

PRODUCT SUPPORT TECHNICAL BULLETIN

October 26, 2023

Issue: Evaporator Seal Maintenance & Replacement

Cause:

The evaporator seals on a WS 15000 are made up of a bottom seal that is ceramic, and the carbon seal that is made of graphite. The two materials in contact with each other provide a self-lubricating seal. The graphite disk is the softer material and is designed to wear down over time.

Solution:

The seal should be replaced every three years, or when it starts to leak. Please follow the follow instructions to replace your evaporator seal.

Process: Approx 30-minute repair.



Weep Hole Leak



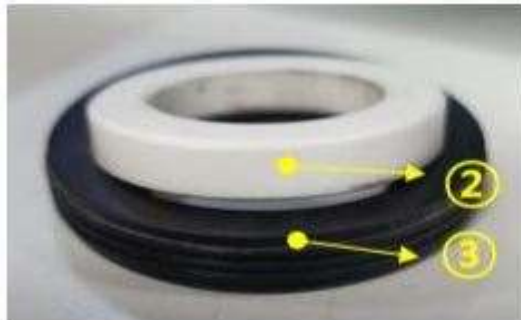
Needed Tools:

Food Grade Grease

12mm socket

Phillips head screwdriver

1. Carbon
2. Ceramic
3. Rubber
4. Metal Auger Bottom



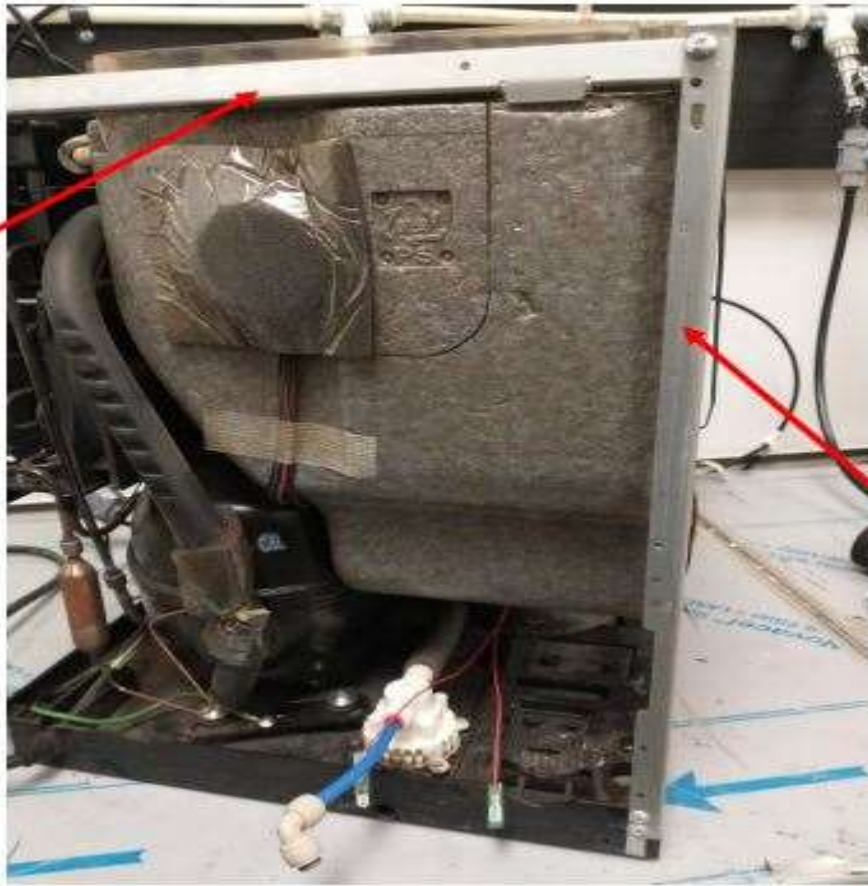
1. Drain the unit and remove the top, front, right, left, and rear panels.

2. Remove the screws circled below.



4. remove left and center frame pieces.

Center
Frame



Left Side
Frame

5. Wiggle Ice Bin back and forth, while pulling up at the same time. This will separate the ice bin from the evaporator. Once the bin is separated, lay it to the side.



6. remove the bin seal from the top of the evaporator. Clean if necessary and reinstall on the ice bin.



