menu item or cancel to return to the previous menu without saving changes.

Cabinet Settings

Configure Date/Time, Temperature scale, Low temp alarm, Timers, Auto start time, Language, Control lock, and to access cabinet information. -



1. DATE & TIME: Allows the time, date, and formats to be set. Date and time need to be set before the AUTO START feature can be used.
2. SET ALARMS: Allows the setting of the low temperature alarm set point, and alarm volume. Alarm volume can also be turned off. Visual indicators and icons will still be activated for low temperature and low water alerts if alarm volume is set to off.
3. TIMERS: Allow the programming of between 1 and 15 timers or “zones” within the cabinet. Timers can be set to “count-up” or “count-down”. The timers make it possible to easily manage first-in-first-out (FIFO), monitor holding times within the zones for maintaining food quality and consistency.
4. TEMPERATURE SCALE: Allows the temperature scale to be changed to Fahrenheit or Celsius.
5. AUTO START: Allows the programming of timers that will automatically turn the cabinet on at specific times for different days of the week.
6. LANGUAGE: Allows the user interface language to be changed to English, Spanish, or French.
7. CONTROL LOCK: Allows passcode-protected locking of the controller to prevent changes from being made to the cabinet settings. Some functions (Help, Menu Preset selection, and Change Setpoints) can be enabled if desired.

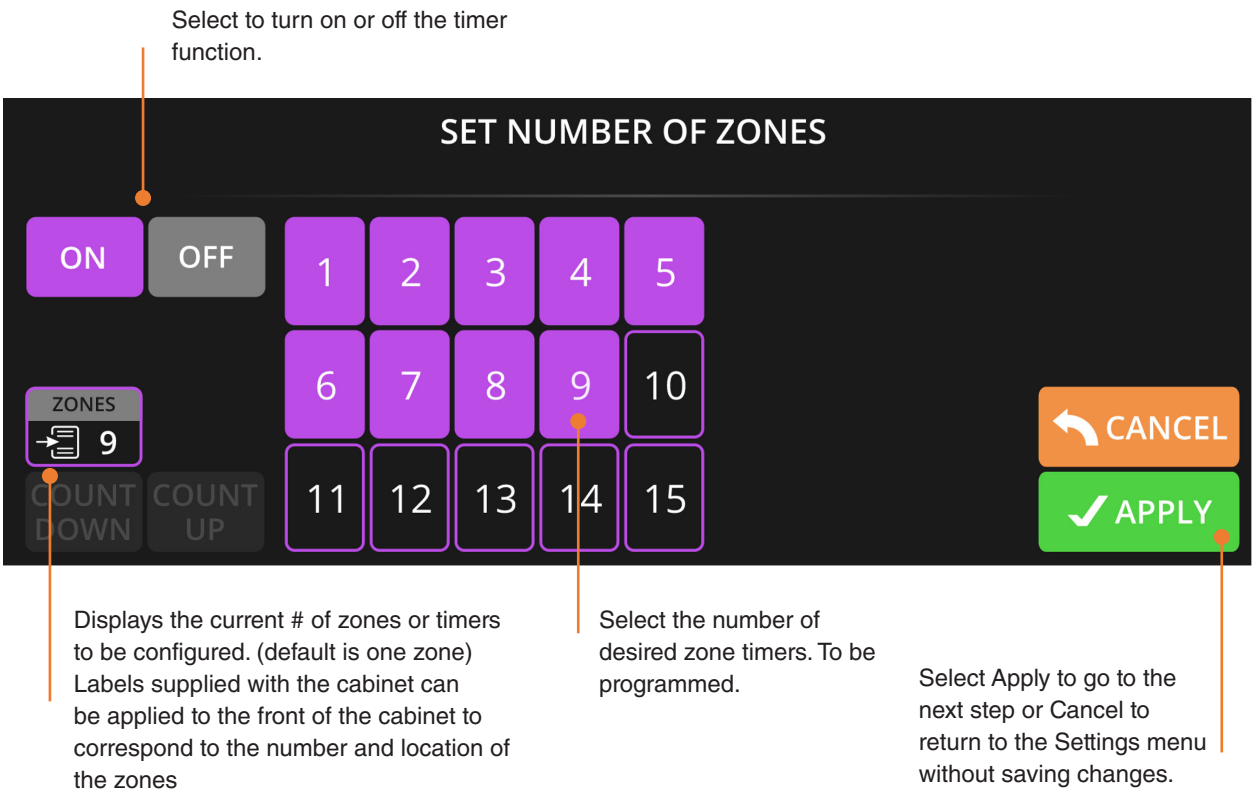
   “1969” is the default PIN for the user lock-out function. This PIN can be changed if desired.
8. CABINET INFO: Allows the cabinet serial number to be entered and saved for future reference. USB functionality allows the cabinet data (menu presets, alarm, auto start, and timer settings) to be saved to and loaded from a USB flash drive. Controller firmware can also be updated through the USB port. A factory reset can also be performed here.

Help Function

1. Scan the QR Code on the cabinet display or in this document with the QR code reader on your phone or device to access detailed information and videos….
2. You can navigate to the Metro C5 Support portal at https://metro.com/support-c59/

