

PRODUCT SUPPORT TECHNICAL BULLETIN

January 31, 2024

Issue: i15/i16 Leak From Vent Tube – Water Dispensing from Ice Chute

Cause:

A malfunctioning pump or level sensor can cause water to leak out of the internal vent line located above the leak detector; in some cases, it may leak directly out of the ice chute.

Solution:

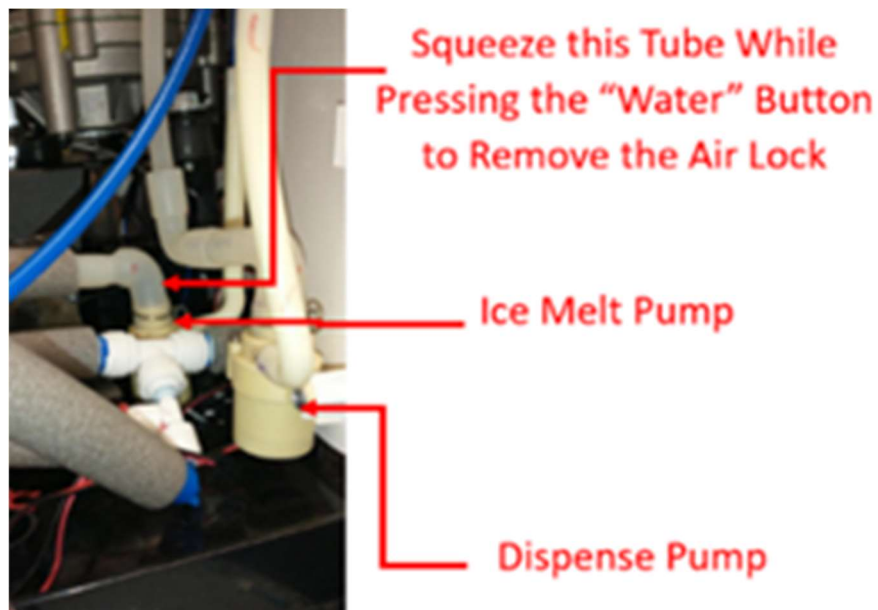
Test the ice melt pump & sensors; replace any necessary parts.

Process: Approx 15-20 minute repair

1. Check for an Air Lock in the tubing before the Ice Melt Pump

- Squeeze tube on the inlet side of the Ice Melt Pump while dispensing water - (See Fig 1.)
- If water enters the water reservoir = air lock cleared; unit should function normally
- If no water enters the reservoir, move to step #2

Fig 1. (965-16 shown)



2. Testing Ice Melt Pump (water must be present in the ice melt reservoir)

- Switch the connections between the Ice Melt Pump (yellow connector) and the Dispense Pump (white connector) by plugging the Ice Melt Pump male connector into the female white connector that connects the Dispense Pump - (See Fig 2.)
- Push the water dispense button on the front panel
- If no water enters the water reservoir = failed Ice Melt Pump (**replace pump**)
- If water enters the water reservoir = Ice Melt Pump is working, return connections to their original positions, move to step #3

Fig 2.



3. Testing the Ice Melt Sensor

- Unplug Ice Melt Level Sensor from its connection port on the PCB
- Unplug Low Level Sensor from its port on the PCB and plug it into Ice Melt Sensor connection port (See Fig 3.)
- If water enter water reservoir = failed Ice Melt Level Sensor (**replace sensor**)
- If no water enters the reservoir = return connectors to their original connection ports, move to step #4

4. Testing the High-Level Sensor

- Unplug the High-Level Sensor from PCB (See Fig 3.)
- If water enters the water reservoir = failed High Level Sensor (**replace sensor**)
- If no water enters the water reservoir (**replace the PCB**)

