



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB20-0016

November 10, 2020

Page 1 of 1

Subject: Flaker, Cubelet and DCM Ice Maker Gear Motor Temperatures

During our Quality assurance inspections of returned gear motors, we are seeing a high number being returned with no fault found.

Many of these gear motors are being replaced due to high motor temps or 8-beep alarms as the reported complaint.

This service bulletin describes the expected operational temperatures on gear motors and how it relates to an 8-beep alarm.

During operation it will not be uncommon to measure motor temperatures more than 125°F. Especially in high ambient conditions and in high use applications, where the system will run for extended periods. These motors are designed to operate at this condition and the motor temperature itself does not indicate a problem. Motor temperature plus high amperage could indicate an issue. Typically, in this case the motor could be tripped on its internal protector or fuse protection, and an 8-beep alarm will be triggered. In this case the external motor housing may be more than 170°F.

If the unit is shutting off on consistent 8-beep alarms and the motor is running temperatures at or below 170°F the problem is most likely related to another issue in the Compressor Control Relay circuit. In most applications this circuit is between terminals 5 and 6 on the K9 connector.

If you have question diagnosing a gear motor issue, please contact the Technical Support Department at tech-support@hoshizaki.com or 1-800-233-1940.