



HOSHIZAKI CARE TECH-TIPS

Danny Moore
Editor

Hoshizaki America, Inc.
618 Hwy. 74 South
Peachtree City, GA 30269
Care Facsimile: (800) 843-1056

Volume 114
February 6, 1995

EPA CERTIFICATION UPDATE

“CERTIFICATION”, It seems like every time you turn around, you are hearing this word. You’ve probably asked yourself over and over (**When will it all end?**). Well chances are, it never will. Even after we’re all pushing up daisies, the EPA will be making up new rules or changing the old ones.

The latest word is that the EPA has declared Remote systems, pre-charged linesets, and any service part which “contains refrigerant that will eventually be part of a total system charge” as a refrigerant container which is subject to the certification rule. Yes, that’s right, you must be certified to purchase these items if you plan to install them yourself.

The Wholesaler must now ask you for proof of certification before they sell you any refrigerant system part or component. This way they are covered with the EPA, “just in case”. The manufacturer must also have some record of proof-of-certification for service companies who perform warranty repairs.

Hoshizaki Care is now requesting that all service companies who do warranty service on Hoshizaki equipment, submit a copy of their certification for our records. If you have not already done this please send it now, marked **Attention: Susan Calvaresi**. You should also send a copy to the local Hoshizaki Distributor for his files.

By now, we all understand the importance of being certified. The big question now is (What’s Next?).

WATER COOLED CONDENSERS

There are definite benefits to utilizing a self-contained water cooled condenser unit.

Since the water temperature at any location is fairly consistent year-round, using this water as a condensing median provides for more efficient operation. Ambient temperatures can vary 100°F plus, in some areas, from winter to summer. This definitely affects production. We find that water temperatures vary at worst only 40° - 50°F throughout the year. This consistency provides for a noticeable increase in production especially in warmer climates.

For example a KM-500MAE operating at 70°W/90°A will produce 370 lbs./day, while a KM-500MWE operating under the same conditions will produce 420 lbs./day. This represents 14% more production out of the water-cooled unit under the same conditions. Other benefits include less noise because of no condenser fan and reduced heat load at the site.

There is however, one draw-back when using a water cooled system. This is increased water usage. Let’s face it, air is free and water usually cost money. There may also be a cost to disposing of this additional water through sewage charges. This draw-back can be overcome if the customer has a cooling tower or chiller system with adequate capacity to handle the additional head load of the MWE unit.

A cooling tower or chiller system application works great when it is installed properly and maintained. To allow proper flow through the condenser, there must be a pressure difference between the supply and return of more than 7 psig. The piping must be sized

properly and it may be necessary on some applications to install a sediment filter on the supply line. In a chiller system application the water temperature should not be below 45°F to maintain proper condensing temperatures/head pressures.

The biggest problem with a cooling tower application shows up if there is a lack of proper maintenance. In this case the water regulating valve and sometimes even the condenser coil itself will plug with sediment and no heat transfer occurs. By the way, **(This is not a warranty problem).**

One other consideration is if the cooling tower system contains a glycol (anti-freeze) solution. If so, the solution should be less than a 30% mixture to eliminate the possibility of congealing under certain conditions and other related problems.

Hoshizaki water cooled condenser units utilize an adjustable pressure operated water regulating valve which is mounted on the outlet of the condenser coil. This maintains a fully flooded coil which increases condenser efficiency up to 20% and reduces scale build-up in the off cycle.

At some period of time, some internal scale build-up will occur and you will obviously have to clean the condenser coil. This will be evidenced by high head pressures which do not vary greatly with adjustment of the regulating valve and increased water usage. To clean the condenser coil you must disconnect the coil and circulate cleaner through it using a bucket and external pump. You will need to remove the regulating valve body and clean it separately or adjust it open (fully CCW) to allow the cleaner to flow through it.

Hopefully this general outline of benefits and applications for water cooled units has helped you better understand their operation and function.

NO MUSS, NO FUSS. by Perry Maxwell

I guess you're wondering what in the world this article is all about. Well, one of our jobs in the Care Department is to process warranty claims. To some companies, processing of warranty claims is a painful experience. To others the process flows smoothly. The difference lies in how well the claims are filled out. It is our goal not only to approve the warranty

claims but to return payment to you, as quickly as possible. We can only do this if the claims are properly completed.

To assure correct claims, a review process is needed at the servicer and distributor level. The review process is an important tool in submitting claims. After the claim is completed a short review will help assure that no information is missing i.e., (amounts, correct model/serial number, parts tag numbers, etc.). Correct claims definitely speed the approval process and eliminate unnecessary efforts at the factory, distributor and, service level and delayed payments.

There are two time consuming areas when processing claims. First, the time spent by the Care personnel to request the missing information and secondly, the time spent by the servicer in gathering the additional information required by Hoshizaki.

We consistently find missing information and problems during our reviews. Our process begins by verifying the warranty status, so a correct model/serial number is very important. This should be verified while the servicer is on the job, prior to billing.

If all the required information is included, the claim can be approved on the first pass by the Technical Advisor **(NO MUSS, NO FUSS)**. If not, the TA contacts the servicer or distributor for corrections. After one week, if the correct information is not received, the claim will be returned with a form requesting the information. This stops the claim and delays payments.

The description of the repair is used to justify the warranty request and is most often neglected. Without a complete explanation we cannot make a good judgment call. The one liners, bad, broken, failed, or replaced, only serve to slow the process. You don't need to write a book, however, a brief precise description is required so that we understand the diagnosis. Also if the repair time exceeds the service guide recommendations, a more thorough description is needed to justify the extra time.

Taking time to review your claims before they get to Care will assure you the quickest possible payments.

COMING NEXT MONTH...

1. Factory Installation Program...

2. Counter Top Dispenser
3. Low Side F-2000 **Volume 114 page 2**