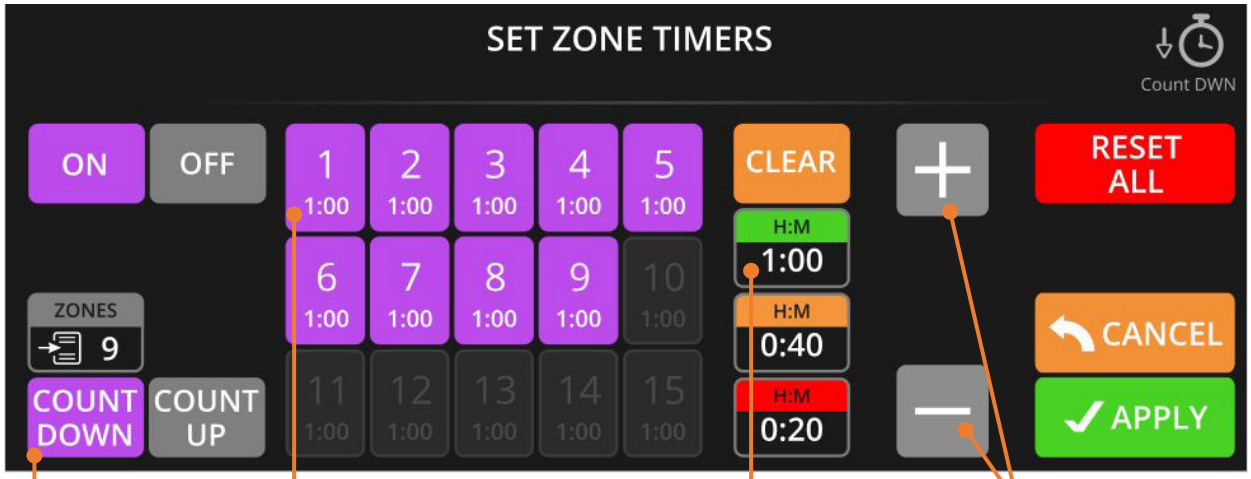
Timer Setup

This screen is the first step in programming count-up or count-down timers.



Timer Setup

This screen allows count-up or count-down timers to be programmed. Count-down timers have programmable “Green, Orange, and Red” zones to make it easy to manage maximum holding times and perform a FIFO process or manage different food holding times.



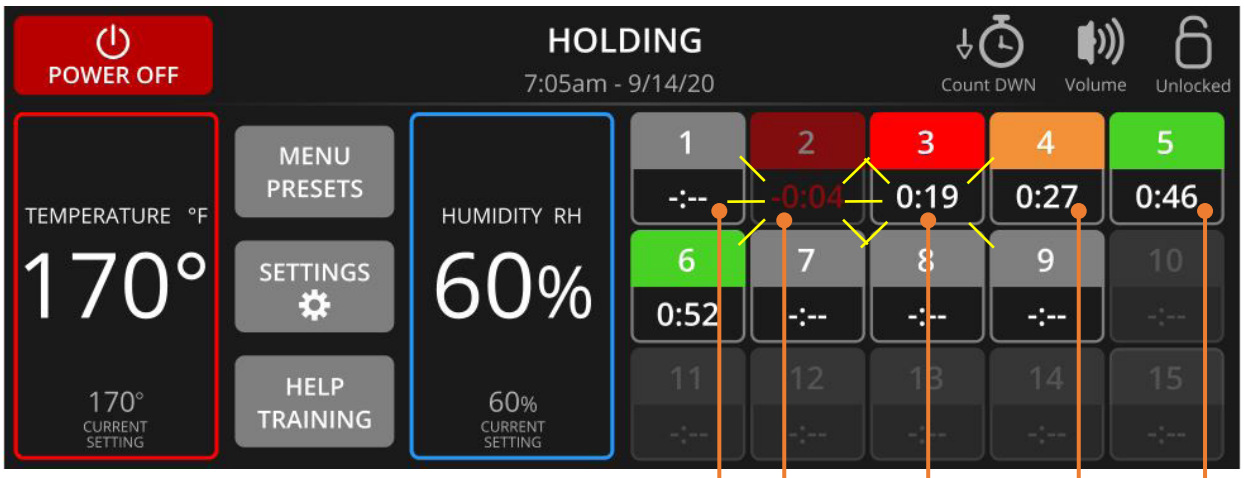
Select Count-down to activate the count-down timer

Select one, a group or all-of the available timers. After setting one group, additional groups can be set.

Use the +/- buttons to change the max time (green zone). Orange and red zones will change automatically. They can be modified independently if desired

Timer Holding

When timers are active, the main screen is displayed like this.
Initially all timer buttons will be gray (OFF).
Select the zone buttons to start or reset the individual timers, when adding or removing pans.



Timer OFF (reset)

Timer Expired. Timer begins counting-up (displayed in blinking red)

Timer in Red Zone. Lowest time blinks.

Timer in Orange Zone

Timer in Green Zone

OPERATING INSTRUCTIONS

Power-Up & Pre-Heat

- When the cabinet is turned on with the touch screen, the cabinet will cycle through the start-up sequence and begin Pre-Heat mode until the temperature and humidity set points are reached.
- The larger characters on the display show the actual cabinet temperature and humidity. The set points are also visible in smaller characters.
- To change temperature or humidity set points, use "+ / -" symbols, or select the general Temperature or Humidity areas for larger changes.
- Select the "Settings“ button to configure Date/Time, Temperature scale, Low temp alarm, Timers, Auto start time, Language, Control lock, and to access cabinet information.

1. Allow the cabinet to pre-heat without food for 30 minutes to an hour. The time required to reach the temperature set point is dependent on the set point, the size of the cabinet, the door type (solid or clear) and the temperature of the room the cabinet is in.

   Warning: Follow all food safety guidelines. Pre-heat the cabinet to the desired temperature before putting cooked, hot food into the cabinet. This is not a re-thermalization cabinet. Food must be at the appropriate temperature before being placed into this cabinet.

2. To insure food safety, the C5 cabinet uses Temperature Priority. This feature is designed to minimize the time required to pre-heat a cold cabinet to the desired operating temperature and to recover to the operating temperature after a door has been opened and closed. To do this, during pre-heat and recovery, all the available electrical energy is used to heat the cabinet. (Initially this may cause the temperature to exceed the set point. However, this will rapidly correct itself and equalize to the operating temperature within a few minutes.) The C5 controls will continuously monitor temperature and humidity and energize the heat elements accordingly. Note, as the cabinet pre-heats the air, the humidity level may drop significantly. This is because hotter air can hold more moisture and therefore the relative humidity goes down as the cabinet pre-heats. Once the cabinet operating temperature is reached, the cabinet will then produce humidity as required. The Temperature Priority feature, heat before humidity, ensures the food is held at the desired temperature. Food holding temperature is one of the key elements for safe food holding. By prioritizing temperature, the C5 cabinet promotes food safety when used properly.

Low Temperature Alarm

This cabinet is equipped with a low temperature alarm system that will alert you if the temperature falls below the alarm set point for more than 5 minutes during operation (unless the low temperature alarm has been turned off).

- The temperature display will turn red and an audible alarm will be activated if a low temperature condition is detected.
- Go to SETTINGS/SET ALARMS to adjust the alarm settings
- If the cabinet's TEMPERATURE set point set below the low-temperature alarm set point, the alarm is disabled.
- The low temperature alarm is also disabled during pre-heat.

