



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 RECALL NOTICE

February 25, 2010

Dear Ice Machine Dealer:

**Re: Voluntary Recall (Field Retrofit) Program for Scotsman
Commercial Cubers and Related Harvest Assist Solenoid Parts**

We understand from product distribution records that you purchased one or more Scotsman® commercial modular cube ice machines. As the manufacturer of these machines, we write to bring an important issue to your attention.

Scotsman has learned that the harvest assist solenoid in our modular cube ice machines 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 notified the U.S. Consumer Product Safety Commission of our findings, identified a solution, and are working to address the issue in cooperation with the Commission through a voluntary corrective action plan that involves installing a retrofit kit on modular cubers in the field and replacing any service parts in distributor or dealer inventories. We need you to isolate any affected ice machines and service parts in your inventory until they can be addressed, contact us to arrange for the installation of retrofit kits in machines in your inventory and for the return of any affected service parts to your local Scotsman distributor, and review your sales and service records for customers that own affected cubers requiring the installation of retrofit kits.

Detailed information about the affected cubers and service parts and the immediate actions that we need you to take accompany this letter. ***It is important that you read the accompanying materials carefully and completely, and immediately follow the instructions found there.***

Before launching this voluntary corrective action, 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 had 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 over 43,000 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 of the Scotsman brand and your understanding and assistance as we tackle this issue.



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If you have any questions about this letter or the program described in the accompanying materials, please call 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.

Sincerely,

A handwritten signature in blue ink that reads "Mark McClanahan".

Mark McClanahan
President

Encl.



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Voluntary Recall (Field Retrofit) Program for Scotsman Commercial Cubers and Related Harvest Assist Solenoid Service Parts

Information and Instructions for Dealers

Affected Cubers and Service Parts

All commercial modular cubers that Scotsman sold from September 2006 through December 2009 are covered by the field retrofit program. This means all cubers with model numbers beginning with the characters C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, and a serial number beginning with 05, 06, 07, 08 or 09 are within the program. Model and serial numbers are on the shipping carton label, the data plate on the back of the machine, and, depending on the model, behind the machine's front panel either in the lower right corner or on the left side of the sheet metal wall that separates the larger (equipment) compartment from the smaller (ice-making) compartment.

If there is a sticker with a green check mark on a white background or a flag in the upper right corner of the factory's shipping carton label (the same label that displays the model and serial number), a retrofit kit already has been installed on the cuber in that carton. In that case, the cuber may be shipped to your customer without further action being required, even if the machine falls within the model and serial numbers listed above.

Service part numbers 12-3022-21, 12-3022-22, 12-3023-22, 12-3023-21, 12-2918-21, 12-2918-22, 12-2934-22 and 12-2934-21, which are harvest assist solenoids that Scotsman sold as service parts for the cuber models identified above, also are affected and should be returned as directed below to the local Scotsman distributor from which you purchased the parts.

Scotsman flake and nugget ice machines, undercounter cubers, and residential cubers are not involved in this program.

Scotsman's Field Retrofit Program

The field retrofit program calls for the installation of a retrofit kit on all affected ice machines in your inventory and in the field. Kits will be installed where the machines are located, at no charge to you or your customer, either by Scotsman distributors that have in-house service departments, Scotsman ice care dealers or qualified local service contractors that agree to install the kits at the rates established for this work under the program.

Actions That You Need to Take Immediately

Please take the following steps immediately:

1. Check your inventory, isolate affected cubers, and do not ship them until they can be retrofitted with a field retrofit kit. If you have any machines in your inventory that require



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retrofit kits, please contact Scotsman by calling (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or visit Scotsman's website at www.scotsman-ice.com to register for installation of kits at your location. Be prepared to tell us the number of affected cubers that you have in stock, their model numbers, and their locations.

2. Check any service parts inventory (including any inventory on service trucks) that you carry, isolate any affected service parts, and contact the local Scotsman distributor from which you purchased them to arrange for their return.

3. Review your sales records since September 2006 to identify customers to whom you sold affected cubers, and then send Scotsman a list of their names, addresses and (if known) the serial numbers of the machines that they purchased from you. Scotsman will contact the customers on your list directly and provide information to them about registering for installation of a retrofit kit by calling Scotsman's special toll-free number or registering on-line through Scotsman's website at www.scotsman-ice.com. Please provide your list to Scotsman by sending it to qualityinfo@scotsman-ice.com or faxing it to the attention of Tom Van Der Bosch at (847) 821-0815

4. If you offer service work to your customers, review your service records since September 2006 to identify any installation or non-warranty service work that your service department performed on affected cubers, and then send a list of the names and addresses of the product owners and the serial numbers of their machines to Scotsman. Scotsman is compiling information from its warranty claim submission records and will send notices to customers identified through those records, but your records of any installation or non-warranty service may allow us to reach customers that otherwise cannot be identified. Scotsman will contact product owners on any list that you provide and send them the same information as customers identified from your sales records. The list based on your service records also should be sent to Scotsman by sending it to qualityinfo@scotsman-ice.com or faxing it to the attention of Tom Van Der Bosch at (847) 821-0815.

5. If you offer service work to your customers, ask your service personnel to be alert to any affected machines they encounter during service calls. Cubers installed in the field that already have been retrofitted are easily identified by 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). If your personnel find an affected cuber that has not been retrofitted, please contact Scotsman by calling (800) 541-0520 and provide the machine's location, model number and customer contact information.

The following illustrations show where any retrofit stickers can be found on shipping carton labels and on cubers in the field:





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Figure 1. If the carton has a retrofit sticker (flag or green checkmark), it does not need a retrofit kit.



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



If you have any questions about this letter or the retrofit program, please call Scotsman's toll-free number, (800) 541-0520, between 6 a.m. and 8 p.m. C.T., Monday through Friday, or visit Scotsman's website at www.scotsman-ice.com.