



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB20-0003

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Page 1 of 1

Subject: HS-5061 Drain Pump Troubleshooting

• Icemaker does not run:

- Make sure there is power at the electrical outlet.
- Make sure the icemaker's control switch is in the "ICE" position (AM-50, C-80BAJ, and C-101 series) or the power switch is in the "ON" position (C-100 series).
- Make sure the icemaker's ice storage bin is not full.
- Make sure the drain pump is properly connected to the icemaker.
- The icemaker will not run if the drain pump is filled to capacity, but the drain pump will continue to operate. When the water level lowers, the icemaker will restart.

• Drain pump does not run:

- Make sure there is power at the electrical outlet.
- Make sure the drain pump connector is connected to the icemaker's drain pump connector.
- Make sure the hole at the top of the drain pump inlet fitting is clear and that there is nothing blocking water flow to the drain pump. Clean as needed.
- Make sure the vent hose is open and free of kinks and sharp bends.
- Make sure there is enough water to activate the drain pump. It takes at least 24 oz. (710 ml) of water to activate the drain pump.

• The drain pump runs but no water is pumped out:

- Make sure the discharge hose is free of foreign material and free of traps and kinks.
- Make sure the discharge hose has not exceeded the maximum horizontal length of 20 feet or the maximum lift height of 8 feet.

Note: If the drain pump fails, water will remain in the drain pump reservoir, pump connector hoses and the icemaker storage bin. There will not be any external leakage if the pump was installed properly. Care will need to be taken when moving the ice maker and while removing the drain pump to avoid leaking any of this water.

If you have any questions concerning this, please contact the Technical Support Department at tech-support@hoshizaki.com or 1-800-233-1940.