



HOSHIZAKI TECHNICAL SUPPORT TECH-TIPS

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Volume 198
January 31, 2003

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INTRODUCING THE OptiServ™ LINE OF CUBELET DISPENSERS

Soon you will have the option of ordering the DCM-500B_H-OS and DCM-750_H-OS these cubelet dispensers have touch free dispensing for both water and ice. The “OS” at the end represents the **OptiServ™** feature. Dispensing for these new models operates by using a sealed electronic eye to sense the presence of a cup to begin the dispensing process. The eyes were developed using a white cup as a target however they will work with most other colors and shades.

The electronic eyes used in these units are completely sealed and operate through an –OS specific control board. The sensors have molded “ears” so that the sensor can only be installed the correct way. The DCM will still have the option of continuous or portion control, however there is a maximum timer of 60 seconds of dispense regardless of which function is selected. The purpose of this maximum timer is to prevent non-stop dispensing in case an object has been inadvertently left in front of the sensor. These sensors have also been designed to not function if there is anything directly covering the lenses. This prevents the unit from dispensing in the case of scale build up on the sensors lenses.

The sensors operate on a 5 volt DC power supply which is provided through the control board. The eye assembly itself consists of three small bulbs or sensors. One bulb acts as the emitter and the

other two work as receivers. The emitter has a constant output. When an object is placed in front of the eye, this signal will then be reflected back to the receivers to begin dispensing. Both of the receivers must see the signal before dispensing will begin.

The DCM-270 cubelet dispenser will also be made with in the OptiServ™ version and will be available later this year. At this time both the OptiServ™ and push button version will be available.

After OptiServ™ units have been introduced in all three all three DCM model lines, we will offer conversion kits for existing units in the field. This kit will include the necessary panels and controls to convert any DCM-500B_F beginning with serial prefix J1 and forward.

If you have any questions concerning this product check out the spec sheets on our web site or contact your local distributor.

HOSHI+PLUS UPDATE

Beginning in January of 2003 a monthly email update will be sent to all Hoshi+plus members. The following is a re-print of the first monthly update that was sent to all current Hoshi+plus members. To begin receiving this monthly updates be sure to go to our web site at

www.hoshizaki.com and sign up as a Hoshi+plus member. This will also give you full access to service and parts literature for review or download.

This is the first update of the year for 2003 and we plan monthly e-mailings. This message will bring you up to date on 2002 information and get you ready for the New Year.

1. Our 2003 training season is under way. In January we conducted Basic training seminars in AL, FL, GA, MI, OH, and TX. Choose "[Latest Training Schedule \(12KB\)](#)" to review the Dates, locations and contacts to get registered for these seminars.

2. Recently Hoshizaki America introduced a new 50 lb. under-counter icemaker. The new AM-50BAE model replaces the IM-51BAE model and will fit easily into a 15 inch cabinet opening. Choose "[AM Training Manual \(2,000KB\)](#)" to learn more about how the new AM-50 model operates. The AM model has a simple operation without moving parts and plans are in the works for other AM models later this year.

3. We have updated the Technicians Pocket Guides for our 2003 training season. The combination R-22/R404A pocket guide has been separated due to the additional volume of updated material. Choose "[Tech Spec's Technician's Pocket Guide for Model R-22](#)" to review the final version of R-22 updates. You can download or print this manual or purchase Item # 80021 through your local distributor.

Choose "[Tech Spec's Technician's Pocket Guide for Model R-404A](#)" to review the updated version of the R-404A guide. This guide will be included as a handout at the 2003 basic seminars or you can download or print this manual or

purchase Item # 80046 through your local distributor.

4. We will continue to publish the Tech-Tips news letter throughout 2003. Choose "[Most recent Tech Tips Issue](#)" to review the December 2002 issue number 197. There are several back issues which you may not be aware of unless you visit our site monthly. Choose "[Index of all Tech Tips Issues](#)" for review, download or print of any of the Tech tips issues we have available. You will find the most recent issues at the bottom of this list.

5. Service bulletins are published by Hoshizaki Tech Support on an as needed basis. Choose "[Service Bulletins from 1984 to Present](#)" for a complete listing of all service bulletins. You will find the bulletins issued in 2002 beginning with SB02-0001 at the bottom of the list.

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. Why a critical charge?
2. Identifying and repairing water pump leaks.