

SERVICE BULLETIN

Subject: Scotsman Parts and Service is here for you!

Throughout the Coronavirus pandemic and any other day, **we are here for you** and ready to support all your Scotsman Ice Machine parts and service related needs.

Parts: Our factory in Fairfax, South Carolina is not experiencing any supply issues and continues to ship parts every day to our distributors. If you experience any issues in obtaining any parts needed to service a machine, please reach out to the Scotsman tech service team immediately. We will ensure you have access to the parts needed.

Tech Support: Our tech service team is active and answering calls every day to support our network of service providers across the country. If you require assistance in troubleshooting, diagnosing, servicing, cleaning/sanitizing, or parts information, do not hesitate to give our tech service team a call.

Training: Our service trainers continue to train service techs in the field throughout the pandemic. We are utilizing webinars to safely connect with and train techs on all Scotsman products. We hope that our service providers are busy, but know that this time can be slow for many. While not ideal, this creates a unique opportunity to utilize this time for training. If you are interested in setting up a webinar training, please reach out to our tech service team.

Warranty: Our team continues to process warranty claims as they are received. Please reach out to the Scotsman tech service team with any questions regarding warranty.

Contact Technical Service:

1-800-533-6006

Inside.techservice@scotsman-ice.com