



HOSHIZAKI TECHNICAL SUPPORT TECH -TIPS

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SERVICE SCHOOL UPDATE

We have just finished the training season: one of the busiest times of the year for our technical support staff. I thought it would be good to update you on the results. As of May 1st we have preformed 140 schools and trained over 6000 technicians. I would like to thank all those who attended, the Distributors, Distribution Centers, District Managers and Trainers for the tremendous support during this season. If you were unable to attend one of the service schools this year, let your Distributor know you are interested and we will look forward to seeing you in 2002.

REACH-IN DOOR REVERSAL KITS

By Lonnie Clayton

Hoshizaki America's Reach-in products come standard with all doors hinging on the outside. Due to the differences in field applications, it is sometimes necessary to change the direction the door opens. This may be needed when the door interferes with other pieces of equipment and the versatility should accommodate most situations. To change the hinging location of a door you will need to order a door reversal kit. There are four different kits available for door reversal.

The standard single section reach-ins are hinged on the right side. The two section reach-ins have the left door hinged on the left side and the right door hinged on the right side. The three section reach-ins have the left and right door hinged on the outside (same as two section) and the middle door hinged on the right side.

For full door models, order the following kit number as required. (One kit per door)

HS-3527- This kit allows a reach-in which has a full door that is hinged on the right-hand side to be reversed so that it is hinged on the left-hand side.

HS-3528- This kit will allow a full door that is hinged on the left-hand side to be reversed so that it is hinged on the right-hand side.

For half door models, order the following kit number as required. (Each kit will change two doors)

HS-3529- This kit allows the half door models, which are hinged on the right-hand side, to be reversed to the left-hand side.

HS-3530- This kit allows a half door model, hinging on the left-hand side to be reversed to the right-hand side.

For example: To convert a standard two-section full door model so that both doors hinge on the left side, you will need one HS-3527. This will allow you to reverse the right side door to left side hinges.

These new kits incorporate a new style hinge bracket. The old style bracket had a threaded pivot pin. The new style bracket has a welded pivot pin. This is an upgrade and can be used on all previous models (Glass Door models cannot be reversed).

It is important to note that door reversal kits are provided as an accessory and are available through you local Distributor. You will find several small pieces in the conversion package. Please follow the instructions completely as some components from the old assembly may be reused.

There are detailed instructions on door removal and hinge replacement on the instruction sheet of your HS kit. Please take the time to read the instructions thoroughly. Pay special attention to the removal of the old hinges. Follow this procedure to prevent any possible scratching of the stainless that may be visible after the hinges have been removed.

Once the door has been reversed and the hinges installed make certain the door alignment is correct and the automatic closure is working properly. Also verify that the door gasket is sealing properly and that the door makes contact with the door switch.

As always, the Hoshizaki America Technical Support Department is available for any questions you may have on converting your door application.

SERVICE TIPS: ONE OF THE MOST VALUABLE TOOLS HOSHIZAKI TECH SUPPORT HAS TO OFFER.

By: Duncan Sheridan

After years of talking with Technicians, Service Managers, Salesmen, Dealers and Distributors, who have called on the tech support line, I have found that the most used reference for information is the Tech-Spec.'s (Technicians Pocket Guide). With the upcoming summer season just around the corner (no doubt the busiest time in our industry), I know that you may have to call Hoshizaki Tech Support for assistance. Before you do, I would strongly suggest referring to a Hoshizaki Tech-Spec.'s.

The latest Tech-Spec.'s version, the Orange & Green combination guide, number 80046, covers all of our icemakers that use R-22 and R-404a refrigerant. You will also find the F-250BAF on page 19 in this book, although it uses R-134a. Within the pages of this guide, you will find the answers to most of your technical questions. For example: do you have a warranty question? See page 7 for a warranty explanation. Are you planning to clean a machine? See page 52 for the correct procedure. Are you having trouble identifying the solenoid valves on the refrigeration circuit? See pages 55-79 for pictorial schematic of the refrigeration

and water circuit. Is your machine beeping? See pages 26-28 for complete information on the "E" control board. Have a unit that is freezing up? Look on pages 47-51 for information on possible causes and a freeze-up checklist.

Typically, during the summer, our customers will be using the most ice their equipment can produce. You may be called to check out their machines because they are running out of ice. The first recommendation we have is to weigh and time the ice production and compare your results with the performance data that is found on pages 80-119 for the KM models and pages 197-224 for the Flaker/DCM machines. For the Flaker/DCM production check use the information on page 176 to verify your production. Do you need a wiring diagram? See pages 122-165 for KM's and pages 226-254 for Flaker/DCM machines.

Understanding the sequence of operation is still the foundation for correctly troubleshooting our equipment. Do you need a memory refresher? See pages 40-46, these pages contain the 10-minute check out procedure and other check out tips. I can't say enough about how much information is contained inside the Tech Spec.'s. If you are still having difficulty, refer to page 16. Here, you will find the 800 number for factory support and also the e-mail address.

If you do not have a Tech Spec Pocket Guide please call your local Hoshizaki Distributor or attend one of our factory training seminars to get your copy. Also, please visit the tech support portion of our website at www.hoshizaki.com. Here, you can validate a model and serial number for warranty coverage, find technical data, or review past issues of the Tech Tips and recent Service Bulletins.

AS ALWAYS...

If you have any comments or suggestions for Tech Tips please send them to:

Techsupport@hoshizaki.com or

Fax to 1-800-843-1056 ATTN: Tech Tip editor

COMING NEXT MONTH...

1. Equipment logs
2. DM-90A Information
3. Service Tips