

## Answers to Frequently Asked Questions

We hope this information helps answer your questions about our recall notice for certain Scotsman® commercial cube ice machines that were shipped from our factory from September 2006 through December 2009. If you still have questions after reviewing our answers to frequently asked questions and the other recall information available on our website, please call our dedicated, toll-free number, (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday.

### **Why is there a recall?**

We learned that the harvest assist solenoid in certain Scotsman commercial modular cube ice machines may fail and result in an electrical arc that can pose a fire hazard. Although we had no reports of injuries or property damage other than damage to the ice machine itself, we notified the U.S. Consumer Product Safety Commission and the Electrical Safety Authority for Ontario, Canada of our findings, identified a solution, and have taken action to address the issue through a voluntary corrective action plan involving the installation of a retrofit kit on affected machines where the machines are located.

### **How can I tell if my ice machine is affected and needs a retrofit kit?**

<b>Your machine is covered by the retrofit program if:</b>
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| <ul style="list-style-type: none"><li>• Model number begins with C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, <b>AND</b></li><li>• Serial number begins with 05, 06, 07, 08 or 09, <b>AND</b></li><li>• Machine does <u>not</u> bear a sticker with a green check mark on a white background or a flag on the bottom of the front panel where the panel wraps around the right side of the machine</li></ul> |
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### **Where can I find the model and serial number of my ice machine?**

Model and serial numbers are on the back of all machines and, depending on the model, also behind the machine's front panel either in the lower right corner of the machine or on the sheet metal wall that separates the larger (equipment) compartment from the smaller (ice-making) compartment. See Figure 1 below.

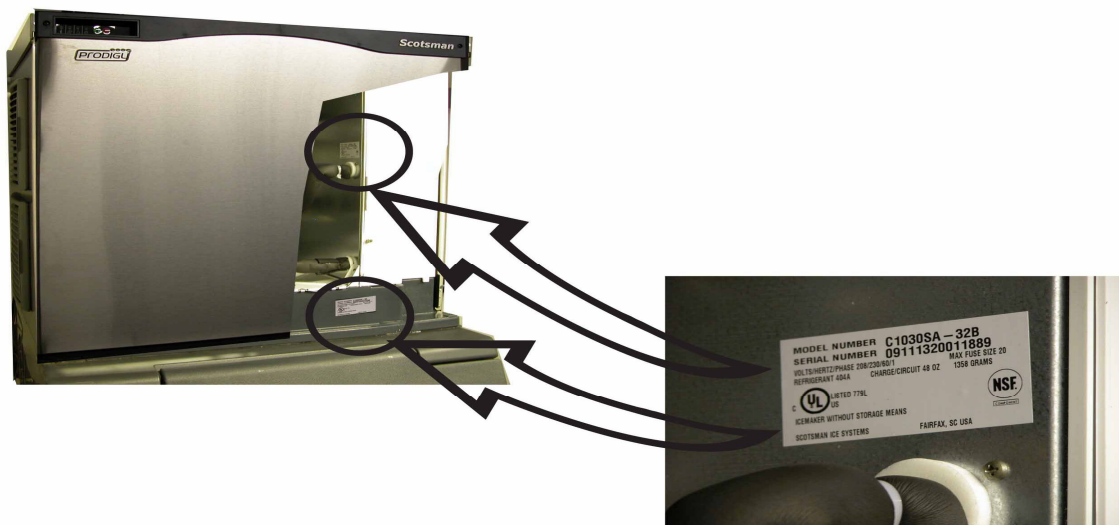


Figure 1. The model and serial numbers are located in one of these two possible locations behind the front panel depending on the ice machine model.

### Where do I look for the sticker with the green check mark or the flag?

Look on the bottom of the front panel where the panel wraps around the right side of the machine. See Figure 2 below. If your machine has a sticker with a green check mark against a white background or a flag, your machine already has been retrofitted with the new parts and requires no further action even if it has model and serial numbers falling within those identified above as covered by the retrofit program.