Your C5 9 Series cabinet is capable of creating high levels of humidity at all operating temperatures. As you operate the cabinet and open and close the door(s), condensation will form on the inside surfaces of the cabinet. Some dripping of water may occur to the outside of the cabinet particularly at the door seals. A drip trough is part of the bumper and will direct most of this water to a removable water pan under the bumper. Water may also drip off opened doors onto the floor.

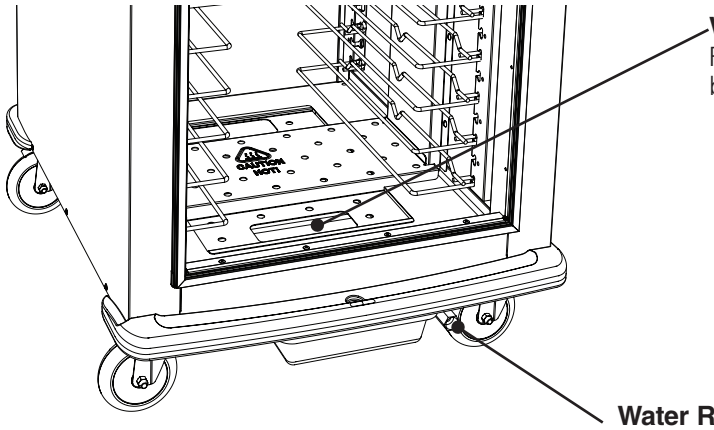
Caution: Water dripping onto the floor from open doors can be a slip hazard.

Warning: Some surfaces, water and escaping vapor can be hot enough to burn. Use caution when opening doors and working in and around this cabinet.

4. The cabinet controls will “remember” their settings when the cabinet is turned off. Therefore, when the unit is turned on the settings will be the same as they were during the previous use.

5. An element symbol below each digital display indicates when the temperature or humidity heater element is energized. As the control settings are adjusted, it may take a few moments for the status of the indicator lights to reflect the new control settings and cabinet conditions depending on when in the control cycle the settings are changed.

6. If humidity is required, fill the water reservoir in the bottom of the cabinet to about $^{1}/_{2}$" (13mm) below the bottom of the water reservoir cover. Potable (suitable for drinking) water should be used. Water can be poured through the rectangular hole in the water reservoir cover. If the cover is removed, replace it before using the cabinet. A water sensor detects a low water condition and will prevent the water reservoir element from being energized. The reservoir needs refilling when there is about 1" (25mm) of water left in the reservoir. At this point, the display will blink and an audible alarm will sound, and **the water reservoir element will not heat until the water reservoir is filled.** If humidity is not required, empty the water reservoir and Set humidity control and the display reads “Off.”



7. To remove the water from the water reservoir, allow the water to cool, open the drain valve under the right end of the drip trough and allow the water to drain. Any remaining water in the bottom of the reservoir can be removed with a clean towel.

   Note: When turning the cabinet off at the end of the work day, it is recommended to leave the door(s) open to prevent heat and condensation build up within the cabinet.

   Note: If the cabinet is not going to be used for an extended period of time, all water should be removed from the water reservoir and the cabinet completely cleaned and dried out.

8. Click on "HELP TRAINING" detailed instructions on controller features please go to help section and scan OR code or go to URL to view detailed videos.

CARE & MAINTENANCE

Cleaning The Cabinet

Warning: Unplug the cabinet before cleaning or servicing. Do not wash the cabinet with a water jet or high pressure water.

Caution: Do not spray or pour water into the control enclosure. To clean the cabinet, wipe with a damp cloth and dry with a towel. Use only cleaning agents approved for stainless steel (depending on your cabinet construction).

Caution: Do not use cleaners with chlorides or phosphates as they may cause damage to stainless steel.

1. Use cleaners in the proper concentrations. Follow the manufacturer's directions for the cleaning product used. The floor of the cabinet and water reservoir may be hosed out with low pressure water. After using any cleaning products, thoroughly rinse all surfaces to remove all residue.
2. Use a damp cloth or sponge. Mild soap suitable for stainless steel is acceptable. Dry with a clean towel. Wipe up spills as soon as possible and regularly clean the cabinet to avoid staining and difficult to clean conditions.
3. For Cleaning the LCD Display:
   - Use mild soap and water
   - Do not use any citrus based cleaners

Cleaning and De-scaling Instructions for the Water Reservoir:

1. Use only potable water suitable for drinking) in the cabinet. The reservoir is equipped with a heater, which heats the water to create humidity and a water level sensor. As water evaporates from the reservoir, any minerals and chemicals present in the water are left behind in the remaining water. Given enough time, these minerals can build up on the reservoir, heater and sensor causing corrosion and a decrease in performance. Using distilled water or conditioned water will help prevent scale build up. **If distilled water is used, you may need to add baking soda to the water for the low water sensor to work properly.** Contact your local water authority for help in determining if a water conditioning system is advised. Adding approximately one tablespoon of white vinegar or lemon juice to the water reservoir will help prevent scale build-up.

   Warning: Water inside this cabinet's reservoir is hot during use! Turn the cabinet off, unplug it from the electrical outlet and allow the cabinet and water to cool before draining the water reservoir.

2. **Do not allow scale to build up on the reservoir, heater or sensor.** Dirty water should not be allowed to sit overnight in the cabinet. At the end of each operating day, turn the power off and allow the cabinet and water to cool. Drain the reservoir.

   To de-scale the reservoir, heater element and water level sensor you may use a food grade de-scaler suitable for stainless steel. You may already be using a de-scaling product in your kitchen for use in your ice maker, dishwasher or coffee maker equipment. Follow the cleaning instructions on the product label. When finished, thoroughly rinse all cleaning agents off the reservoir, heater and sensor and allow them to dry. At the beginning of the next operating shift, refill the reservoir with potable water.

BASIC TROUBLESHOOTING

Warning: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.

