



## Troubleshooting Guide

### Thermometer reads incorrectly:

Make sure that the temperature probe is towards the center of the walk-in. Make sure temperature probe is not in direct line of the air flow from the coils. Check to make sure all wiring is properly secured and undamaged. If thermometer still reads incorrectly, please contact our customer service department at 800.722.9176.

### Ceiling overhangs wall:

If walls are unlevel at the top, loosen wall cams and adjust walls so the tops of the walls align. If walls are level at the top, loosen corner wall panel and tap out wall panel to line up with outer edge of ceiling. Lock ceiling to wall and relock corner.

### Door doesn't shut correctly:

Check to make sure door closer is working correctly and it is catching the hook. Check to make sure walls aren't unlevel.

### Door is unlevel:

Check to make sure the floor is level. If not, shim as needed.

### Ceiling panels won't lock into walls:

If walls have been locked to walk-in floor, unlock walls from the floor, lock ceiling panels down to walls and relock walls to floor.

### Cam wrench isn't working correctly in cam hole:

Only insert the wrench far enough to catch the locking mechanism. Make sure you are inserting the tapered end of the wrench in the hole.

### Cam locks not locking

Make sure all wall panels are flush on sides and top, so cams are lined up correctly. Make sure to reset locking device if necessary. Do not turn locking mechanism past normal locking range.

If any additional information is needed, please contact our customer service department, toll free, at 800.722.9176 or email us at [customerservice@snowmancooler.com](mailto:customerservice@snowmancooler.com)