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Service Bulletin

Subject: Cleaning and Sanitizing Ice Machines Or Bins Exposed to Contaminated Water Supply or Flooding

⚠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.

⚠DANGER

Ice machines and bins submerged in flood water or exposed to sewage or chemical contaminants cannot be repaired. All bins and Ice Machines contain foam insulation which can not be cleaned/sanitized and are not repairable after submersion.

⚠Warning

Do not restart the ice machine after the flood waters recede. Read through the entire instructions completely before attempting clean up.

NOTE: The warranty does not cover the parts and labor to perform the following procedures and any failures associated to the flooding and contamination of the ice machine or storage bin.

Step 1. Determine if equipment can be salvaged and cleaned/sanitized.

⚠Warning

A qualified service technician must perform the following procedures

Ice Storage Bin or Ice Machine were in direct contact with flood water

Ice machines and bins submerged in flood waters containing mud, sewage or chemical contaminants cannot be repaired. Bins and ice machines contain foamed in place insulation and submersion in contaminated water will contact this foam insulation. It is not possible to clean and sanitize the interior walls and insulation; The bin or ice machine must be replaced.

Automatic Cleaning System (AuCS)

It is not economically feasible to repair an AuCS exposed to flood waters. AuCS exposed to a contaminated potable water supply can be sanitized by energizing the pump and flushing with sanitizer/water solution. Refer to cleaning/sanitizing procedure in Installation Operation Maintenance manual.

Water Filter

When a water filter is used: Do not clean and sanitize until the potable water supply is safe for drinking and the water supply line to the ice machine has been thoroughly flushed. Contact local water department for recommended procedures for potable water supply line disinfection. Wash the filter housing interior and exterior with sanitizer solution and rinse with potable water then replace the filter media.

Step 2. Ice Machine did not directly contact flood waters although the room was flooded - Bin may or may not have been exposed to flood water

Examine the ice machine to determine if it was submerged in water. Ice machines that have been submerged need to be replaced due to foam insulation contact with flood waters.

Non-Electrical Procedure

A. Wipe down or spray mist all non-foodzone surfaces with a sanitizer solution and allow to air dry.

B. Clean and sanitize the entire ice making compartment as outlined in Section 2.

C. Clean the air condenser (self-contained and remote models) with a mild soap and water solution or commercial condenser cleaner as outlined in the Installation Operation Maintenance manual.

Electrical Procedure

These guidelines are not guaranteed to remove all moisture from the electrical system or prevent corrosion/rust to components or cabinetry as a result of being exposed to vapor from contaminated water. Warranty does not cover associated failures.

A. To help prevent oxidation and corrosion, spray all wire ends and component electrical connections with U.S.D.A. approved dielectric cleaner and silicone spray.

B. Circulate dry air over the entire ice machine to dry the cabinet and all electrical wires and component connections.

C. When wiring is dry, perform a high-potential (high-pot) test.

Important

This procedure is our best estimate on how to dry electrical wiring. Without replacing all wiring, we cannot guarantee there will not be an electrical wire or component failure due to moisture or corrosion of electrical connections.

⚠Danger

Before attempting to restart the ice machine, it must be completely dry. Thoroughly inspect all electrical connections to ensure they are properly wired and verify the proper supply power and ground connections. Inspect the ice machine regularly. Replace electrical wire connectors that start to rust or corrode to prevent eventual failure

D. Follow start-up procedure as outlined in the Installation, Operation Maintenance Manual.

Step 3. Cleaning and sanitizing an ice machine exposed to contaminated potable water supply

NOTE: If the ice machine was exposed to flood water, complete an evaluation of the ice machine using step 1 before proceeding with this step.

Do not clean and sanitize until the potable water supply is safe for drinking and the water supply line to the ice machine has been thoroughly flushed. Contact local water department for recommended procedures for potable water supply line disinfection.

Clean and sanitize the ice machine as outlined in the Installation, Operation and Maintenance Manual. Clean and sanitize the complete ice machine and ice storage bin interior using Manitowoc Ice Machine Cleaner (part number 94-0546-3) and Manitowoc Ice Machine Sanitizer (part number 94-0565-3). Do not mix ice machine cleaner and sanitizer together. Use one solution at a time; ice machine cleaner first, then sanitizer.

Disassemble all ice making components as outlined in the cleaning/sanitizing procedure. Soak all parts, except the water pump, in the sanitizing solution (1 ounce per 4 gallons cool water). Soak only the water pump base, do not submerge the motor end and allow to air dry. With the parts removed, sanitize interior of ice machine and storage bin with sanitizer solution and allow to air dry.

In addition to removing the parts outlined in the Installation Operation and Maintenance manual cleaning/sanitizing procedure perform the following:

- Replace the 1/4” plastic water line to the ice machine water inlet valve, or remove and clean in sanitizer solution.
- If using a water filter, replace the filter media. Wash the filter housing, interior and exterior, with sanitizer solution and rinse with potable water.
- Perform a preventative maintenance cleaning procedure and substitute sanitizer for cleaner.