FACTORY AUTHORIZED SERVICE

2010 Service Training




2010 Service Training

- Updates – Sub-Zero & Wolf
- New Products – Wolf & Sub-Zero

Liability Claims

- Important we receive part(s) back related to any potential liability claim with damage to a customer's home or if you think there is a possibility for damages
  - Leaking water, food loss, wine loss, injury, etc…
- Even if you are unsure the customer will file a claim, or if customer doesn't mention anything but you notice there is damage, we need the part(s) returned
- Contact Michelle Disch at insuranceclaims@subzero.com, or via Customer Service Line at 800-222-7820 x 7871, or via fax at 608-204-6303 for a return label.

Liability Claims

- When you return part(s), please be sure you label properly
  - Tape label onto part(s) to include
    - Name of customer
    - Model and serial number
    - Date of the loss or service
    - Include copy of service invoice / NARD
- **EXEPTION TO THE RULE:**

  If customer insists on keeping part(s) in their possession, be sure to have them sign the service invoice stating they have retained the part(s) and keep that signed copy on file. It is very important to have this clear record to show there is no doubt the part(s) was/were left with customer.

Sub-Zero Updates

- LokRing
- BI Units
  - Service Control Boards
  - Crisper Fan Motors
  - Flow Meter & Restrictor
  - Dispenser Connection

Sub-Zero Updates

- BI Units Cont'd
  - Air Flow
  - Ice Maker
  - Water Filter
- 700 Series – Integrated Units
- 736 Energy Star Units
- SKU Reductions

Updates- Sub-Zero LokRing

- The use of LokRing is an acceptable alternative for sealed system repairs.
- Contact LokRing direct to find suppliers of their products @ www.lokringusa.com or 863-733-9013.
- We are not distributing any of the tools, accessories or supplies.
- Please contact your Regional Service Manager with questions.
- Contact LokRing for Refrigerant Recovery Bags

Updates - Sub-Zero BI Units

- Service Control Boards

BI Units - Service Control Boards

- Model Configuration no longer uses the model codes when configuring the service control boards.
- You will now toggle through code numbers.

Note: Production units still use model codes.

MODEL CODE TABLE

CODE	MODEL	CODE	MODEL	CODE	MODEL	CODE	MODEL
dE FL	* DEFAULT	00 7	BI-42S	20 2	ICBBI-48SD	20 9	ICBBI-36S
00 1	BI-36U	00 8	BI-42SD	20 3	ICBBI-48S	21 0	ICBBI-36UG
00 2	BI-48SD	00 9	BI-36S	20 4	ICBBI-36R	21 1	ICBBI-36RG
00 3	BI-48S	01 0	BI-36UG	20 5	ICBBI-36F	21 2	ICBBI-30UG
00 4	BI-36R	01 1	BI-36RG	20 6	ICBBI-30U		
00 5	BI-36F	01 2	BI-30UG	20 7	ICBBI-42S		
00 6	BI-30U	20 1	ICBBI-36U	20 8	ICBBI-42SD		

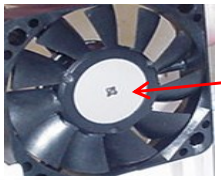
* *DEFAULT SETTING; MUST BE CONFIGURED.*

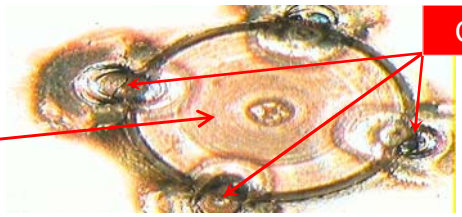
Updates - Sub-Zero BI Units

- Crisper Drawer Fan Motors

Damaged Observed on Impeller

- Shaft was loose from the base of impeller yoke.
- 3 of 4 welding joints were found broken on the yoke.



