

SERVICE BULLETIN

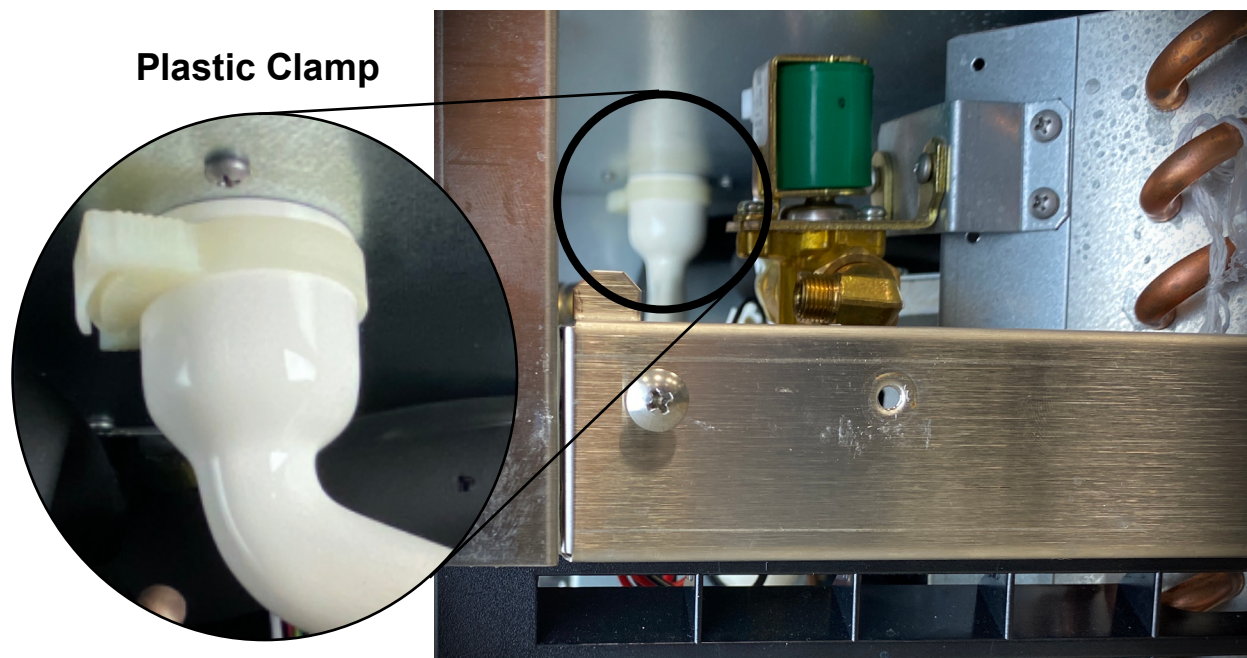
Subject: Potential Leak - Drain Pump models - Brilliance Cuber/Nugget and CU50

Affected units: SCCP30, SCCP50, SCN60P, and CU50P with serial numbers 20071320011372 through 20101320012846. These units were produced and shipped in July 2020 through October 2020.

Affected units use a metal worm clamp on the bin drain connection. This clamp may allow water to drip out of the drain tube.

A visual inspection can be performed from the front of the unit. Remove the phillips screw located in the center of the black handle and then remove the front access panel. With the panel removed, look to the back of the unit for the bin drain connection and identify if the unit uses a metal clamp or a plastic clamp.

If the unit has a **plastic clamp, no further action is required**. If the unit is found to have a **metal clamp, the clamp should be replaced** with the correct Scotsman plastic clamp, part number 02-2814-13, which will be covered under warranty.



Warranty claim instructions can be found on the following page:

Warranty instructions:

1. Identify all affected unit(s) that are in need of evaluation.
2. Order the replacement plastic clamp(s), part number 02-2814-13, through your local Scotsman distributor.
3. Once the replacement part(s) are received, schedule with the customer to evaluate their machine.
4. Remove the front access panel on the machine. If there is a metal clamp used to secure the bin drain tube to the bin, it must be replaced with the plastic clamp. If a plastic clamp is in use, no further action is required. If the clamp needs to be replaced, remove the left side lower access panel for greater serviceability.
5. After replacing the clamp, pour approximately one gallon water in to the bin and ensure that there are no leaks before returning the machine to its original position

Note: It is important that the plastic clamp is not over tightened. Hand tight is all that is needed. No deformation of the drain tube should be observed.

Warranty filing:

1. File a separate warranty claim for each affected unit with the Scotsman distributor in which you ordered the replacement clamp.
2. (A). If an affected unit is found with the plastic clamp installed and no other issues are found, file a warranty claim for up to \$100 for the inspection/evaluation. (B). If an affected unit is found with the metal clamp installed, replace with the plastic clamp (02-2814-13) and file a warranty claim for up to \$150 for the inspection and clamp replacement.
3. The claim must include the description of work. Please use one of the following statements based on work performed: (A) Evaluated machine, found metal clamp in use and replaced with plastic clamp. (B) Evaluated machine, found plastic clamp in use. No further action taken.

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