1. Controls do not work (no display):

a. Check that the rear power switch is in the "On" position.

b. Check that the cabinet is plugged in.

c. Check that the outlet has power & correct voltage (Refer to fuse box / breaker box).

d. Check that the fuse located on the air baffle on inside front of the cabinet is not blown (Good Fuse should be less than 1 ohm).

e. Check the cabinet wiring from the power cord to the power switch and to the controller assembly. (Approved Service agent only)

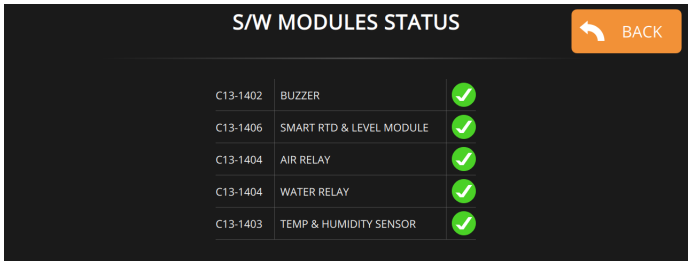
f. Controller is faulty.

Temperature and / or Humidity Display with "---" (No reading):

a. Check Single Wire Interface status.

i. Path: SETTINGS → CABINET INFO → S/W STATUS.

ii. If the screen shows all tick " √ " green colored then the communication harness is ok.



iii. If any component and/or the Single Wire harness itself is faulty or the connector is not seated properly then display will show "**x**" mark in red circle to the right of all the component including that component. For example, If the Air relay is faulty then "**x**" mark in red circle will appear to the right of Air Relay, Water Relay and Temp/Humidity Sensor. But that should not be interpreted as the Water Relay and Temp/ humidity Sensor are also faulty. In this case, the Air relay and/or the Single wire harness can be faulty, or the connector on Air Relay is not seated properly.

2. Temperature too hot:

a. Set point is too high. Turn temperature set point down to the desired temperature.

b. During initial pre-heat some over temperature may occur but will quickly return to the set point.

c. Temp sensor faulty.

d. If displayed temperature exceeds 220°F (104°C):

i. Blower wiring is faulty or disconnected.

ii. Blower needs replacing.

iii. The thermostat may have failed and the thermal overload device is controlling the temperature. Stop using the cabinet immediately and contact a factory approved service agent.

e. Water reservoir may be empty but the water reservoir element is on, heating the cabinet.

i. The water sensor probe may need to be cleaned or de-scaled.

ii. Water sensor is faulty.

iii. Wiring from water sensor to controller may be faulty.

3. Temperature too low:

a. The cabinet may still be in pre-heat or recovering from a door being opened.

b. Set point is too low. Turn temperature set point up to the desired temperature.

c. A door is not closed or sealing properly.

d. Temp sensor faulty.

e. Air element may be faulty.

4. No heat generated

a. If the element icon is on but the cabinet does not draw approximately 16 amps for 120V 2000W units; 12 amps for 120V 1440W units; or 8 to 9 amps for 220-240V units:

i. Air heater element may be faulty.

ii. The wiring to the air heater element may be faulty or disconnected.

iii. The controller (air heater relay) may be faulty.

b. If the element icon does not come on, the controller may be faulty.

5. Humidity is too high:

a. Set point is too high. Turn humidity set point down to the desired humidity.

b. The food in the cabinet has enough moisture to drive the cabinet humidity above the set point. This indicates the current set point may dry the food. The humidity set point may need to be adjusted to the displayed humidity level.

c. Humidity probe may be faulty.

6. **Humidity too low:**
   a. Set point is too low. Turn humidity set point up to the desired humidity.
   b. Cabinet may be producing the maximum humidity capable at the current temperature setting and food moisture content. Example: The cabinet might only produce 80% humidity at 200°F (93°C).
   c. A door is not closed or sealing properly.
   d. If the humidity display is blinking “Fill” and/or audible alarm, the water reservoir needs to be re-filled.
   e. If there is more than 1" (25mm) of water in the water reservoir and the display is blinking “Fill”
      i. The water in the reservoir is too pure (example — distilled water). Add a tablespoon of baking soda to the water and stir the water.
      ii. The wiring to the water sensor probe may be faulty or disconnected.
      iii. The water sensor probe is not pointing vertically down or the plastic bushing is missing from the probe.
      iv. The water sensor probe may need to be cleaned or de-scaled.
      v. Water sensor probe may be faulty.
   f. Or see step 7.
7. **No humidity generation:**
   a. If humidity element icon is on but the cabinet does not draw approximately 16 amps for 120V 2000W units; 12 amps for 120V 1440W units; or 8 to 9 amps for 220-240V units:
      i. Water heater element may be faulty.
      ii. The wiring to the water heater element may be faulty or disconnected.
      iii. The controller (water heater relay) may be faulty.
   b. If the humidity element icon does not come on, the controller may be faulty.
8. **Water level is low but display does not flash “Fill.”**
   a. The wiring to the water sensor probe may be faulty or disconnected.
   b. The water sensor probe may need to be cleaned or de-scaled.
   c. Water sensor probe may be faulty.
   d. Controller may be faulty.
9. **Cabinet trips GFCI (ground fault circuit interrupter):**
   A GFCI receptacle protects against “ground faults” whenever an electrical product is plugged into the GFCI outlet by constantly monitoring the electricity for any loss of current. If the current flowing out of the receptacle differs by a small amount from that returning, the GFCI quickly switches off power to that circuit. The GFCI interrupts power extremely fast to minimize the possibility of an electric shock.

   a. The heater elements may absorb some moisture into their casing and insulation during shipment or during long periods of not being used (such as during the summer in a closed school kitchen). Plug the cabinet (without water in the water reservoir) into a non-GFCI outlet, set the temperature to 200°F (93°C) and let it run for 30-60 minutes to dry out any moisture the elements may have absorbed. (If it trips the standard circuit breaker call factory approved service agent.) After drying the elements, plug the cabinet into the GFCI outlet; the cabinet should run without tripping the GFCI.

   b. If the cabinet still trips the GFCI, call a factory approved service agent.

Note: The temperature and humidity controls do not require field calibration.

SERVICE and REPLACEMENT PARTS

C5 9 SERIES REPLACEMENT PARTS — ELECTRICAL

Confirm the cabinet electrical rating before ordering components.

Warning: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.

To access the controller area, remove the (7) screws holding the cabinet top in place. Lift the rear portion of the cabinet top and slide it away from under the front control bezel, removing it from the cabinet. After servicing, replace the cabinet top and the (7) screws holding it in place.

