

# Service Tips








You've been added to our mailing list and will now be among the first to receive Hoshizaki technical information and service tips. Thanks for checking out what HKE Solutions has to offer. We hope you find this information helpful and if you have any questions please give us a call!

**Hoshizaki America has announced a service parts price increase of 5% effective July 12, 2018.**

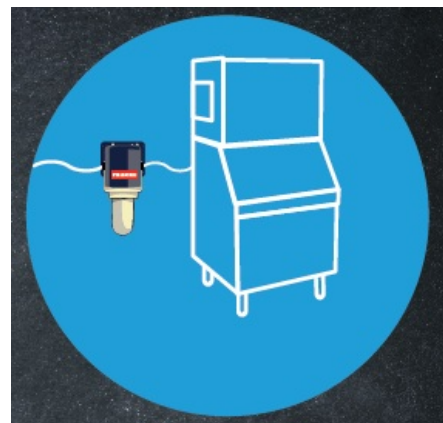
Notification Letter

**ECO<sub>3</sub>ICE CAN HELP!**

-  Reduces bacteria in finished ice by 99%
-  Reduces microbial buildup
-  Reduces downtime + service incidents
-  Increases longevity of ice equipment
-  Decreases risk for poor health inspection scores

## Hoshizaki Franke EcO<sub>3</sub>Ice

Foods, including ice, have countless opportunities to become contaminated with food-borne illness-causing bacteria. Bacteria is picked up through the ice machine itself—especially in yeast-intensive environments, and even through improper handling and poor hygiene practices by the foodservice staff. When properly applied, findings show that using aqueous ozone eliminates the risk of contaminating your ice by producing disinfectant-grade water.



Hoshizaki has teamed up with Franke Foodservice Solutions, Inc and now offers the EcO<sub>3</sub>Ice Sanitation System. The compact EcO<sub>3</sub>Ice device uses a unique, synthetic diamond-based technology that continuously treats incoming ingredient water used by ice machines, killing bacteria, yeast and mold in the

ice-making path from beginning to end. It also reduces biofilm build-up, greatly extending required time between cleanings.

With each cycle, EcO<sub>3</sub>Ice creates a small, safe but effective amount of pure ozone—nature's own sanitizer--which continuously treats the machine interior, storage bin, remote bin and drains.

[View EcO<sub>3</sub>Ice Spec Sheet](#)



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## Ice Machine Cleaning & Sanitizing

The ice maker must be cleaned & sanitized at least once a year. Read below for steps on how to properly clean and sanitize the following ice machines.

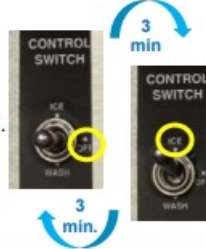
- KM-340M\_J
- KM-515M\_J
- KM-650M\_J
- KM-901M\_J(3)

[CLICK HERE FOR MORE CLEANING SHEETS](#)



## Cleaning Prep:

- 1 Remove the **Front Panel**, move the control switch to **OFF**. After 3 min., move the switch to **ICE**, then replace the panel.
  - 2 After 3 min., remove the **Front Panel**, move the switch to **OFF**.
  - 3 Remove all ice from the ice storage bin and/or dispenser.
- ⚠ WARNING! IF ON DISPENSER**, turn off the dispenser power supply after dispensing all the leftover ice.

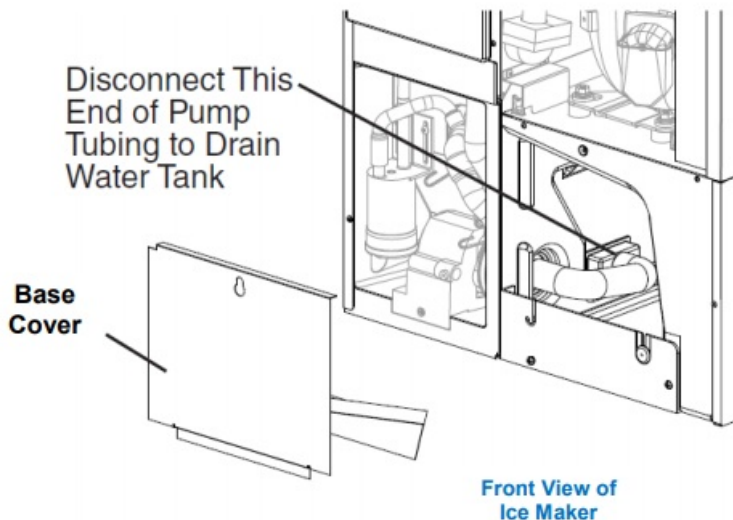


**⚠ WARNING!**  
**DO NOT** leave icemaker unattended when panels are off

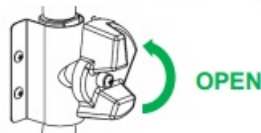
**AMMONIA Cleaners**



## Cleaning:



- 4 Remove the **Base Cover**, disconnect the **Pump Tubing**. After the water tank has drained, reconnect **Pump Tubing**. Do not replace the base cover at this time.
  - 5 Refill water tank by moving the control switch to **ICE**, replace the **Front Panel**. After 3 minutes, remove the **Front Panel**, then move the control switch to **OFF**.
  - 6 Remove the **Front Insulation Panel**. Pour **14 fl.oz (414 ml)** of Hoshizaki **Scale Away** into the water tank. Replace the **Front Insulation Panel**. Turn the cleaning valve left until completely vertical (open).
- ⚠ NOTICE! AVOID EXCESSIVE FOAMING**, wait 1 minute before next step.
- 7 Move the control switch to **WASH**, replace **Front Panel**.



