

Technical Bulletin


June 21, 2021
Issue: 06212021




15000 Installation and PM Protocols

Summary:

This bulletin is to remind dealers of proper installation and preventive maintenance protocols for the 15000 to ensure performance and longevity in the field. Failure to follow these protocols could result in the unit ceasing ice production.

-  Do not remove or bypass the factory-provided reverse osmosis (RO) filter set.
 - It is also critical to complete each step below for every RO installation:
 - Ensure incoming water pressure is 60-70 PSI.
 - Ensure drain is working properly.
 - Ensure filters are properly flushed.
 - Ensure dispensed water has low TDS(<30PPM).
 - If you encounter issues with any of the above, please contact our technical support team for assistance.

-  Attached are instructions for proper descaling of the system, along with recommended time intervals for filter changes, descaling, and unit sanitization.
 - These intervals and procedures will improve the life of the system and dramatically reduce break-fix calls from customers. Please note that descaling is particularly important with ice dispensers.
 - Descaling and sanitization is required every 6 months in accordance with the instructions.

Additional Important Notes

Check valves

The check valve included in the PWT filter bank enclosure that is installed on the drain has in some cases been installed backward at the factory, as illustrated in the image below. When properly installed, the arrow on the check valve should point toward the bulkhead fitting, as indicated by the red arrow in the picture below.



To correct the issue, please remove and flip the fitting and then reinstall.

Flow Restrictors

A noisy flow restrictor may indicate the fitting is not functioning properly. In the event of a noisy flow restrictor, please replace and contact technical support for a warranty replacement part.

