



OWNER'S MANUAL & WARRANTY



MATRIX FOOD SHIELDS

Thank you for choosing products from BSI. We appreciate your business and are available to assist you with all of your needs. This manual has been designed to help you better understand your product and its proper usage. If you have questions that go beyond this detailed manual, please contact our Customer Service Department at 800.662.9595.

TABLE OF CONTENTS

Important Owner Information	2	Matrix Bracket Assembly & Parts.....	5
Safety Precautions	3	Cleaning Instructions.....	6
Receipt and Inspection of Equipment	3	End Panels.....	6
Matrix Food Shields		Mounting Options.....	7
Models	4	Installation Instructions.....	8
Basic Components and Layout	4	Warranty	9

This manual is an important part of your equipment. Your Owner's Manual should be stored in a safe location, as it will be useful for the life of your product. It contains important safety information concerning the maintenance, operation, and servicing of these products.

Failure to properly follow this manual may result in serious injury. Do not operate this equipment unless you have read and understood the manual contents.

IMPORTANT OWNER INFORMATION

Record your guards' model number(s) and light/warmer unit serial number(s) (if applicable) to use as a reference when contacting your local representative or BSI headquarters.

Model No.:	
Serial No.:	
Model No.:	
Serial No.:	
Date of Purchase:	
Other:	

BSI Corporate Headquarters Information:

Business Hours: 8:00 AM to 5 PM MST

Telephone: 800.662.9595

Fax: 303.331.8444

Web Address: www.bsidesigns.com

SAFETY PRECAUTIONS



The Matrix food guard must be installed in accordance with applicable installation code by a person familiar with the product's construction, operation, and potential hazards involved.

RECEIPT AND INSPECTION OF EQUIPMENT

Care should be taken during unloading and uncrating to avoid equipment damage.

1. Visually inspect the package, skid, or container exterior. Any damage should be noted and reported to the delivering carrier immediately.
2. Open and inspect contents for broken glass and verify that all items were received.
3. In the event that damage is discovered, notify the carrier and request freight damage forms.
4. Request an inspection by the shipping company of the damaged equipment. This should be done within 10 days of equipment receipt.
5. Retain all crating materials until an inspection has been made or waived.
6. All packages contain a product owner's manual and warranty document, along with installation drawings for your installer.



All Matrix models are certified by NSF.

MATRIX MODELS

Matrix food guards are manufactured in many different configurations. While the components are similar, your model's glass and posts may not be. The models shown below should be maintained in the same manner based on the instructions within this manual.