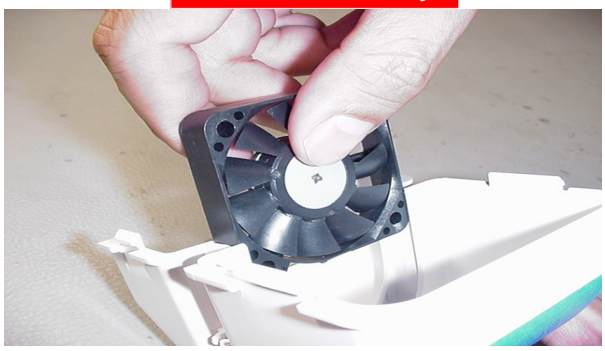


The broken welding joints causes the shaft to move and makes the impeller wobble during rotation.

Possible Cause of Failure

- Believed damaged was due to handling and installation of fan into application.
- 1kg force pressure applied on the impeller can cause damage to shaft welding joints.
- Please do not touch impeller during unpacking of fan and during assembly process.

Do not handle the fan motor this way.



Proper Handling of Fan Motor

- The Crisper Service Fan Motor is provided w/the housing. There should be no need to remove it from the housing by a technician unless to carefully inspect it.
- If the customer complaint is noisy fans
  - Isolate which fans are noisy by Manual Component Activation Mode
  - **"If"** the crisper fans are the source of the noise, carefully inspect the Impeller Assembly for weld cracks, replace Fan/Motor Assembly if defective

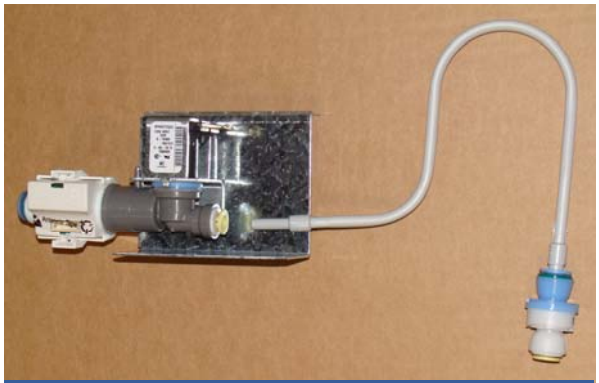
Handle impeller from sides for inspection

Updates- Sub-Zero BI Units

- Flow Meter & Flow Restrictor

Flow Meter & Flow Restrictors

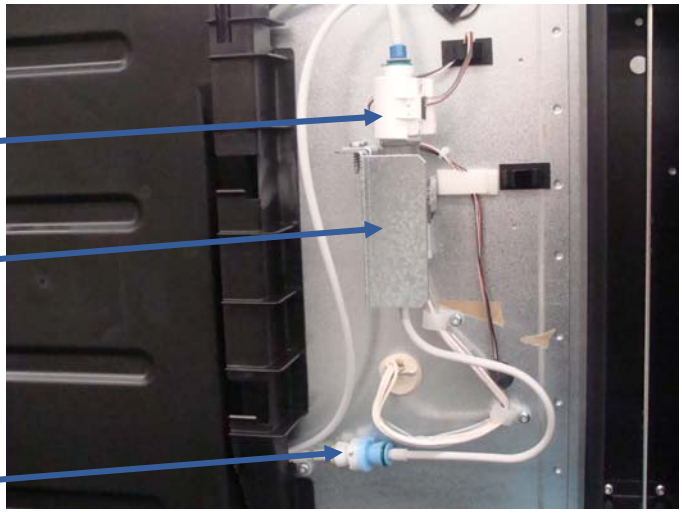
Flow Meter – Dual Valve w/Flow Restrictor



Flow Meter – Single Valve w/Flow Restrictor

Flow Meter & Flow Restrictors

- Single Water Valve
  - Flow Meter
  - Water Valve
    - Located behind bracket
  - Flow Restrictor