SERVICE and REPLACEMENT PARTS

C5 9 SERIES REPLACEMENT PARTS — ELECTRICAL

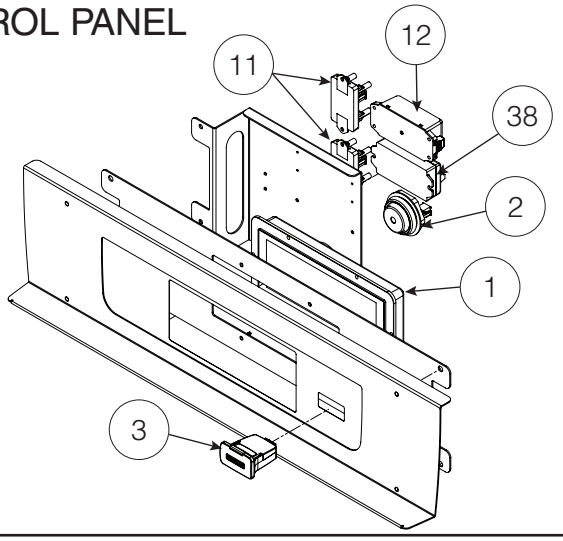
120V 1440W OR 2000W

ITEM #	Replacement Part No.	Description
1	RPC13-1400	CONTROL SCREEN
2	RPC13-1402	CONTROL SOUND MODULE
3	RPC13-1401	CONTROL USB MODULE
4	RPC11-191	INTAKE COLLAR
5	RPHM20-2103	BLOWER, **120V**
6	RPC13-093	ELEMENT, **120V 1950W**
6A	RPC13-114	ELEMENT, **120V 1360W**
7	RPC13-198	THERMAL CUT OUT
8	RPC5-RTANGLE-20	POWER CORD, **20A RT ANGLE PLUG**
	RPC5-STRPLG-20	POWER CORD, **20A STR PLUG**
	RPC5-RTWSTPLG	POWER CORD, **20A TWIST LK PLUG**
	RPC13-217	CORD, TWIST LOCK PLUG, **20A**
8A	RPC5-RTANGLE-15	POWER CORD, **15A RT ANGLE PLUG**
	RPC5-STRPLG-15	POWER CORD, **15A STR PLUG**
	RPC5-RTWSTPLG-15	POWER CORD, **15A TWIST LK PLUG**
9	RPC5-RTWSTPLG	POWER CORD, **20A CORD**
9A	RPC13-083	STRAIN RELIEF, **15A CORD**
10	RPC13-096	TERMINAL BLOCK
11	RPC13-1404	CONTROL RELAY MODULE
12	RPC13-1405	CONTROL POWER SUPPLY
13	RPC5-WSNSR	WATER SENSOR & FLGD BUSHING
14	RPC06-885	FLGD BUSHING,WATER SENSOR
15	RPC15-030	BULKHEAD FITTING
16	RPC13-200	WATER RESERVOIR ELEMENT, **120V 1950W**
16A	RPC13-240	WATER RESERVOIR ELEMENT, **120V 1360W**
37	RPC59-FAN	CONTROL PANEL FAN, **5V**
38	RPC13-1406	CONTROL SENSOR, 5V FAN MODULE
42	RPC13-375	MASTER SWITCH
43	RPC13-1403	TEMP-HUMD SENSOR
44	RPC13-1410	CONTROL FUSE, **20A, 120V**
45	RPC13-1435	SNAP ON FUSE HOLDER
-	RPC13-1407	MAIN WIRE HARNESS
-	RPC13-1408	USB WIRE HARNESS

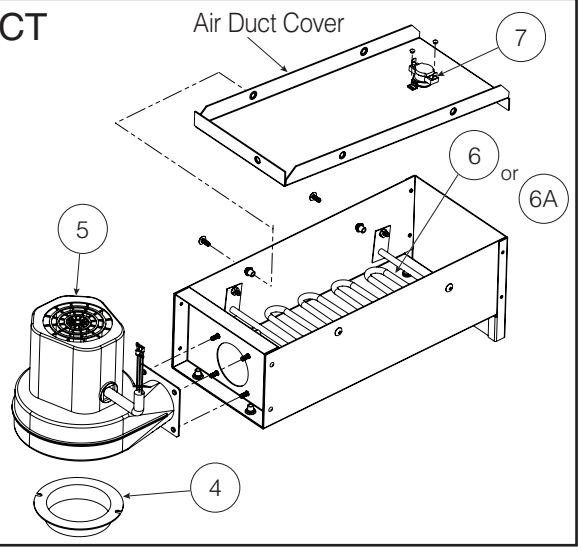
220-240V 1681W OR 2000W

ITEM #	Replacement Part No.	Description
1	RPC13-1400	CONTROL SCREEN
2	RPC13-1402	CONTROL SOUND MODULE
3	RPC13-1401	CONTROL USB MODULE
4	RPC11-191	INTAKE COLLAR
5	RPHX20-2103	BLOWER, **220/240V**
6	RPC13-117	ELEMENT, **240V 1950W**
7	RPC13-198	THERMAL CUT OUT
8	RPC5-STRPLG-240V	POWER CORD, **240V 15A**
9	RPC13-083	STRAIN RELIEF, **15A CORD**
10	RPC13-096	TERMINAL BLOCK
11	RPC13-1404	CONTROL RELAY MODULE
12	RPC13-1405	CONTROL POWER SUPPLY
13	RPC5-WSNSR	WATER SENSOR & FLGD BUSHING
14	RPC06-885	FLGD BUSHING,WATER SENSOR
15	RPC15-030	BULKHEAD FITTING
16	RPC13-241	WATER RESERVOIR ELEMENT, **240V 1950W**
37	RPC59-FAN	CONTROL PANEL FAN, **5V**
38	RPC13-1406	CONTROL SENSOR, 5V FAN MODULE
42	RPC13-375	MASTER SWITCH
43	RPC13-1403	TEMP-HUMD SENSOR
44	RPC13-1414	CONTROL FUSE, **10A, 240V**
45	RPC13-1435	SNAP ON FUSE HOLDER
-	RPC13-1407	MAIN WIRE HARNESS
-	RPC13-1408	USB WIRE HARNESS