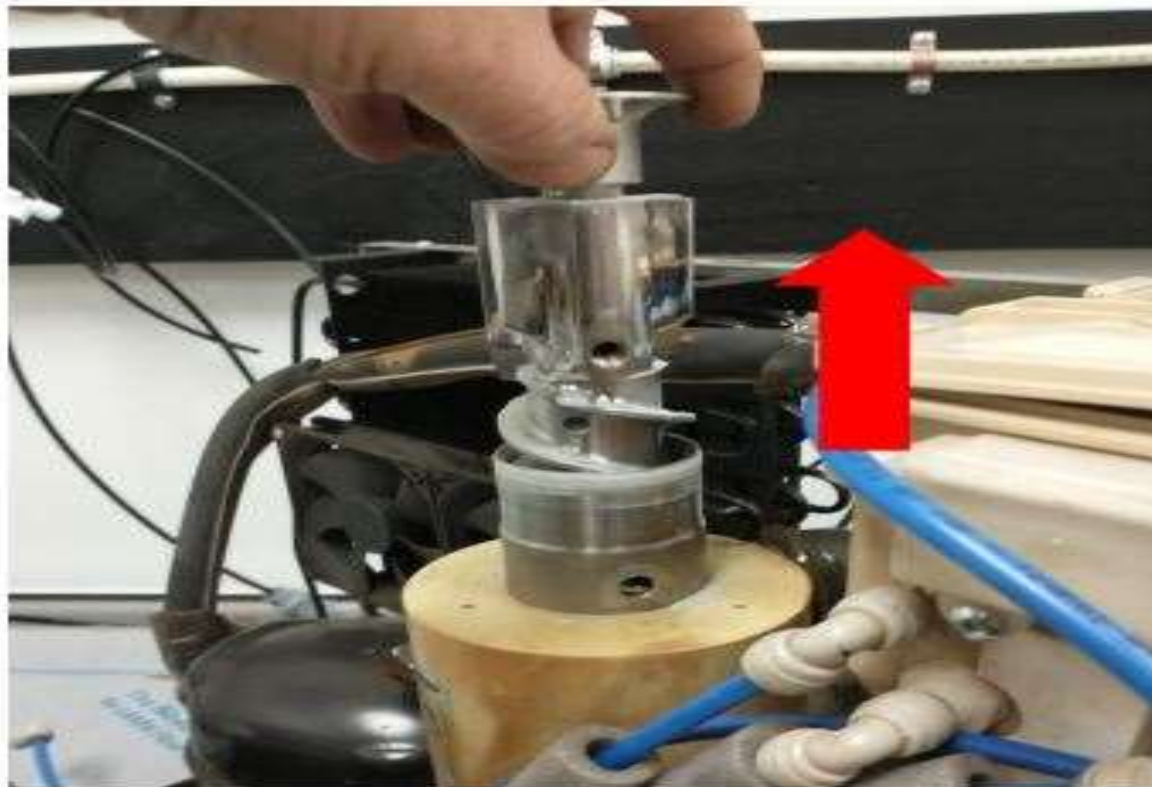
7. Remove Foam cap.



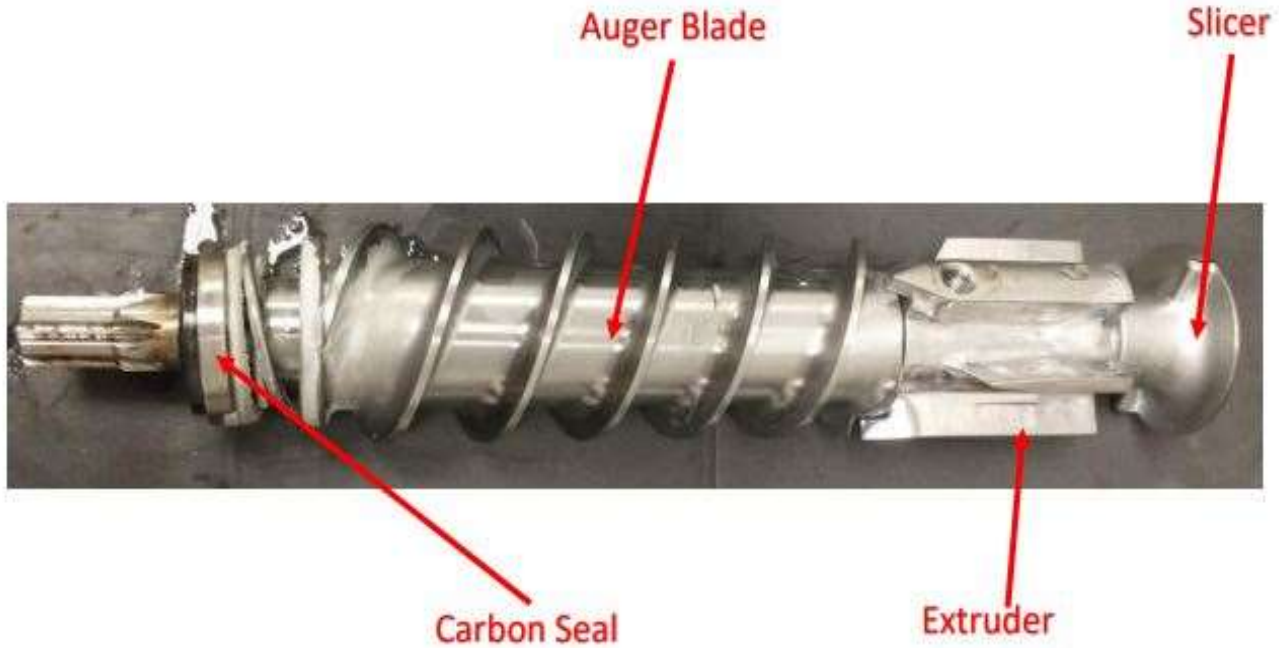
8. remove 3 12mm bolts. Be sure not to lose the lock washers, spacers, or O-rings.



