



SECTION 7

TROUBLESHOOTING GUIDE



TROUBLESHOOTING GUIDE

This section of the manual contains the Troubleshooting Guide which will help the Service Technician troubleshoot a model 315I.

How to Use the Troubleshooting Guide

The list below indicates how the Troubleshooting Guide is arranged. Identify the description of the problem that the unit is experiencing from the list and go to the page indicated. To the left of the problem description is a letter. Locate that letter in the left column of the Troubleshooting Guide. The center column will identify the possible causes for the problem. And, the information in the right column will explain what tests to perform in order to determine if what you are checking is the cause and/or what action to take to correct the problem.

Troubleshooting Guide Layout

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| PROBLEM | POSSIBLE CAUSE | TEST / ACTION |
|---|---|---|
| A. Ice machine does not operate | The ice machine control is turned to the OFF position | Turn ice machine control to ON or NORMAL position |
| | Circuit breaker switch tripped off or fuse is blown | Reset circuit breaker / replace fuse. If it happens again, check for electrical short in appliance. |
| | Ice machine is unplugged | Check outlet. Plug unit in. |
| | Loose or disconnected wiring of ice machine | See Wiring Diagrams and Schematics section of manual and check for voltage at appropriate points. Repair wiring. |
| | Bin thermostat open | a. Bin full, ice touching thermostat sensing tube - This is normal. b. Room ambient temperature too low (below 50°F/10°C). Advise customer. c. Bin thermostat defective, stuck open. Replace thermostat. |
| | Cycle timer contacts open | Check/replace timer |
| B. Ice machine operates, but will not make ice | No water in reservoir | a. House water supply turned off. Turn water supply on. b. Check water supply line for kinks or restrictions. c. If supply line has a filter, it may be clogged and/or need changing. d. Check screens in water valve for clogs. - Clean screens or replace valve. e. Check for loose or disconnected wiring to water valve. Repair bad wiring. f. Check operation of water valve. If defective, replace. g. Check for leaks in reservoir. Repair leak. |
| | No water spray from spray jets | a. Check for clogged spray jets. See Cleaning the Ice Making System instructions in Maintenance, Cleaning and Adjustment section of manual. b. Check for leaks in reservoir. Repair leak. c. Check for loose or disconnected wiring to spray pump. Repair bad wiring. d. Check operation of spray pump. Replace if defective. |
| (Continued on next page) | | |



| PROBLEM | POSSIBLE CAUSE | TEST / ACTION |
|---|--|---|
| B. Ice machine operates, but will not make ice (Continued) | No airflow through condenser | <ul style="list-style-type: none"> a. Check for obstructions in vents of kick-plate. Move/clear obstruction. b. Check for dirty condenser. Clean condenser. c. Check for loose or broken condenser fan blade. Repair or replace blade. d. Check for loose or disconnected wiring to condenser fan motor. Repair bad wiring. e. Check operation of condenser fan motor. Replace if defective. |
| | Hot gas valve stuck open | Check operation of hot gas valve. Replace valve and drier if valve is defective. |
| | Electrical problem at compressor | <ul style="list-style-type: none"> a. Check for loose or disconnected wiring to compressor electricals. Repair bad wiring. b. Check operation of overload and relay. If defective, replace. |
| | Sealed system problem. | <ul style="list-style-type: none"> a. If power is at compressor and compressor electricals are good, but compressor will not run, replace compressor and drier. b. Inspect sealed system for leaks, restrictions or inefficient compressor by observing frost patterns and feel tubing for irregular temperatures. Repair or replace components as needed. |
| C. Ice machine operates, makes ice, but cubes do not release from mold | Mineral scale build up in ice making system. | See Cleaning the Ice Making System instructions in Maintenance, Cleaning and Adjustment section of manual. |
| | Harvest time too short (<i>should be approximately 3 - 3-1/2 minutes</i>). | Lengthen harvest time setting at cycle timer if too short. |
| | Hot gas valve does not open during harvest cycle | <ul style="list-style-type: none"> a. Check for loose or disconnected wiring to hot gas valve. Repair bad wiring. d. Check operation of hot gas valve, it may be stuck closed. Replace valve and drier if valve is defective. |
| | Cube size control will not close | Check operation of cube size control. Replace control if defective. NOTE: <i>Cube size control will not close if sealed system is low on freon. Check sealed system too.</i> |



| PROBLEM | POSSIBLE CAUSE | TEST / ACTION |
|--|--|---|
| D. Ice machine operates, makes ice, but does not fill bin | Bin takes 24 - 36 hours for initial fill | This is normal. Heavy/frequent ice consumption by customer will slow the refill process. Advise customer. |
| | High room ambient temperature | Ambient temperatures should not exceed 100°F/38°C. Ice machine works best in ambient between 60°F/16°C - 90°F/32°C. Advise customer. |
| | High water temperature | Water temperatures should not exceed 100°F/38°C. Ice machine works best with 50°F/10°C - 80°F/27°C water. Advise customer. |
| | Vents in kickplate obstructed | Move/clear obstruction. |
| | Dirty condenser | Clean condenser. |
| | Bin drain restricted causing rapid melting in bin | Clean out bin drain and/or check installation for kinks in drain line. |
| E. Cubes are too big | Cube size control set too cold | See Cube Size Control Adjustment instructions in Maintenance, Cleaning and Adjustment section of manual. |
| F. Cubes are too small, possibly white at bottom | Cube size control set too warm | See Cube Size Control Adjustment instructions in Maintenance, Cleaning and Adjustment section of manual. |
| | Not enough water | <ul style="list-style-type: none">a. Check water supply line for kinks or restrictions.b. If supply line has a filter, it may be restricted and/or need changing.c. Check screens in water valve for restrictions. - Clean screens or replace valve.d. House supply water pressure too low. Pressure must be 20 - 80 p.s.i.g., constant. Advise customer.e. Check for water leak at reservoir. Repair or replace parts.f. Check for torn or mis-positioned curtain causing water leak into bin. Reposition or replace curtain. |
| | Cube size control stuck closed causing rapid ice making cycles | Check/replace control |
| G. Cubes are partially formed - ragged edges | Spray jets partially clogged with mineral scale | See Cleaning the Ice Making System instructions in Maintenance, Cleaning and Adjustment section of manual. |