Manitowoc® Service Communicator

Notice of Mandatory Product Improvement

Power Supply Wiring Connection Upgrade, 60 Hz Q1300/Q1600/Q1800 Ice Machines

Immediate Attention Required

Affected ice machines:

- All single and three phase 60 Hz Q1300 Q1600 and Q1800 model ice machines with serial numbers before 020900000. (Q-Model ice machines starting with serial number date code 020900000 and after do not require this upgrade). The first four digits represent the production date code, -year 02, month 09- is September 2002.

The affected ice machines use a white terminal block for connection of incoming supply voltage to the ice machine. In some instances if a connection becomes loose the wires can overheat and/or the terminal block may fail.
All white terminal blocks must be replaced with wire nuts, using kit P/N 76-0248-3.
Wire nuts were used in production after September 2002 on all Q1300 Q1600 and Q1800 ice machines. Q1300/Q1600/1800 model ice machines with wire nut connections do not require this kit.

This communication authorizes any Manitowoc authorized service company to replace the white power supply terminal block with wiring kit P/N 76-0248-3. A copy of the installation instructions for the kit is attached.
If you service any of the affected Q Model ice machines, inspect to see if the ice machine was upgraded. (The white terminal block would have been removed and replaced with wire nuts). If the ice machine has not been upgraded, order kit #76-0248-3, install the kit and bill Manitowoc as outlined below.

A separate letter (copy attached) was sent directly to customers that registered their ice machine with us. These customers were told to contact their local authorized service company to schedule the work at no charge to them. Please complete this upgrade on the affected Q1300 Q1600 and Q1800 ice machines as soon as possible as this condition, if left unattended, may lead to damage to the ice machine and/or adjacent property.

Filing claims for payment:

- Manitowoc will pay a maximum of 1 hour labor plus 1/2 hour travel time to install kit 76-0248-3. 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 white terminal block to receive credit for the wiring kit.
- Return Warranty Labor Claim and Return Material Tag with the white terminal block attached to your local distributor.
- Use SC162-04 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.

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