

Technical Bulletin

June 1, 2022
Issue: 060122



WS 12000 Dispense Motor Replacement

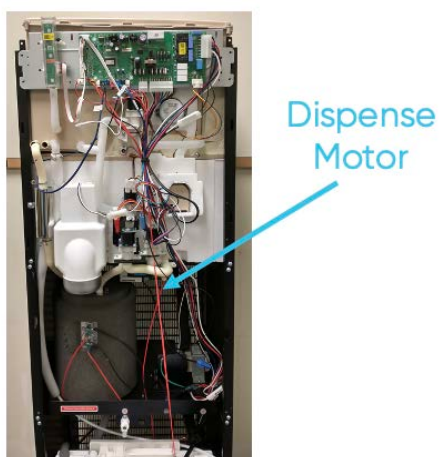
Summary: If you are unable to dispense ice from a WS 12000 even when the tank is full of ice, there may be an issue with the dispense motor.

This could be the potential issue if the ice dispense is not working when:

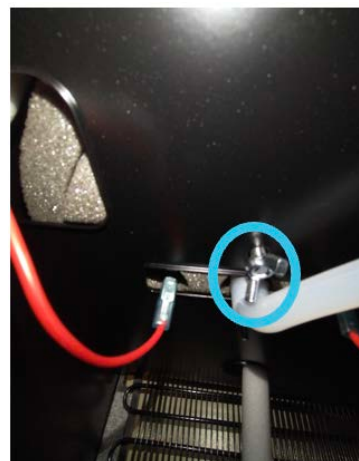
- o The dispense motor is audibly heard but no ice dispenses
- o The sound of the motor changes when you try to dispense ice
- o The "ice full light" is on indicating ice is in the bin but no ice dispenses
- o The "no ice light" indicator, which should be blinking if there is no ice, is not blinking

Follow the steps outlined below to replace the dispense motor:

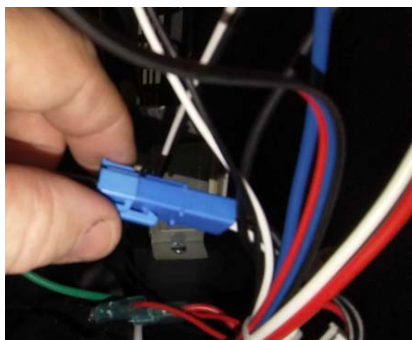
Step 1: Remove top panel and all three front panels to gain access to the dispense motor. Removing ice is not necessary.



Step 2: Loosen hot tank to gain easier access. There are wing nuts that hold it in place under the hot tank.

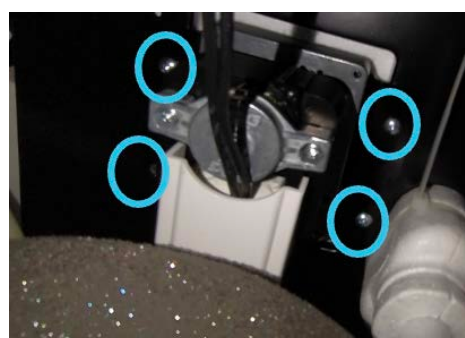


Step 3: Unplug dispense motor. The connector is located near the transformer.



Step 4: Remove the 4 screws that affix the motor to the bottom of the ice bin.

- o Once screws are removed, the motor may fall out of place, so be ready to support and remove it. See pictures below.



Step 5: Installation is simply the reverse of removal.

Step 6: Test unit to make sure ice dispense is working.

Step 7: Reassemble unit.



For additional tips & assistance, please contact Wellsys Water technical support: (855) 558 - 9796 ext. 3.

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