EM100



EM100A



EM100B



EM101A



EM101A-3



EM103



EM105



EM106



EM108



EM112A



EM120

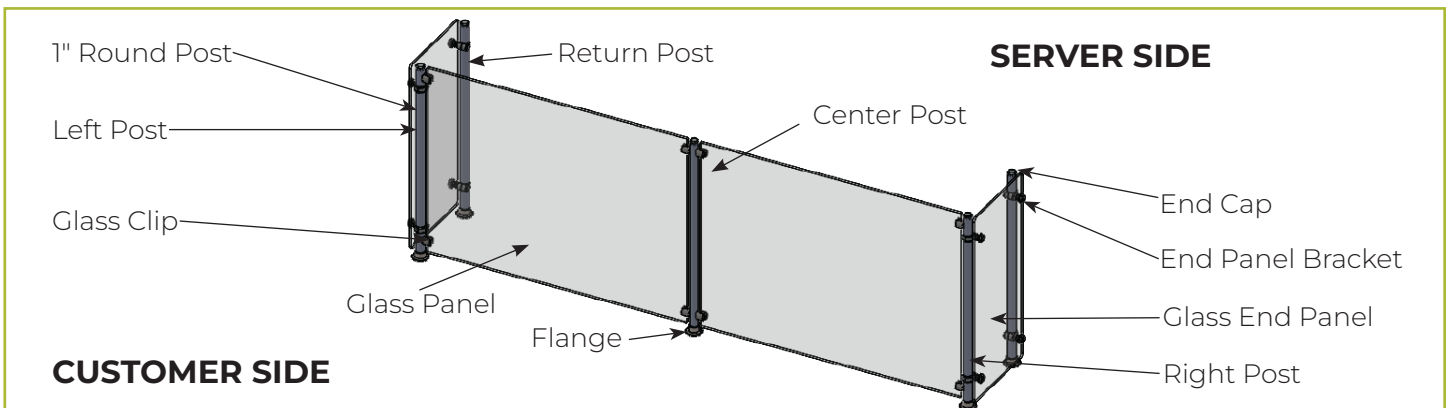


EM125

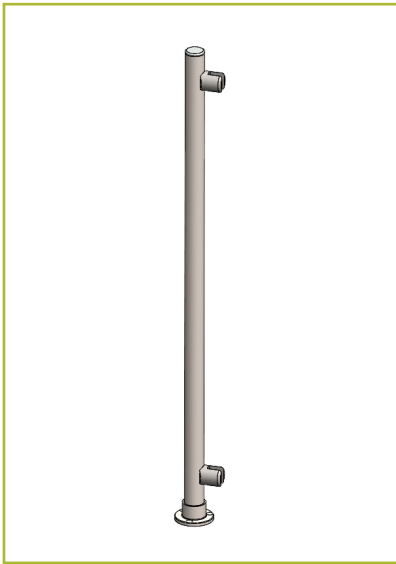


EM125-2

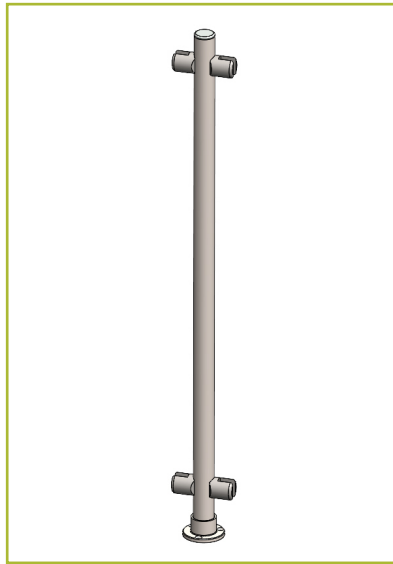
BASIC COMPONENTS & LAYOUT



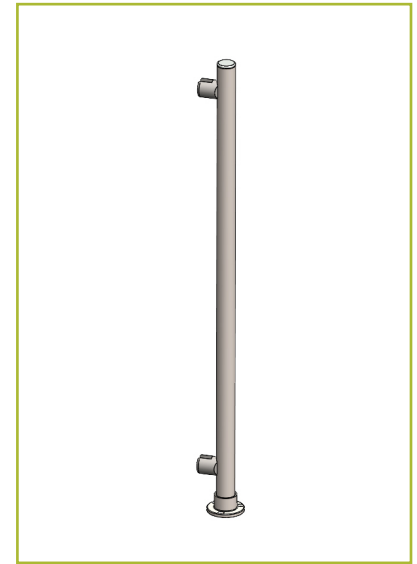
MATRIX BRACKET & COMPONENTS PARTS



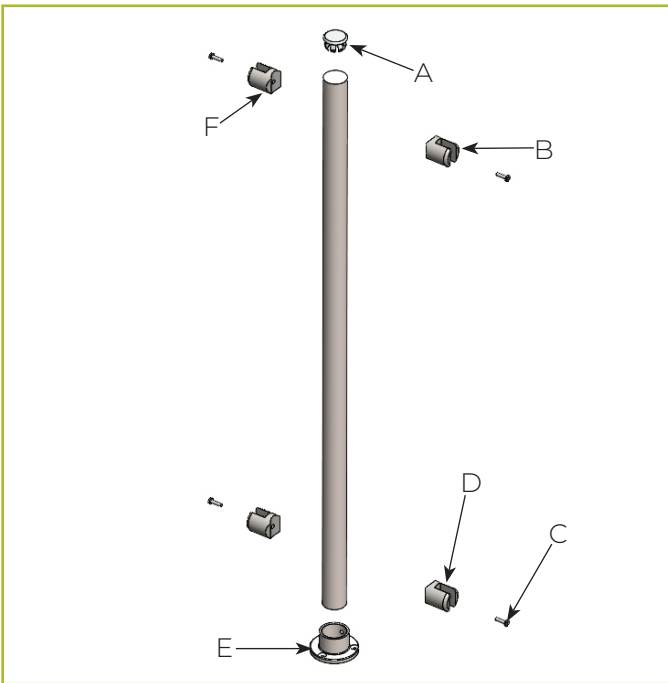
Left Matrix Bracket



Center Matrix Bracket



Right Matrix Bracket



Exploded View

Location	Part #	Description
A	17562	End Cap
B	552	Glass Clip
C	17358	Screw 6-20 x .5" Self Tapper
D	17333	Set Screw 5/16-24 x .3125" Nylon Tip
E	Varies	Mounting Flange
F		End Panel Saddle

How to Order Replacement Parts

Phone: 800.662.9595

Email: sales@bsidesigns.com

Be sure to designate part finishes when ordering.