## Sanitizing:

- 14 • Fill the water tank
  - **CLOSE** the cleaning valve
  - Move control switch to **ICE**, replace the front panel
  - After 3 minutes, remove the front panel
  - Move control switch to **OFF**
- 15 • Remove the front insulation panel
  - Pour **.78 fl. oz (23 ml)** of chlorine bleach\* into the water tank
  - Replace the front insulation panel
  - **OPEN** the cleaning valve
- \* Use bleach without additives. Additives cause excessive foaming, and reduces effectiveness of the cleaning.
- 16 • Wait 1 minute to avoid excessive foaming
  - Move control switch to **WASH**, replace the front panel
- 17 • After 45 minutes, remove the front panel
  - Move control switch to **OFF**
- 18 • Disconnect the pump tubing
  - After the water tank has drained, reconnect the pump tubing

8 After **30 minutes**, remove **Front Panel**, then move the control switch to **OFF**.

**NOTICE!** DO NOT leave the control switch on **WASH** for extended periods when water tank is empty. It will damage water pump seals.

9 Remove the **Pump Tubing**. Clean all items (See **Step 10**). Once water tank has drained, replace and reconnect all the items.

10 In bad water conditions, a more thorough cleaning may be required. Turn off power supply, clean all items in a solution of **5 oz. of Scale Away per gallon of warm water**. Rinse and replace the cube guides, float switch, water supply tubes, spray tubes and spray guides. Turn on power supply. Otherwise, continue to Step 11.



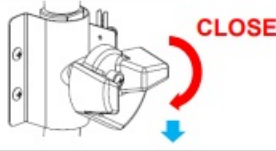
### Cleaning Rinse:

11 Turn the cleaning valve to the **right** until completely horizontal (closed). Move the control switch to **ICE**, replace **Front Panel**. After **3 minutes**, remove the **Front Panel**, move switch to **OFF**.

**NOTICE!** ICE MACHINE WILL NOT WORK, unless valve is completely closed.

12 Turn the cleaning valve to the **left** until completely vertical (open). Move the control switch to **WASH**, replace the **Front Panel**. After **5 minutes**, remove the **Front Panel**, switch to **OFF**.

13 Disconnect the **Pump Tubing**. After the water tank has drained, reconnect **Pump Tubing**. Continue to **Sanitation – Step 14 on front...**



**CONTROL PANEL**  
**ICE > 3 minutes > OFF**



**CONTROL PANEL**  
**WASH > 5 minutes > OFF**

**OPEN cleaning valve:**

- To allow cleaning solution flow to the inside the evaporator
- Turn left to open (vertical)

**CLOSE cleaning valve:**

- Must be closed for normal ice making operation
- Turn right to close (horizontal)

#### DOWNLOAD COMPLETE INSTRUCTION MANUAL:



[hoshizakiamerica.com/support](http://hoshizakiamerica.com/support)

Type in the model number of your ice machine (including dashes) to download manuals

#### CLEANING SCHEDULE

● Scoop	Dish soap, rinse well
● Water Filters	Check psi, change if req'd
● Exterior	Dish soap & damp cloth
● Bin Door/Top Kit	Warm water & clean cloth
● Ice Maker/Bin	Follow these instructions
● Water Supply Inlet	Clean inlet screen
● Condenser	Inspect. Clean with brush
● Water Hoses	Inspect. Replace if req'd
● DAILY   ● MONTHLY   ● YEARLY	

#### WARNING!

**DO NOT** use ammonia type cleaners. Can cause damage to icemaker

**WEAR** liquid-proof gloves and goggles to protect skin & eyes from cleaning & sanitizing chemicals

sanitizing continued...

#### RINSE 1: (Steps 19-21)

- **CLOSE** cleaning valve
- Move control switch to **ICE**, replace the front panel
- After 3 minutes, remove the front panel
- Move control switch to **OFF**
- **OPEN** cleaning valve
- Move control switch to **WASH**, replace the front panel
- After 5 minutes, remove the front panel
- Move control switch to **OFF**

- Disconnect the pump tubing
- After the water tank has drained, reconnect the pump tubing

#### RINSE 2 & 3: (Steps 22-28)

- Repeat 2x (Steps 19–21) for complete ice/food safety
- Clean the dispenser / storage bin liner with a neutral cleaner (dish soap)
- Rinse thoroughly

- **CLOSE** cleaning valve
- Move control switch to **ICE**, replace front panel
- Replace all panels in their correct positions

#### NOTICE!

**IF ICE MAKER IS ON DISPENSER**, remember to turn on the dispenser after cleaning

AMMONIA Cleaners

