



# HOSHIZAKI AMERICA, INC.

## SERVICE BULLETIN

**SB23-0002**

**August 8, 2023**

**Page 1 of 2**

**Subject: Center tap transformer for 115 VAC components**

(This service bulletin replaces SB91-0005, SB94-0009 and SB03-0008)

Hoshizaki uses 115VAC components in all of our ice makers. Therefore, some of our models require a dedicated neutral wire to be provided in the incoming power supply.

However, all three phase models and some single-phase models incorporate a center tap transformer inside the unit which allows them to be installed without the need for a dedicated neutral. See list below for units that have this center tap transformer included. Additional information can be found on SB13-0015R6

Model	Serial number	Single phase
KMD-850M_H	C2 and after	Single phase
KMD-860M_J	All	Single phase
KM-901MAH/MWH	D1 and after	Single phase
KM-901MRH	C1 and after	Single phase
KM-901M_J	All	Single phase
KM-650MAH/MWH	D1 and after	Single phase
KM-650MRH	C1 and after	Single phase
KM-1301S_H	D1 and after	Single phase
KM-1301S_J	All	Single phase
KM-1100M_H KM-1100M_J	All	Single phase
Three phase models	All	Three phase

**Caution:** As with all equipment it is important to follow all installation instructions. After inspecting transformers that have been returned under warranty, we are finding a number of them damaged during the installation process.

**NOTE:** It is extremely important that the incoming power supply matches what is required for the unit you are installing. No neutral wire should be supplied to units that use the center tap transformer.

Almost all these failures are occurring on remote units, so it appears that an external neutral is being introduced to the remote circuit or that the remote condenser wires are being damaged/grounded when pulled to the condenser. **Remember** the power supply for the condenser should run directly from the ice machine with no additional circuits being connected.

**Additional information related to center tap transformers:**

When installing a unit that includes a center tap transformer, it is important that the voltage tap switch be moved to the correct voltage based on the voltage being supplied to the unit, either 208 or 230.



It is also possible to add a transformer in the field, for single phase 208-230 units that do not come from the factory with one installed. This is particularly helpful in replacement applications where the available circuit does not have a neutral and it may be difficult or costly to add the neutral wire.

Kit number HS-5030 is available through your local distributor and can be used on all single phase 208-230 models (except F-1500 and F-2001) that were not originally equipped with the center tap transformer.

If you have question concerning this Service Bulletin, please contact the Technical Support department [techsupport@hoshizaki.com](mailto:techsupport@hoshizaki.com) or 1-800-233-1940.