GLASS LIMITATIONS

Glass Thickness	Permissible Load (Pounds Per Square Feet)				
	12" Span	24" Span	36" Span	48" Span	60" Span
1/4"	73.5 lbs.	15.9 lbs.	5.3 lbs.	1.5 lbs.	N/A
3/8"	196.7 lbs.	45.5 lbs.	17.5 lbs.	7.7 lbs.	3.2 lbs.
1/2"	345.4 lbs.	81.4 lbs.	32.6 lbs.	15.4 lbs.	7.5 lbs.

CLEANING INSTRUCTIONS

- Wipe the surface with a clean, damp cloth to remove fingerprints, dust, etc.
- Spray with a light coating of glass cleaner to remove grease and dirt. Use a non-ammonia cleaner.
- Do not use brass polish on your food guards as it will degrade the finish.
- Do not scrub the surface with abrasives like steel wool, pot scrubbers, abrasive powders, or similar products as they will remove the protective coating.
- If unit is fitted with a warmer, do not clean the glass or housing when warmer is hot. **Cleaning warmer when hot can cause staining or damage to warmer finish.**

END PANELS

To meet NSF guidelines, end panels are included on all BSI quotations unless otherwise specified.

Part #	Part Name
16617	End Panel Collar Assembly



NSF End Panel Requirement Exemption

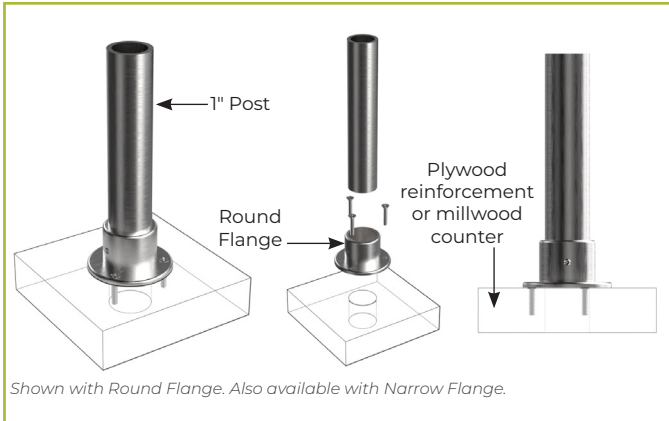
NSF/ANSI Standard 2 - 2018

5.36.1.6.2 A food shield intended to be installed a maximum of 3 inches (76 mm) from a building wall perpendicular to the food shield is exempt from the requirements of 5.36.1.6.1 provided that the height of the building wall is not lower than the overall height of the food shield. The manufacturer's specification sheet, brochure, installation instructions, and/or shop drawings shall include these building wall and proximity requirements.

