Manitowoc® Parts & Service Communicator

Subject: Ice Wiper Replacement Required On SN12/SN20 Nugget Ice Machines

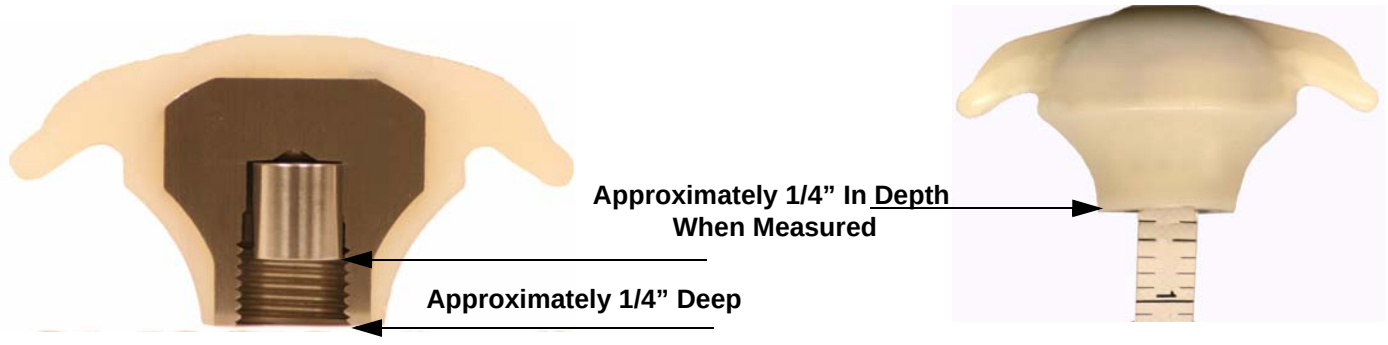
We have made a change to the ice wiper for model SN12/SN20 nugget ice machines. The ice wiper has been redesigned to prevent contact with the upper seal. The symptom of an ice wiper contacting the seal is a squealing noise. All ice wipers for SN12 and SN20 nugget ice machines manufactured before 11/1/06 (before serial number 110578594) must be replaced with the current version wiper (part number 000002062). Refer to the photos below to identify old and new style ice wipers.

Filing claims for payment:

- Manitowoc will pay a maximum of 1 hour labor plus 1/2 hour travel time to install the ice wiper. Any additional time must have prior authorization from the Manitowoc service department. Submit on a Manitowoc Labor Claim form through the local Manitowoc distributor.
- Complete a Manitowoc Return Material Tag (USA & Canada Only) and attach it to the ice wiper to receive credit for the part.
- Return Warranty Labor Claim and Return Material Tag with the ice wiper attached to your local distributor.
- Use PSC048-07 as your authorization number on the warranty labor claim and return material tag.
- Contact your local distributor or the Manitowoc service department (800-545-5720 or 920-682-0161) if you have any questions or need further assistance.



OLD STYLE ICE WIPER



NEW STYLE ICE WIPER
Part Number 000002062

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