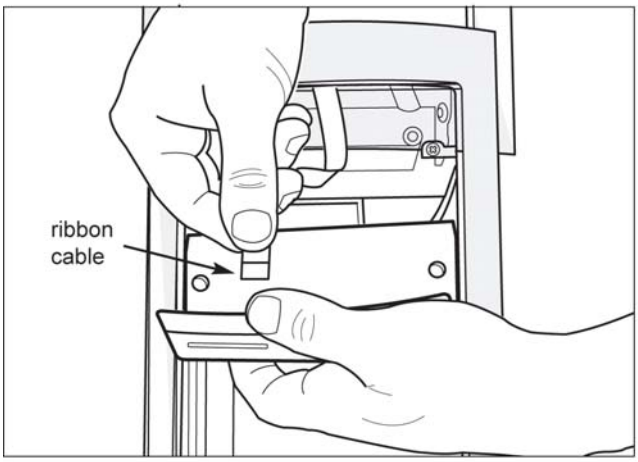


Updates- Sub-Zero BI Units

- Dispenser Connections

Dispenser Connections

- Dispenser Control Panel not functioning
  - Make sure connection on ribbon cable to Control Panel is plugged in all the way.



Updates – Sub-Zero BI Units

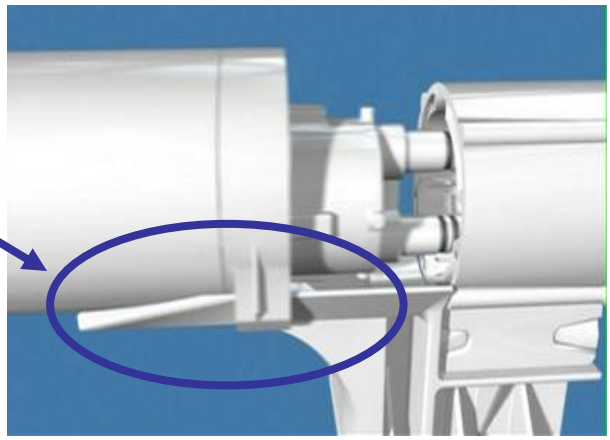
- Air Flow
  - Reverse Air Flow
  - Evaporator Location
  - Elimination of Crisper Fans
  - Baffle
  - Evaporator Cover
  - Diverter
    - Must be in place to prevent freezing in crispers

Updates - Sub-Zero BI Units

- Ice Maker
  - Mold Heater
    - Old Heater 165 Watts
    - New Heater 110 Watts
  - Reasons for Changing
    - Ice Production
    - Heater was too hot
    - False Error Codes

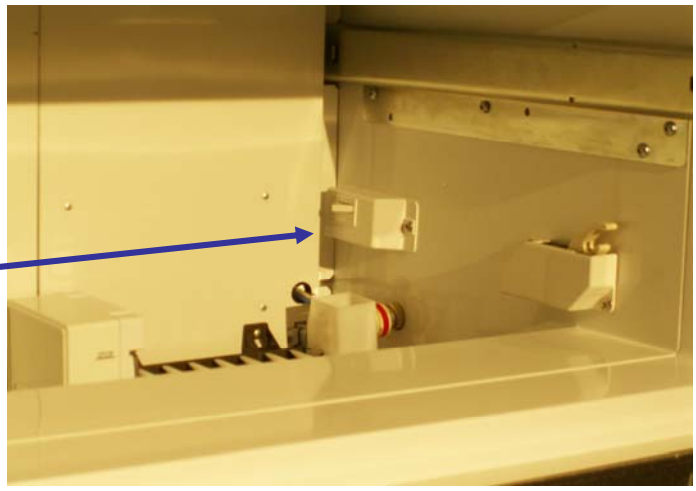
Updates - Sub-Zero BI Units

- Water Filter/Manifold
  - Make sure filter is properly mounted
  - Check for leaks after repairing/replacing
    - Please wait 2 minutes and recheck for leaks



Updates – Sub-Zero 700 Series

- New Parts
  - Switch on Side Wall
    - Sensing Switch for Both Lights and Fans
    - Whiter/Brighter Lighting
    - White Control Panel



Updates – Sub-Zero 736 Energy Star

- Addition of 736TF
  - New Parts
    - Dual Closures in Front
    - Switch on Side Wall
      - Sensing Switch for Both Lights and Fans
      - No Ice Maker Switch

