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Service Bulletin

Subject: Troubleshooting Water Trough Thermistor

⚠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.

TROUBLESHOOTING THE WATER TROUGH THERMISTOR (SOFTWARE REVISION 2.59)

Thermistor failure in a NEO undercounter ice machine, with software revision 2.59, will result in a long freeze shut down. The first cycle of operation from the off condition will follow the sequence of operations normally. Following thermistor failure, the second cycle will fail to go into harvest when the water trough empties, both float switches will be in the down position and the corresponding (low and high level) float lights will be off on the control board.

When this happens perform the following steps:

1. Turn the ice machine to the off position on the touch pad.
2. Remove the lower front louvered panel and control box cover to gain access to the control board.
3. Unplug the water trough thermistor from the J4 terminal on the control board.
4. Remove the thermistor and bracket from the ice machine water trough.
5. Replace the control box cover and lower louvered panel.
6. Turn the ice machine on with the touch pad.
7. Watch at least two ice making and harvest cycles.

TROUBLESHOOTING THE WATER TROUGH THERMISTOR (SOFTWARE REVISION 2.70)

Thermistor failure in a NEO undercounter ice machine, with software revision 2.70 or greater, will allow the control system to manage a timed pump delay during the freeze cycle. If the ice machine is experiencing long freeze cycle shut down, we recommend removing the thermistor and bracket.

1. Turn the ice machine to the off position on the touch pad.
2. Remove the lower front louvered panel and control box cover to gain access to the control board.
3. Unplug the water trough thermistor from the J4 terminal on the control board.
4. Remove the thermistor and bracket from the ice machine water trough.
5. Replace the control box cover and lower louvered panel.
6. Turn the ice machine on with the touch pad.
7. Watch at least two ice making and harvest cycles

NOTE: Removing the thermistor on either software version will allow the control system to manage a timed pump delay during the freeze cycle.