



Scotsman Ice Systems  
775 Corporate Woods Parkway  
Vernon Hills, IL, 60061  
P: 847-215-4500  
F: 847-913-9844  
www.scotsman-ice.com

## **IMPORTANT SAFETY NOTICE**

March 5, 2010

**Re: Voluntary Field Retrofit Program for Scotsman Commercial Cubers**

Dear Scotsman Ice Machine Owner:

We understand from product distribution records that you may have one or more Scotsman® modular cube ice machines installed in an establishment that you own or operate. As the manufacturer of these ice machines, we write to bring an important issue to your attention.

We have learned that a solenoid in our commercial modular cube ice machines shipped from our factory from 2006 through December 2009 may fail and result in an electrical arc that can pose a fire hazard. Although we have no reports of injuries or property damage beyond damage to the product itself, we have identified a solution and undertaken a retrofit program that involves installing a retrofit kit on affected machines where the machines are located.

Information about how to identify whether your ice machine is covered by our corrective action plan accompanies this letter. ***Please read the accompanying materials carefully.*** If you own an ice machine covered by the retrofit program, contact the Scotsman distributor from which you purchased your ice machine, or visit Scotsman's website at [www.scotsman-ice.com](http://www.scotsman-ice.com) to register for the installation of a retrofit kit in your machine. Our distributor will arrange for its service department or a local service contractor who has agreed to participate in the retrofit program to install the retrofit kit where your ice machine is located at no charge to you.

Before launching this voluntary program, we had replaced four machines in the field after receiving complaints that the machines had experienced fires or thermal damage that originated from the solenoid. Further investigation revealed that through December 2009 we replaced approximately 37 solenoids under warranty in which the warranty claim indicated that part of the solenoid had burned or melted. While these numbers may be relatively small compared to the more than 44,000 machines that we manufactured with this component since 2006, they are unacceptable to us and our insistence on product excellence.

Addressing this issue proactively is an important part of our commitment to product quality and safety. Our number one priority is and will remain the satisfaction and safety of our customers. We appreciate your support for our product and your understanding as we tackle this issue.

If you have any questions, including whether your ice machine is covered by this program, please contact Hector Reyes at [Hector.Reyes@scotsman-ice.com](mailto:Hector.Reyes@scotsman-ice.com) for assistance.

---

# Scotsman®

Scotsman Ice Systems  
775 Corporate Woods Parkway  
Vernon Hills, IL, 60061  
P: 847-215-4500  
F: 847-913-9844  
[www.scotsman-ice.com](http://www.scotsman-ice.com)

Sincerely,



**Mark McClanahan**  
**President**

Encl.

---



Scotsman Ice Systems  
775 Corporate Woods Parkway  
Vernon Hills, IL, 60061  
P: 847-215-4500  
F: 847-913-9844  
www.scotsman-ice.com

## Voluntary Field Retrofit Program for Scotsman Commercial Cubers

### Information and Instructions for End Users in Mexico and Central and South America

#### Affected Modular Cube Ice Machines

Modular cube ice machines typically are installed on top of ice storage bins or ice dispensers. If the model number of your Scotsman commercial modular cube ice machine begins with any of the characters C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, and the serial number of your machine begins with the numbers 05, 06, 07, 08 or 09, it is covered by our field retrofit program. Model and serial numbers are on the back of all machines and, depending on the model, behind the machine's front panel either in the lower right corner of the machine or on the left side of the sheet metal wall that separates the larger (equipment) compartment from the smaller (ice-making) compartment. (See Figure 1, below.)

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), 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. (See Figure 2, below.)

You may find the following table helpful to determine whether your Scotsman cube ice machine is subject to the field retrofit program:

<b>Subject to retrofit program if:</b>
<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 <b>not</b> bear a sticker with a green check mark on 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>

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

#### Action That You Need to Take Immediately

---

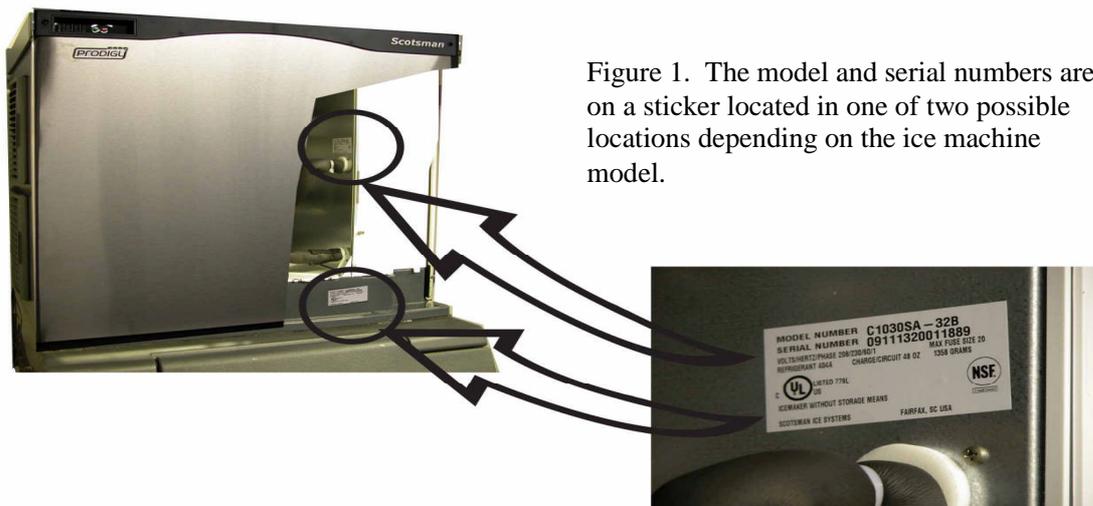
# Scotsman®

Scotsman Ice Systems  
775 Corporate Woods Parkway  
Vernon Hills, IL, 60061  
P: 847-215-4500  
F: 847-913-9844  
www.scotsman-ice.com

If you own an ice machine covered by the retrofit program, please contact the Scotsman distributor from which you purchased your machine, 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 the ice machine is installed, and the serial number of the machine. Our distributor will arrange for its service department or a local service contractor who has agreed to participate in the retrofit program to install the retrofit kit where your ice machine is located at no charge to you.

If you have any questions, including whether your ice machine is covered by this program, please contact Hector Reyes at [Hector.Reyes@scotsman-ice.com](mailto:Hector.Reyes@scotsman-ice.com) for assistance.

The illustrations below shows the locations of the model and serial numbers and any retrofit sticker.



# Scotsman®

Scotsman Ice Systems  
775 Corporate Woods Parkway  
Vernon Hills, IL, 60061  
P: 847-215-4500  
F: 847-913-9844  
[www.scotsman-ice.com](http://www.scotsman-ice.com)

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

