MANITOWOC ICE
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Service Notice

Taco Bell Tamper Resistant Screw Installation

Taco Bell has asked for our assistance in replacing bottom door screws on Indigo and Indigo NXT ice machines currently in their stores. The current screws will be replaced with tamper-resistant screws requiring a T15 Security Torx bit to access the units.

The goals of the tamper-resistant screws are:

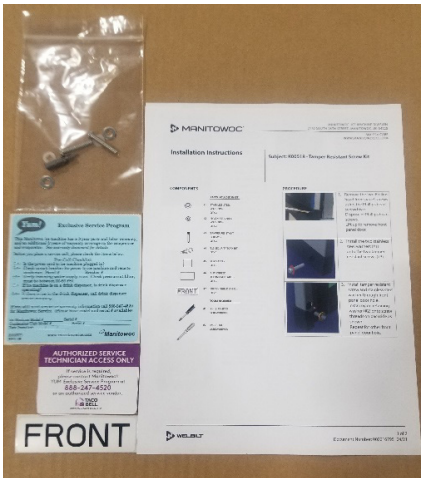
1. Ensure that units are not accessed by unauthorized personnel.
2. Ensure that doors remain securely fastened at all times

IT IS IMPERATIVE THAT ALL AUTHORIZED TECHNICIANS RETAIN A T15 TORX BIT IN THEIR TOOL KITS TO ENABLE ICE MACHINE ACCESS. TO PREVENT ACCESS BY STORE PERSONNEL, BITS ARE NOT TO BE LEFT BEHIND AT THE STORE. TACO BELL WANTS TO ENSURE THAT ANY ISSUES WITH AN ICE MACHINE ARE CORRECTED BY AN AUTHORIZED SERVICER.

RISE will be arranging kit shipments to FAS branches for rework completion.

Kits include:

- 2 stainless steel washers
- 2 nylon retaining washers
- 2 tamper-resistant screws
- 1 T15 security torx bit
- 1 YUM hotline label
- 1 authorized technician label
- 1 splash shield label “FRONT”
- 1 set of instructions



Each unit identified will require a digital survey to be completed (via smart device) regarding the unit’s cleanliness and functionality. A 6-month preventative maintenance reminder will need to be set.

Store visits to install the screws and set a program preventative maintenance reminder are to be billed to Manitowoc Ice. Additional service related incidents will be managed through warranty for machines in warranty period. Machines outside of warranty will be responsibility of the store.