CONTROL PANEL



AIR DUCT



SERVICE and REPLACEMENT PARTS (continued)

C5 9 SERIES REPLACEMENT PARTS — CABINET BODY

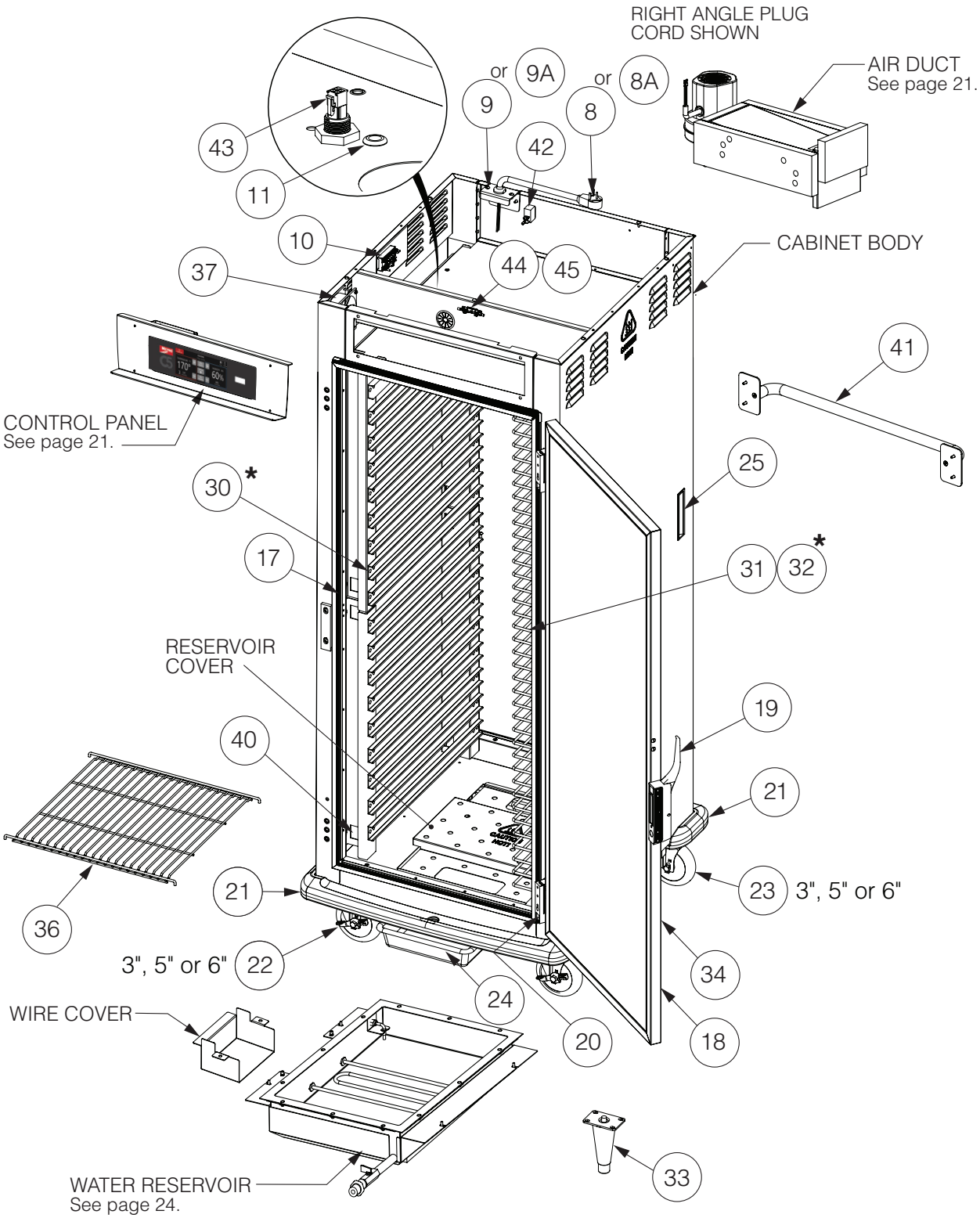
ITEM #	Replacement Part No.	Description
17	RPC06-873B	FULL HEIGHT DOOR GASKET
	RPC06-873C	3/4 HEIGHT DOOR GASKET
	RPC06-873A	1/2 HEIGHT & DUTCH DOOR GASKET
	RPC06-873D	UNDER COUNTER DOOR GASKET
18	RPC5-S9DR	STAINLESS STEEL FULL HEIGHT SOLID DOOR
	RPC5-S7DR	STAINLESS STEEL 3/4 HEIGHT SOLID DOOR
	RPC5-S5DR	STAINLESS STEEL 1/2 HEIGHT & BOT D SOLID DOOR
	RPC5-S9TDDR	STAINLESS STEEL TOP DUTCH SOLID DOOR
	RPC5-S9CDR	STAINLESS STEEL FULL HEIGHT CLEAR DOOR
	RPC5-S7CDR	STAINLESS STEEL 3/4 HEIGHT CLEAR DOOR
	RPC5-S5CDR	STAINLESS STEEL 1/2 HEIGHT & BOT D CLEAR DOOR
	RPC5-S9CTDDR	STAINLESS STEEL TOP DUTCH CLEAR DOOR
	RPC5-S3CDR	STAINLESS STEEL UNDER COUNTER CLEAR DOOR
19	RPC11-274	DOOR LATCH — 1 PIECE
	RPC14-253	FLUSH HANDLE DOOR LATCH — 1 PIECE
	RPC14-129	DOOR LATCH WITH KEY LOCK
20	RPC14-042	DOOR HINGE — 1 PIECE
21	RPC5-9-BMPR	BUMPER/DRIP TROUGH
22	B5DNB	5" BRAKE CASTER
	B3B	3" BRAKE CASTER
	RPQC02-248	6" BRAKE CASTER
	B5DNR	5" RIGID CASTER
23	B5DN	5" SWIVEL CASTER
	B3	3" SWIVEL CASTER
	RPQC02-247	6" SWIVEL CASTER
	B5DNR	5" RIGID CASTER
24	RPC5-DRPAN	DRAIN PAN
25	RPC06-872	POCKET HANDLE
26	RPC15-028	RESERVOIR DRAIN VALVE
27	RPC5-9-WRSVR	WATER RESERVOIR & GASKET
28	RPC06-881A	WATER RESERVOIR GASKET
29	RPSNR-5011	WATER SENSOR RETAINER
***30**	RPC5-L9	TALL CABINET LIP LOADED SLIDE ASSEMBLY
	RPC5-L7	3/4 HEIGHT CABINET LIP LOADED SLIDE ASSEMBLY
	RPC5-L5	1/2 HEIGHT CABINET LIP LOADED SLIDE ASSEMBLY
	RPC5-L3	UNDER COUNTER CABINET LIP LOADED SLIDE ASSEMBLY

