



ICE MACHINE STOPS WORKING

When an ice machine goes down in the middle of summer, it's more than an inconvenience — it's a business risk.

Whether it's a full-service restaurant or a quick-service kitchen, ice machine downtime can mean lost revenue and unhappy customers. That's why restaurants rely on service technicians with fast and effective troubleshooting skills.

A broken ice machine isn't just a possibility — it's inevitable. Here are some of the most common ice machine problems and solutions.

First, make sure you've ruled out the basics. These quick checks can save time and eliminate simple oversights.



POWER CHECK

Is the machine plugged in and receiving power?



WATER CHECK

Ensure water is flowing to the unit.



ERROR CODES

Review the machine's display (if applicable).



MODE CHECK

Confirm it's not in delay/start mode or cleaning mode.

Now, let's get into the more serious issues. While QuestSpecialty does not have the fix for every problem, we can help with three major causes of ice machine disruption. Always refer to your manufacturer's guide to maintenance.



ICE MACHINE NOT MAKING ICE

DIRTY CONDENSER COILS

Condenser coils play a crucial role in keeping ice machines running smoothly. Dirty coils can trap heat and cause the condenser to overheat, which stops ice production.

Regular use of PYTHON EZ A/C CARE Evaporator Coil Cleaner & Disinfectant will keep the coils free of dirt and control mold and mildew that can build up on the surface of the coils. There may be other causes so it is best to check the equipment owners manual.



INCONSISTENT ICE FORMATION / PRODUCTION

EVAPORATOR PLATE SCALE/CONTAMINANTS

The evaporator plate is the primary surface where the water freezes into ice and influences the shape and harvest for each ice machine cycle. Build up of scale and other mineral deposits will impact the shape of the ice and will cause inconsistent cycle productions.

Regular use of CLEAN ICE Ice Machine Cleaner and/or SHINY NICKEL Nickel Safe Ice Machine Cleaner will remove and control scale accumulation on the evaporator plate.



FOUL TASTING AND/OR SMELLY ICE

SLIMY BUILD-UP FROM AIRBORNE CONTAMINANTS

Yeast and grease act as food for microbial growth, leading to biofilm, mold, and severe sanitary issues. Freezing temperatures don't kill mold and bacteria so regular cleaning/sanitation is required at least every three months. More frequent cleaning is needed in high yeast environments like on-site baking, pizzerias, fryers and soda fountains.

Using FINAL QUAT One-Step Disinfectant-Sanitizer-Germicide-Deodorant as part of a regular cleaning and sanitizing process will eliminate the mold and microbial growth and keep your ice odor-free and great tasting.

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