

# J. Freeze-Up Check List

## Freeze-Up Check List

**Please Complete When Diagnosing a Freeze-Up, Refrigerant Leak, or Low Charge**  
 Technical Support Fax #: 770-487-3360  
 Make Copies And Use As Needed

**Model #** \_\_\_\_\_ **Serial #** \_\_\_\_\_ **Install Date** \_\_\_\_\_ **Fail Date** \_\_\_\_\_

List model and manufacture of bin or dispenser \_\_\_\_\_.

Date appliance was last cleaned: \_\_\_\_\_.

### Freeze-Up Defrost

YES NO

- [ ] [ ] 1) After defrosting, was the appliance leak checked?  
 [ ] [ ] 2) Were any leaks found?  
 If so where? \_\_\_\_\_  
 [ ] [ ] 3) Was any refrigerant added to the unit?  
 If so, how much? \_\_\_\_\_

### Set Up

- [ ] [ ] 4) Is the appliance stacked?  
 [ ] [ ] 5) Is water line independent?  
 [ ] [ ] 6) Is water line correct size? If not \_\_\_\_\_"  
 3/8" Nominal ID Copper Water Tubing or  
 Equivalent.  
 7) What is water pressure? \_\_\_\_\_.  
 Water Temperature \_\_\_\_\_.  
 [ ] [ ] 8) Does appliance have any water filtration?  
 If yes please list the following:  
 Filter brand \_\_\_\_\_.  
 Model \_\_\_\_\_.  
 Filter pressure gauge reading during the fill  
 cycle \_\_\_\_\_.  
 Date filter was last  
 replaced? \_\_\_\_\_.  
 GPM or LPM flow rate of filter  
 system? \_\_\_\_\_.  
 9) Ambient temperature at appliance?  
 \_\_\_\_\_.  
 At remote condenser (if applicable)? \_\_\_\_\_.

### Appliance Status

- [ ] [ ] 10) Is the appliance and/or float switch dirty?  
 11) List the S4 (1-10) and S5 (1-5) DIP switch  
 settings.  
 S4: 1 2 3 4 5 6 7 8 9 10  
 S5: 1 2 3 4 5  
 [ ] [ ] 12) Is DIP switch number 7 ON (harvest pump  
 time (harvest assist) all models and freeze-time  
 correction models with control board  
 2A7664-02?  
 [ ] [ ] 13) Is the cube guide positioned correctly?  
 [ ] [ ] 14) Are the evaporator separators positioned  
 properly?  
 [ ] [ ] 15) Is the thermistor properly mounted, tight, and  
 insulated?  
 [ ] [ ] 16) Is the TXV bulb properly mounted, tight, and  
 insulated?

### Appliance Operation

YES NO

- [ ] [ ] 17) Does the water tank fill and overflow?  
 60-90 sec. Note: Larger models may take up to  
 120 seconds to overflow when empty.  
 [ ] [ ] 18) If NO in step 17, is water flow 5GPM for larger?  
 [ ] [ ] 19) Does the appliance utilize re-fill (S5 dip switch  
 2 and 3)?

### Fill

### Harvest

- [ ] [ ] 20) Is the hot gas valve opening?  
 [ ] [ ] 21) Is harvest pump time (harvest assist) utilized  
 (S4 dip switch 7)?  
 [ ] [ ] 22) Is hot gas valve opening in harvest?  
 [ ] [ ] 23) Does water valve close completely when  
 deenergized?  
 24) What was length of harvest? \_\_\_\_\_.

### Freeze

- [ ] [ ] 25) Is pump motor energized in freeze cycle except  
 during 10-sec. anti-slush. If activated (S5 dip  
 switch 5 on)?  
 26) Water-cooled condenser outlet temperature  
 5-min. into freeze? \_\_\_\_\_°F.  
 27) What was length of freeze? \_\_\_\_\_.  
 [ ] [ ] 28) Is the cube size consistent from inlet to outlet of  
 evaporator?  
 [ ] [ ] 29) Is ice still dropping when next freeze cycle starts?  
 30) What is the ice drop weight? \_\_\_\_\_.  
 31) What is head pressure?  
 Freeze \_\_\_\_\_ Harvest \_\_\_\_\_.  
 (Freeze pressure should be taken 5 minutes into  
 the cycle).  
 32) What is suction pressure?  
 Freeze \_\_\_\_\_ Harvest \_\_\_\_\_.  
 (Freeze pressure should be taken 5 minutes into  
 the cycle).  
 [ ] [ ] 33) When activating bin control, did appliance  
 shutdown within 15 seconds in the first 5 minutes  
 of freeze cycle?

### Freeze-Time Correction Operation

- [ ] [ ] 34) Has Freeze-Time Correction been activated?  
 ("POWER OK" LED blinking).  
 [ ] [ ] 35) Has more than 1 Freeze-Time Correction been  
 activated?  
 (POWER OK" LED and "EXT HARVEST" LED  
 blinking).

Note: Make copies of this form and use it when diagnosing a freeze up condition. Submit a completed copy of the checklist along with the freeze-up labor claim form.