ITEM #	Replacement Part No.	Description
***31**	RPC5-U9	TALL CABINET UNIVERSAL SLIDE ASSEMBLY (INCLUDES WIRE SLIDES & UPRIGHTS)
	RPC5-U7	3/4 HEIGHT CABINET UNIVERSAL SLIDE ASSEMBLY (INCLUDES WIRE SLIDES & UPRIGHTS)
	RPC5-U5	1/2 HEIGHT CABINET UNIVERSAL SLIDE ASSEMBLY (INCLUDES WIRE SLIDES & UPRIGHTS)
	RPC5-U3	UNDER COUNTER CABINET UNIV. SLIDE ASSEMBLY (INCLUDES WIRE SLIDES & UPRIGHTS)
***32**	C5-USLIDEPR-C	CHROME UNIVERSAL WIRE SLIDE — 1 PR.
	C5-USLIDEPR-S	STAINLESS STEEL UNIVERSAL WIRE SLIDE— 1 PR.
33	RPC5-SSLEG-1	EQUIPMENT LEG — QTY. 1
34	RPC5-DRLBL	DOOR LABELS — QTY. 2 (USED WHEN REVERSING DOORS)
35	RPC15-029	DRAIN HOSE ADAPTER
36	C5-SHELF-S	ACCESSORY SHELF (USED WITH UNIVERSAL UPRIGHTS)
39A	RPC5-9-URT5	INDIVIDUAL UNIVERSAL UPRIGHT 1/2 HEIGHT
39B	RPC5-9-URT7	INDIVIDUAL UNIVERSAL UPRIGHT, 3/4 HEIGHT
39C	RPC5-9-URT3	IUC CABINET
39D	RPC5-9-URT9	INDIVIDUAL UNIVERSAL UPRIGHT FULL HIGHT
40	RPC59-HGR	RACK HANGER REPAIR KIT (4 PCS.)
41	RPC5-9-HANDLE	CABINET HANDLE
-	RPC05-1291	TIMER ZONE LABELS

*See pages 6 and 7 for slide identification.
All slides sold as pairs.

SERVICE and REPLACEMENT PARTS (continued)

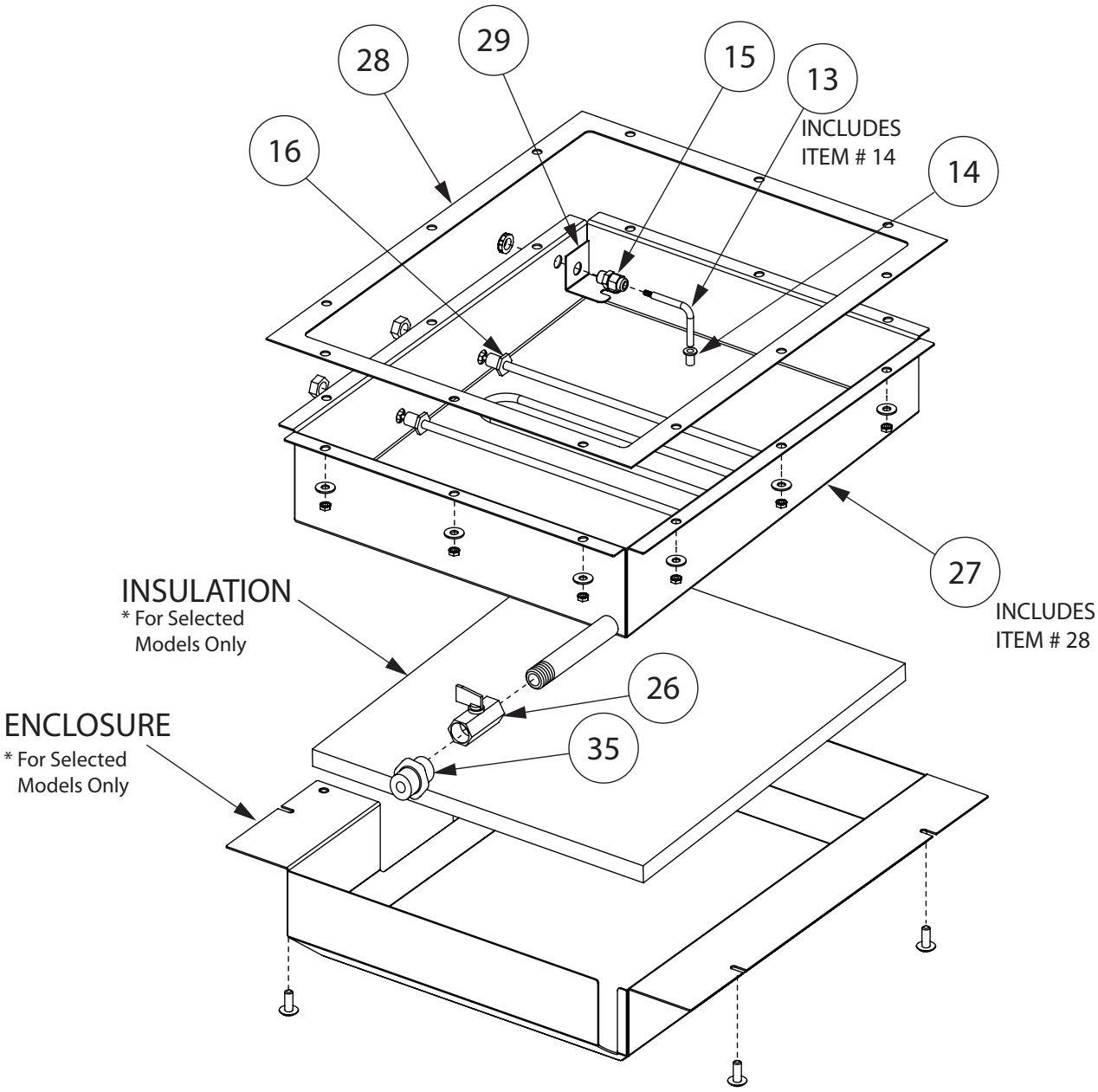
Replacement Parts Diagram



*For slide identification, see pages 6 and 7.

