HOSHIZAKI AMERICA, INC.
SERVICE BULLETIN

SUBJECT: HR24A High and Low Temperature Alarm Reset.

There have been several inquiries as to how to reset the High and Low temperature alarms on the HR24A under-counter reach-in. These alarms will be shown as an AH for high temperature and AL for low temperature. Both alarms will also be accompanied by the flashing red alarm triangle.

To reduce the chance of high temperature alarms make sure the unit is not over packed or over stocked with warm product. Product should be stocked to allow airflow between the product and also between the product and interior walls.

The AH and the AL will be cleared automatically once the unit has returned to normal operating temperatures. However the red alarm triangle will continue to flash until the alarm is manually reset. See the instructions below on how to reset this alarm.

b) Clearing High and Low Temperature Alarms

To clear an alarm, follow the steps below.

1) Press the "-" button for 3 sec. to enter the alarm menu. "EnS" is displayed.

2) Press the "-" or "+" button twice. After pressing the "-" or "+" button the first time, "LS" is displayed. After pressing the "-" or "+" button the second time, "rLS" is displayed.

3) Once "rLS" is displayed, press the "P" button.

4) Using the "-" or "+" button, set the display to "149."

5) Press the "P" button. The display flashes "----" for 4 sec. The alarm and display module are now deleted and clear. The control board returns to normal operation.
Note: If the cabinet temperature is out of acceptable range, the procedures above only change the alarm icon ⚠ from flashing to steady for 15 minutes. Once the temperature is in acceptable range, the alarm clears from the display module and deleted from memory.

This information as well as additional information related to alarms and operation of the HR24A can be found in the Service Manual. The Service Manual can found at the link shown below.

http://www.hoshizakiamerica.com/manuals/HR24A_serv.pdf

If you have any questions concerning this service bulletin please contact Technical Support at 1-800-233-1940.