



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB03-0006

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Subject: IN CASE OF A “BOIL WATER ADVISORY”

Following is a precaution for your Health and Safety:

Boil Water Advisories are sometimes issued in case of natural disasters such as earthquakes, floods or hurricanes. This is also common in case of a water main break or contamination of a municipal water supply. In light of recent power outages and Boil Water Advisories issued in the Northeast, Hoshizaki America, Inc. would like to remind customers that an ice machine produces a food product. Since Ice is a consumable, the ice machine and water supply system must be clean and sanitary. Ice machine maintenance is important to your and your customer's health and safety.

If a Boil Water Advisory or Drinking Water Precaution is issued in your area, Hoshizaki America, Inc recommends the following precautionary measures.

Once the boil advisory is lifted:

1. Consider the water filtration system that feeds water to your ice machine. Unsafe water could be trapped in the existing cartridge. It would be prudent to replace the filter cartridge so that clean fresh potable water is supplied to your unit.
2. The ice machine water supply and reservoir could also contain unsafe water. As a minimum precaution, drain the water system and refill it with clean fresh water. Add sanitizing solution as prescribed in the cleaning instructions and circulate it through the system for about 20 minutes using the wash process and following the instructions provided on the cleaning label attached to the unit. (Sodium Hypochlorite is chlorine bleach.) Drain the water system again and flush thoroughly with clean fresh water. Restart the ice machine.

Note: For maximum security, Hoshizaki recommends that the ice machine be cleaned and sanitized by following the maintenance instructions provided on the cleaning label attached to the machine. This may require the use of a qualified service technician so contact your local service agent or to find the nearest Hoshizaki Contracted Service Representative, visit Service Rep Locator- <http://www2.hoshizaki.com/hoshi/hcsr.shtml> and search your zip code.