9. once the bolts are removed, pull the Auger out of the Evaporator



Auger Diagram



10. using an 8" flat piece of steel, or slightly bent screwdriver, remove the bottom seal. Once removed, inspect the inside of the evaporator, and remove any debris. Do not use anything that can scratch the inner surface.

Bottom Seal



New seals



11. lightly coat the rubber portion of the bottom seal with food grade grease. Do not touch or get grease on the ceramic portion of the bottom seal. This can cause the seals to fail prematurely.



12. place the seal in the evaporator ceramic side up. You may need to gently push the seal into the bottom of the evaporator using the auger.

13. the carbon seal, spring and flange can be pulled off the bottom of the auger by hand. Wear protective gloves when doing this because the auger may have sharp edges.



14. clean the area on the auger where the new seal will be located. Lightly coat this area with food grade grease.



15. slide the flange on the auger, lining the hole up with the end of the blade.



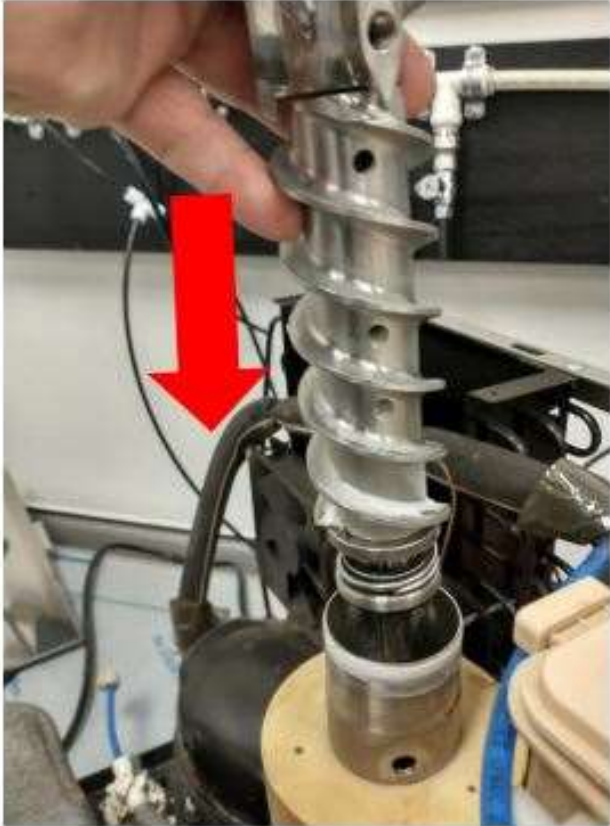
16. seat the spring on the flange with the tip of the spring going through the hole in the flange.



17. slide the carbon seal on the auger with the carbon side facing down and the small spring facing up.



18. slide the auger back into the evaporator



19. using the palm of your hand, press down on the top of the auger, line up the holes in the evaporator with the holes in the extruder and reinsert the bolts.



19. Reassemble unit in reverse of disassembly.

20. chemically clean the ice machine if deemed necessary.

21. test unit for leaks and make sure it makes ice

22. call tech support with any questions. 855-558-9796 option 3