Mounting Options for 1" Round Post

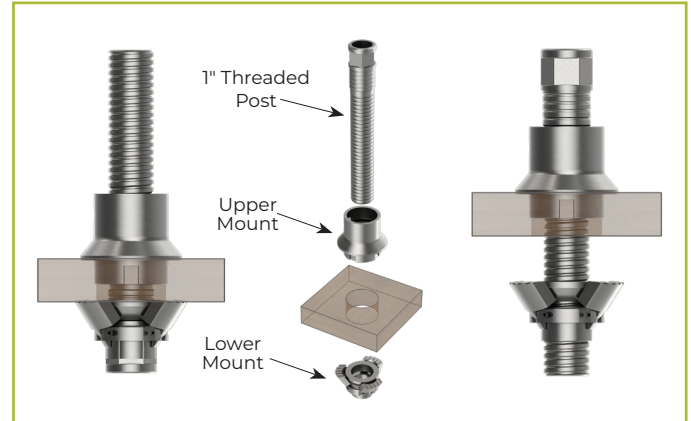
MILLWORK COUNTERTOP

Above Counter - Millwork Mount

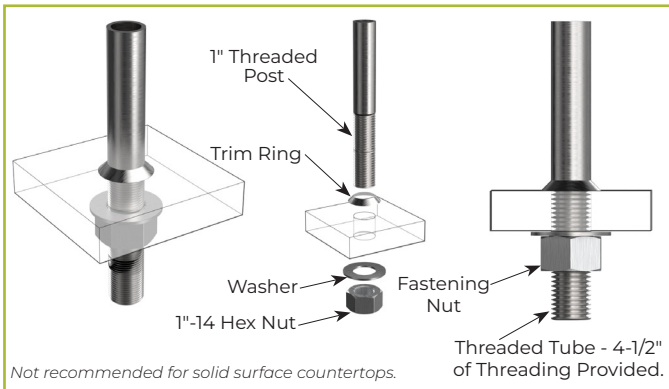


STAINLESS STEEL COUNTERTOP

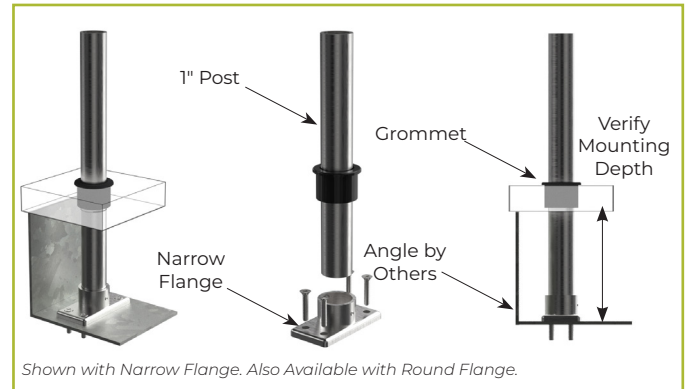
Above Counter - Triton Mount



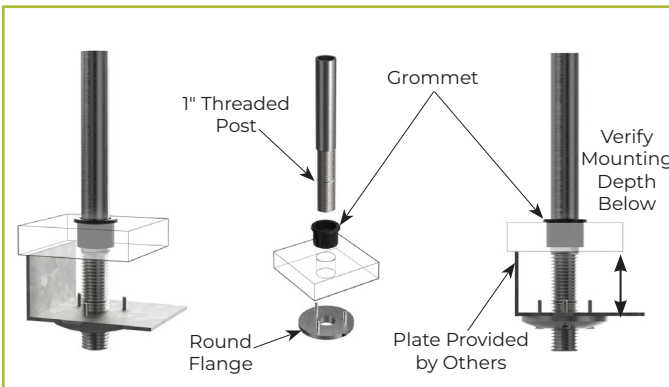
Below Counter - Compression Flange Mount



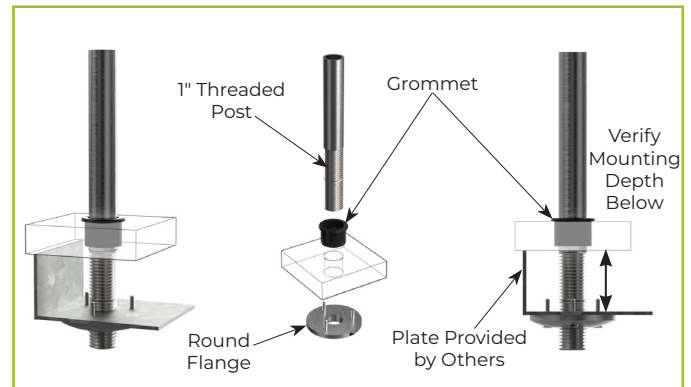
Below Counter - Upright Flange Mount w/ Plate



