Scotsman Ice Systems

Bulletin Number: PS-2-2025

Bulletin Date: May 2025

SERVICE BULLETIN

Subject: UC2724 and UC2024 Ice Machines Freezing Up

Ice machines can freeze up for various reasons. To resolve freeze-up issues, it is crucial to ensure that the evaporator is clean and free of scale buildup, and that the surrounding plastic is properly sealed to the evaporator with silicone. Any gaps or voids in the silicone can cause ice to freeze in the gap, preventing the sheet of ice from releasing and harvesting. Additionally, check the evaporator thermometer to ensure it is within the proper range. If all these steps have been taken and the unit still periodically produces large sheets of ice, it is recommended to replace the control board. The latest control board software includes additional safeguards to prevent over-freezing (sometimes referred to as double freezing). Over-freezing of ice can negatively impact a compressor, potentially shortening its lifespan.

Please follow the guidelines below to address ice machine freeze-up issues:

1. Clean the Evaporator:

    - Confirm that the evaporator is clean and free of scale buildup.
      Note: If any scale is visible on the evaporator when it is dry, it needs to be descaled.

    - Cleaning instructions can be found on the following QR code:
      Warning: Non-nickel safe cleaner or cleaner used at an incorrect dilution ratio can damage the evaporator.

2. Check Evaporator for Defects:

    - Inspect the evaporator for any imperfections or damage.

    - If defects are found on the evaporator, such as flaking nickel plating or loose grids, the evaporator should be replaced.

3. Ensure that the evaporator is properly sealed to the plastic surrounding it:

    - Inspect the silicone around the evaporator.

    - Check for any gaps or voids in the silicone sealant and reapply as necessary.

4. Verify Evaporator Thermometer:

    - To check the evaporator thermometer to make sure it is within the proper range, submerge the sensor in a glass of ice water (32°F) for a few minutes to stabilize the temperature. Use an ohmmeter to measure resistance at the probe leads. A correct reading is 32,649 ohms ± 1,000 ohms.

    - Thermistor values can be found through the below QR code.

    - If the thermometer is out of range, they will need to be replaced.

5. Control Board:

    - If all the above steps have been followed and the issue persists, check to ensure you have the latest control board part number 11-0668-01 Software SW 10.005 or a control board with a label reading 10.005. if neither of these are found, replace the control board.

    - Software SW 10.005 includes additional safeguards to prevent over-freezing or double freezing.

Part number 11-0668-01 and Software SW 10.005 can be identified by the label on the circuit board (see below) or marked with an individual label reading 10.005.





If you do not see 10.005 on the label or on the board, the board must be replaced.

The replacement board part number is 11-0668-21.

Note: It is important to address ice machine freeze-up issues promptly to avoid potential damage to the compressor.