SERVICE and REPLACEMENT PARTS (continued)

Warning: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.

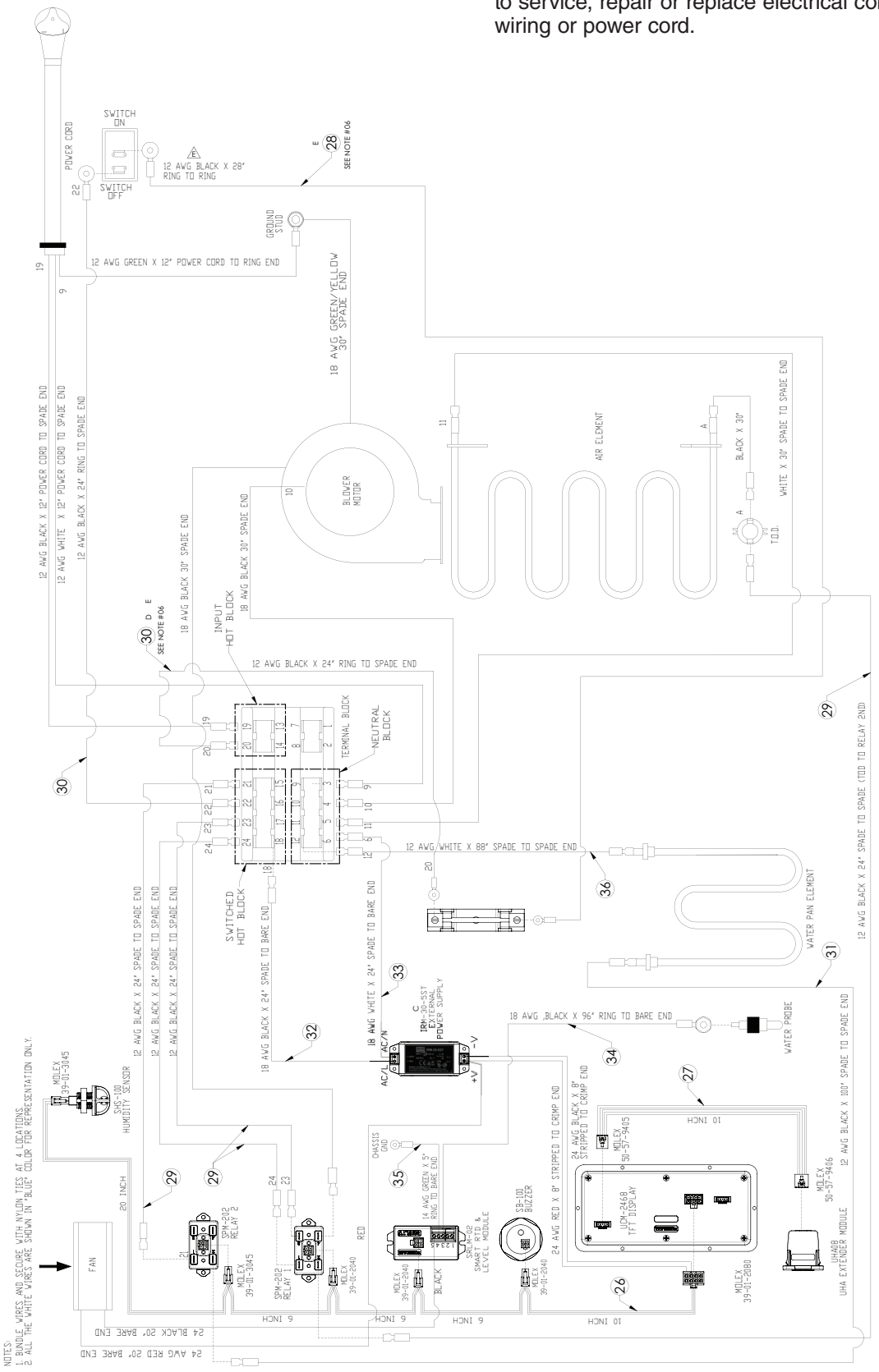


WATER RESERVOIR

SERVICE and REPLACEMENT PARTS (continued)

C5 9 Series Wiring Diagram

Warning: Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.



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SELLER'S LIABILITY FOR ANY CLAIM OF ANY KIND, WHETHER BASED ON CONTRACT, NEGLIGENCE OR STRICT LIABILITY IN TORT, AND BY WHOMEVER MADE, FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL LOSS, DAMAGE OR INJURY, RESULTING TO THE PURCHASER OR ANY THIRD PARTIES, arising out of, connected with or resulting from this Agreement, or from the performance or breach thereof, or from the manufacture, sale, delivery, resale, installation, inspection, repair or use of any product covered by or furnished under this Agreement, WHETHER OR NOT CAUSED BY SELLER'S NEGLIGENCE, SHALL IN ALL EVENTS BE EXCLUSIVELY LIMITED TO THE COST OF CORRECTING DEFECTIVE, DAMAGED OR NON-CONFORMING PARTS OR MATERIAL AS HEREIN PROVIDED, and upon the expiration of one (1) year, all such liability shall terminate.

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THIS AGREEMENT, and all the rights and obligations arising hereunder, shall be construed in accordance with, and be governed by, the law of the Commonwealth of Pennsylvania, U.S.A.

TO INSURE WARRANTY implementation, return the completed registration card within 15 days of cabinets' receipt to: InterMetro Industries Corp., Wilkes-Barre, PA 18705

METRO®

InterMetro Industries Corporation
Wilkes-Barre, PA 18705

03/2023

For online warranty registration, please go to www.metro.com/service-support/thermal-cabinets to register electronically

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* Save this document for future application, load rating and/or safety reference.

L01-419 REV T 09/23

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