Below Counter - Inverted Flange with Plate

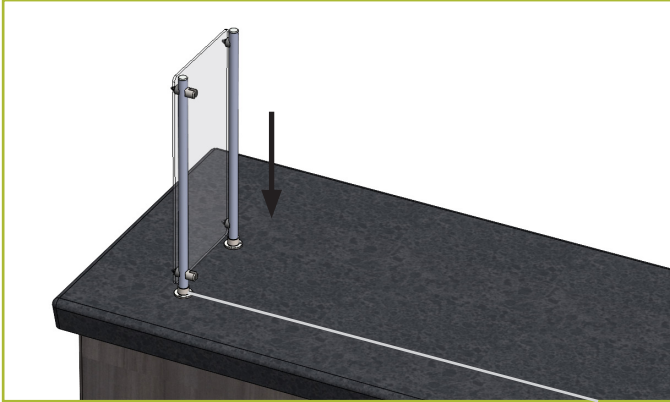


Below Counter - Inverted Flange with Plate

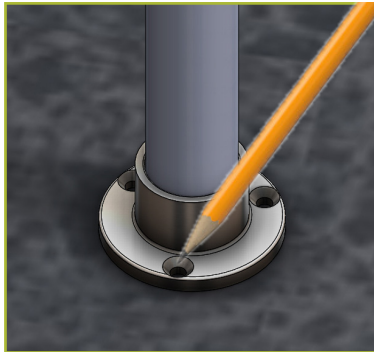


INSTALLATION INSTRUCTIONS

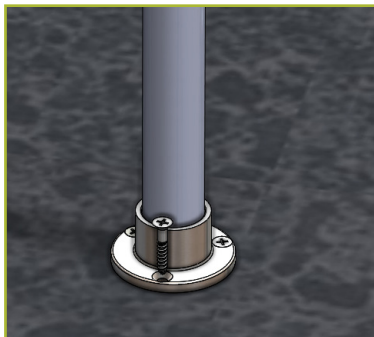
Step 1: Review approval drawings then locate and place end post on the counter in proper location.



Step 2: Mark holes with a pencil. Set post aside and drill pilot holes where marked.

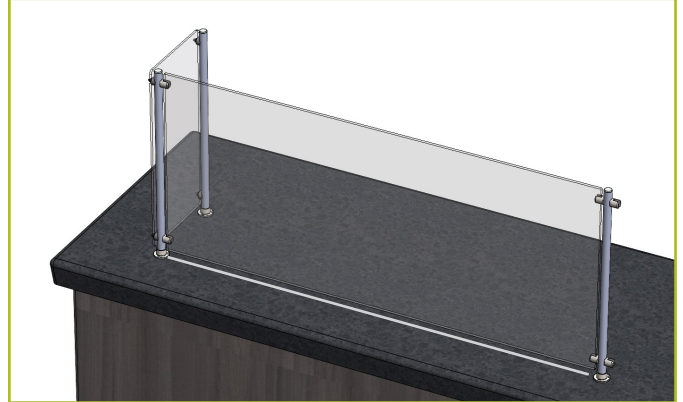


Step 3: Align pilot holes with flange holes and insert screws. Tighten screws firmly in place.



NOTE: Mounting style may vary. Please refer to flange options (page 7) for more details.

Step 4: Measure the center line from flange to flange to locate your second post position.



NOTE: Customer can use the glass as a guide to determine post location.

Step 5: Repeat steps 2-4 to install remaining posts.

Step 6: Slide glass into glass clips. Tighten glass using Allen wrench provided.



Step 7: Tighten glass using Allen wrench provided. Using your thumb and index finger, tighten as far as you can with the short end of the wrench between your fingers.

BSI E-SERIES WARRANTY

BSI, LLC warrants its products to be free of material and workmanship defects under normal use from the date of original purchase and for the applicable warranty periods set forth below. BSI, LLC's warranty extends only to original purchasers acquiring new products purchased in the United States directly from BSI, LLC, its authorized dealers, or other companies specifically authorized by BSI, LLC to act as resellers of its products.

E-SERIES FOOD GUARDS

BSI, LLC warrants all E-Series food guards against material and workmanship defects for a period of one year from invoice date. This excludes post-installation glass chipping or breakage that can be explained as "standard wear and tear."

HELIOS® LIGHTS & WARMERS

BSI, LLC warrants the Helios housing, warming element, and light ballast against material and workmanship defects for a period of one year from invoice date. The LED bulb itself is not covered under warranty.

THERE ARE NO WARRANTIES EXCEPT AS STATED ABOVE, WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Warranties do not apply to products that have been altered in any way or to products subjected to misuse, abuse, neglect, accident, or damage in transit. Warranty is void if products are used, held, or stored in an unsupervised environment. BSI, LLC's liability shall be limited to product repair or replacement, or refund of purchase price issued at the discretion of BSI, LLC. BSI, LLC will not be liable, under any circumstances, for incidental or consequential damages (including, without limitation, to lost profits) arising in connection with the sale, use, inability to use, repair, or replacement of BSI, LLC's products. The liability of BSI, LLC arising from any cause shall not exceed the price paid for the products.

Any breach claim of the foregoing warranties shall be deemed waived unless submitted to BSI, LLC in writing within 30 days of alleged defect discovery date or by reasonable inspection should have been discovered. Merchandise must be returned to the BSI, LLC factory, freight prepaid, and will not be accepted unless a prior Return Merchandise Authorization (RMA) has been issued by BSI, LLC. A copy of the original invoice must accompany the returned merchandise to verify the original purchase date and warranty entitlement. Any cause of action for breach of the foregoing warranties shall be deemed waived unless brought within one year of claim submission.