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Service Bulletin

Subject: RNS12/20 Intermittent Damper Sticking

RECEPTACLE FOR ICE CHUTE COVER FASTENER INCORRECTLY SEATED

Ice Chute Cover Receptacle

Some RNS12 / RNS20 model ice machines left the factory without the top cover fastener receptacle being snapped into position.

A loose fastener receptacle will allow the top cover to raise and misalign during ice making, resulting in the ice damper sticking and stopping the ice machine.

This issue can be easily identified by checking the receptacle for movement. When properly seated the receptacle will not rock back and forth.

⚠Warning

Authorized Service Representatives are obligated to follow industry standard safety procedures, including, but not limited to, local/national regulations for disconnection / lock out / tag out procedures for all utilities including electric, gas, water and steam.

⚠DANGER

Disconnect electric power to the ice machine at the electric switch box before proceeding. Failure to disconnect the power at the main power supply disconnect could result in serious injury or death. The power switch DOES NOT disconnect all incoming power.

CHECKING AND SEATING A LOOSE RECEPTACLE

1. Disconnect power at the main disconnect.
2. Remove panels required to access the top of the evaporator.
3. Remove top cover from evaporator.
4. Check both receptacles to verify they are seated and do not move when rocked back and forth with your fingers.



5. If the receptacle(s) move, insert a screwdriver in the center of the receptacle and press to seat. The receptacle will audibly snap when properly seated and will not rock back and forth.





6. Replace evaporator cover, panels, reconnect power and test run the ice machine.