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# Service Bulletin

**Subject: Indigo and Indigo NXT Ice Machine Usage With Reverse Osmosis or De-Ionized Water**

**⚠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 and condensing unit 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.

When water is purified and minerals are removed (low TDS-total dissolved solid content) the water has a higher electrical resistance. The higher resistance makes the water more difficult for the control board to detect. Indigo Ice Machines that use conditioned water with a purity between 600,000 & 1,000,000 ohm will require a jumper change on the control board to indicate highly conditioned water is in use.

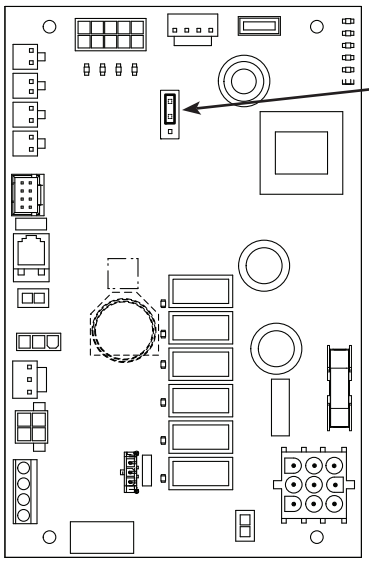
If you are using RO (Reverse Osmosis) or DI (De-ionized) water and are experiencing a water trough that overflows, determine the purity/resistance of the conditioned water and identify the model and control board.

## Indigo Models

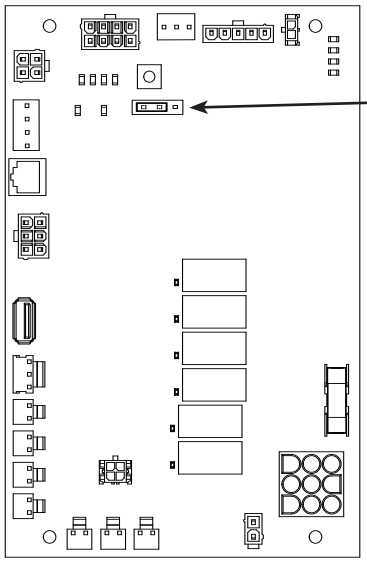
**Different control boards have been used on Indigo model ice machines and function to different water purities:**

- Indigo G or H series control boards function to 1,000,000 ohm (blue or red circuit boards).
- Indigo E series control board functions to 600,000 ohm (green circuit board). E series control boards must be replaced with a red or blue control board in applications that use RO/DI water with a resistance in the 600,000 to 1,000,000 ohm range.

Refer to graphics below, which show the default position of the control board sensitivity jumper - Move the jumper to increase the sensitivity of the control board.



**Indigo Models**
**Move jumper from top and center pin to bottom and center pin.**



**Indigo NXT Models**
**Move jumper from left and center pin to right and center pin.**

**Enable "Use less water with reverse osmosis" (Settings/Energy/Water Usage/Use Less Water With Reverse Osmosis) to increase the sensitivity of the water level probe.**

**All Indigo NXT control boards function to 1,000,000 ohm.**