



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB05-0003

October 27, 2005

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Subject: GAS LEAK REPAIR CHECK LIST

During 2006 one of Hoshizaki's quality goals will be to reduce over all gas leaks. There are several reasons to make a concentrated effort on these failures. Repairs of these failures tend to be time consuming due to the need for recovery, evacuation and torch use. This time along with the higher cost of HFC refrigerants combine to make these repairs more expensive. We must also consider the affect on our customers and the environmental impact on our atmosphere.

The root cause of field gas leaks can be very difficult to determine, since in most cases there are no parts to return and our quality assurance personnel have a difficult time analyzing these types of failures.

To improve in this area, we need the help of our Distributors, DCs and Service agents. Beginning 12-01-05 we are requiring that whenever possible the actual part (Schrader, elbow, tee, capillary, OS quick, pipe or component) where the leak is found be cut out of the unit and returned to us with the warranty claim. We will allow for reasonable charges for these non-OEM fittings not to exceed standard ARW list prices.

If the actual defective part can not be returned and you have access to a digital camera or a camera phone take a picture of the effected area. If no camera is available please draw a descriptive picture and include it with the warranty claim. We need as much data as possible to pin point the leak location as well as possible causes. Then repair leaking location using standard refrigeration practice.

We would like to also request that along with the actual defective part that the check list included in SB05-0003 be completed and returned with all gas leak claims.

In addition to this request we would like to reiterate the need to replace filter driers during all refrigeration system repairs. This includes gas leaks. In the future, all claims for gas leaks **must** include replacement of the original drier as part of the repair. The replaced drier **must be included with the warranty claim**. We would prefer that the proper drier is obtained through your local distributor however; to save time and labor we will allow the use of a properly sized non-OEM drier, to be billed at a cost not to exceed the list price of the OEM drier.

Again in 2006 we will be aggressively targeting this area in our program of continued improvement. As always your assistance and understanding will help us reach our goal.

If you have any questions concerning this matter please do not hesitate to contact the Technical Support Department at 1-800-233-1940.



Unit Gas Leak Checklist

In an effort to further analyze field refrigerant leaks Hoshizaki America would like to see the actual leak if it is feasible. If the leak is on a component, it should be cut out and replaced. (i.e HGV, TXV, Schrader fitting, etc) If the leak is an elbow, tee, pipe or brazed joint, it should be cut out if you have a replacement part on your service van. All parts should be returned with the claim along with the original system drier.

Unit Information: Model No. _____ Serial No. _____
 Install Date: _____ Fail Date: _____
 Claim No: _____

What's the customer complaint with this unit: _____

What service was performed on this unit to resolve the customer complaint?

1 – Give exact location of gas leak (Check the appropriate item)

- Ice making unit ____ Remote condenser ____ Line set ____

(ie. braze joint at outlet side of TXV, braze joint @ compressor suction side, crack in capillary tube at bottom of water regulator, etc. "A picture is worth a thousand Words")

(Include a picture if possible) _____

2 – Explain the method utilized to detect gas leak:

Check the following items before leaving the jobsite.

☐ 1. Check for refrigeration pipes / capillary tubes rubbing or touching other pipes or objects.
(A minimum clearance of 5mm should be maintained between refrigeration pipes and other objects to prevent rubbing which could eventually cause a loss of charge).

☐ 2. Check that the capillary tubes are coiled up and secured with tie wraps to prevent rubbing during unit operation?

☐ 3. Check that the Access Valve pipes are secured with tie wraps to prevent vibration during unit operation.

☐ 4. Check that all Schrader caps are in place and tight.

Caps must be replaced and tightened on all Schrader Valves after service has been performed.

This checklist must be submitted with the labor claim form.