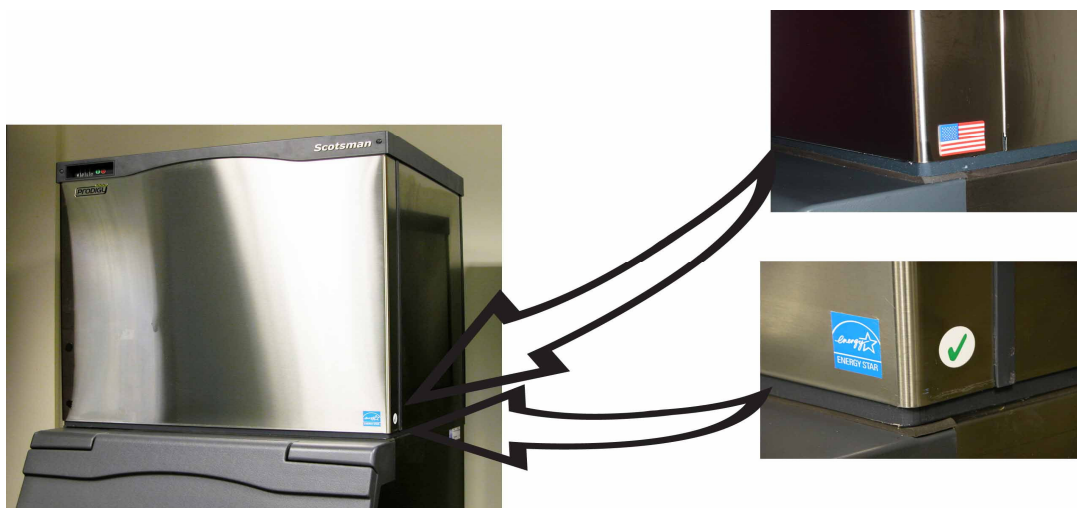


Figure 2. If your ice machine has either of the stickers shown here (green check mark or flag), it does not need a retrofit kit.

### **What should I do if I have an ice machine that requires a retrofit kit?**

If you own an ice machine covered by the retrofit program, immediately contact our toll-free number, (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or register on the retrofit registration page of our website by providing your name, contact information, the name and address of the location where the ice machine is installed, and the serial number of your machine. **Click here to go to our registration page:**

<http://www.scotsman-ice.com/registrationform>

We will have a Scotsman distributor or an authorized ice care dealer or service contractor in your area who has agreed to participate in the retrofit program contact you to install the retrofit kit where the ice machine is located at no charge to you.

### **Are any other ice machines included?**

No, this only applies to the Scotsman commercial modular cube ice machines identified above.

Scotsman commercial flake and nugget ice machines, commercial undercounter cube ice machines, and residential ice machines are not affected.

### **What if my harvest assist solenoid was recently replaced?**

If a retrofit kit was installed (see below), you do not need to do anything else. Otherwise you will still need to have a service contractor install the retrofit kit.

### **How do I know if the kit has been installed?**

If your machine has a sticker with a green check mark on a white background or a flag located on the bottom of the front panel where the panel wraps around the right side of the machine (visible from the right side of the machine – see Figure 2 above), it already has been retrofitted with new parts and requires no further action even if it has a model and serial number falling within those identified above.

### **How much does it cost to have it repaired?**

There is no cost to you for the retrofit kit or its installation. If you choose to have the service technician perform other services while he or she is there (for example, cleaning of your machine), charges for those additional services will be your responsibility.

### **Can I fix it myself?**

No, only a qualified service technician can install the retrofit kit. Please contact us at (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or visit our website at [www.scotsman-ice.com](http://www.scotsman-ice.com), and provide your name, contact information, the name and address of the location where your ice machine is installed and the serial

number of the machine. We will have a Scotsman distributor or an authorized ice care dealer or service contractor in your area who has agreed to participate in the retrofit program contact you to install the retrofit kit where your ice machine is located at no charge to you.

**Can the refrigeration service contractor that regularly services my ice machine install the retrofit kit?**

Any refrigeration service contractor that regularly performs warranty and non-warranty service work on Scotsman ice machines may install the retrofit kit if the contractor is willing to perform the work at the rates and under the procedures that we have established for the program. If your refrigeration service contractor is not already familiar with our program, have the contractor contact the local Scotsman distributor or call us directly at (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, for more information.

**What if I purchased my ice machine on the internet?**

This will not affect the process. Immediately contact our toll-free number, (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or register on the retrofit registration page of our website by providing your name, contact information, the name and address of the location where your ice machine is installed, and the serial number of your machine. **Click here to go to our registration page:**

<http://www.scotsman-ice.com/registrationform>

**How do I shut the machine off?**

Push and hold the red “Off” button in for 5 seconds. Then release it. The machine is now off.

**What if I still have questions or need more information?**

Call us at our dedicated toll free number, (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or e-mail us at [qualityinfo@soctsmn-ice.com](mailto:qualityinfo@soctsmn-ice.com)

February 25, 2010