PRODUCT SUPPORT
TECHNICAL BULLETIN

December 12, 2023

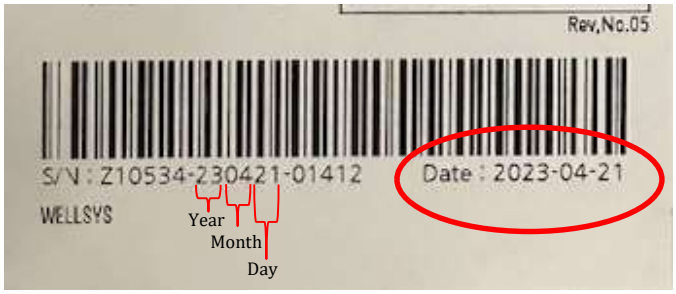
Issue: i15/i16 New Service Mode Procedure Change

Cause:
End users accidentally place the i15/i16 into Service Mode when attempting to dispense hot water by holding down the Hot Select Button for 10+ seconds thinking the unit will dispense hot water. Holding down the Hot Select button places the unit into Service Mode triggering the ice and water lights to blink, as well as pausing ice production. The blinking lights can be misdiagnosed as a water supply error.

Solution:
The procedure to enter Service Mode has been modified to prevent placing these units into Service Mode accidentally.

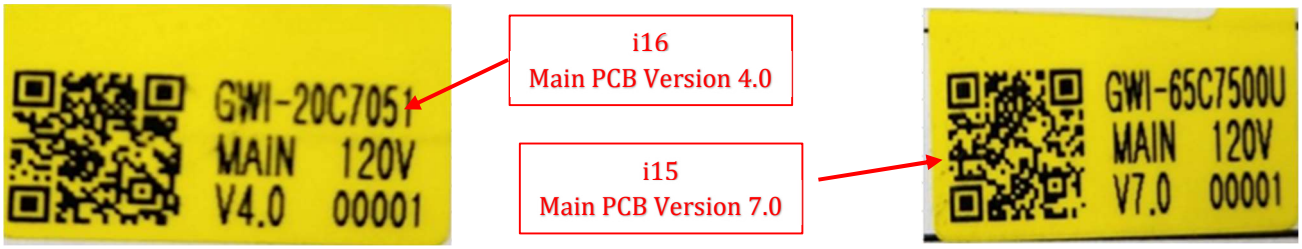
The change affects:

- i15 units produced 5/30/23 and on.
- i16 units produced 6/9/23 and on.
- The Production Date is detailed on the data label behind each unit.



The change will also affect older units that have the main PCB replaced with the following versions of PCB.

- i15 Main PCB V7.0
- i16 Main PCB V4.0



Process:
Entering Service Mode with the new process is an approx. a one-minute procedure; however, the descale process remains an approximate one hour.

New Procedure to Place i15/i16 into Service Mode:

1. Press and hold the Hot Water Select Button for 10sec.
2. The unit will beep 3 times & all LEDs will Blink indicating the unit is in Standby Mode.
3. Once in Standby Mode, you have 10 seconds to enter Service Mode. Do this by pressing the WATER & ICE buttons simultaneously for 10 seconds. The ice and water lights will begin blinking indicating that the unit(s) is in Service Mode.
4. If the water and ice buttons are not held down within 10 seconds, the unit(s) will go back into Normal Operation Mode.

In Service Mode:

1. Water and ice should be drained, and cleaning solution should already be in the ice bin and water reservoir.
2. WATER & ICE BUTTON Blinking
    a. Ice-Making and Water Heating operations will be deactivated.
3. Auger will run 5 min and rest 5 min. This cycle will be repeated 3 times. This will help to circulate the cleaning solution and ensure the cleaning solution touches all surfaces inside the auger.
4. Auger Solenoid Valve will be open to allow solution into tubing that connects the water reservoir to the ice melt bin and evaporator.
5. When Ice Tank Water level Sensor detects water, or cleaning solution, the ice melt pump will supply water to Reservoir Tank. This will clean the tubes and pump between the ice melt reservoir and water reservoir.
6. The Auger Solenoid valve will close as soon as the 3 cycles are complete (About 30 min)
7. Sanitize unit after the descale process has been completed.
8. Service Mode will automatically terminate after 1 hour of operation and go back to Normal Operation Mode and can also be exited manually by power cycling the unit.