Updates – Sub-Zero & Wolf

SKU Reductions

- All Sub-Zero framed built-in models, but framed accessories will be made available to convert overlay models to framed models.
- All Sub-Zero/Wolf curved handled models and related sales accessories
- All Sub-Zero/Wolf carbon and platinum models and related sales accessories
- All Sub-Zero integrated tall non-ice maker models
- All Sub-Zero solid door wine storage models and related sales accessories
- All Sub-Zero free-standing 424 wine storage models except for 424FS/TH-RH
- All 427 and 427R sales accessory panels with locks except for 80” panels with tubular handles and a 4” toekick
- All Wolf ventilation models with rails
- Two LP and Natural gas rangetops with Frenchtop

SUB-ZERO

Wolf Updates

- Broiler Pan & Full Extension Oven Rack
- E-Series Oven Tubular Handle
- 18” Broiler Pan
- Baking Sheet
- Control Board Logic

WOLF

Wolf Updates

- Pro Series
  - Burner Flame Quality
  - Surface Igniters
- Integrated Module – IM15/S
  - Intermittent Flames

Wolf Updates

- Broiler Pan
  - Old
  - New
    - Standard in all units
- Full Extension Oven Rack (DF & WO)
  - One standard in all units
    - DF s/n: 17184981
    - WO s/n: 16104403

Wall Oven Updates

- E-Series Wall Oven
  - Tubular Handle

Wolf Updates

- New 18” Broiler Pan
- Baking Sheet used in 30” Oven

Dual Fuel Temperature Selection Change

- Changes made to programming of Dual Fuel Control
  - Once cooking mode selected **"- -"** will appear in selector knob
  - Customer then rotates knob to right or left
  - Display will then show predetermined temperature for mode
  - Customer chooses predetermined temperature or selects desired temperature
    - This allows for two step on feature
  - Tone will sound to signify cooking mode has begun

Turn Control Knob Bezel Counter Clockwise to BAKE "- -" Will Appear

Turn Knob to Right for Preset Temperature or to Select Desired Temperature

Turn Knob to Left for Preset Temperature or to Select Desired Temperature

Dual Fuel Temperature Selection Change

- Changes made to programming of Dual Fuel Control
  - Serial number breaks for this change:
    - DF30 - 17159076
    - DF36 – 17159778
    - DF48 – 17159800
    - DF60 – 17159878
  - This change will also occur when new control boards are replaced on units with serial numbers above 16000000. The boards with the new programming are:
    - DF30 – 807048
    - DF36 – 807049
    - DF48 – 807050
    - DF60 – 807051

Wolf Updates

- Range
  - Burner Flame Quality
    - **Purpose:** Instructions explain the procedure for installing air diverters and new burner rings on a Wolf Pro Series Gas Range to improve flame quality.

WOLF Kits 813806 (4 Burner) & 813807 (2 Burner)
Burner Flame Quality Kit

Purpose: These instructions explain the procedure for installing air diverters and new burner rings on a Wolf Pro Series Gas Range to improve flame quality.

⚠ WARNING
BOTH GAS AND ELECTRICAL SUPPLY MUST BE TURNED OFF TO THE UNIT BEFORE ATTEMPTING THIS PROCEDURE.

⚠ CAUTION
BE CAREFUL WHEN HANDLING SHEET METAL PARTS. THERE MAY BE SHARP EDGES.

Kit Contents:

Part Description	Kit # 813806 Qty	Kit # 813807 Qty
Air - Burner Diverter	4	2
Burner - Flame Quality Cap	4	2

Directions:

NOTE: Before installing kit, verify gas pressure is at the recommended level (See chart below). Low pressure can cause flame issues that will not be remedied by this kit.

Pressure Required	Gas Type: Natural	Gas Type: LP
Supply	Maximum 14" WC Minimum 7" WC	Maximum 14" WC Minimum 11" WC
Static Manifold (No burners on)	Approximately Supply Pressure	Approximately Supply Pressure
Dynamic Manifold (At least one burner on)	5" WC ± .5" WC	10" WC ± .5" WC

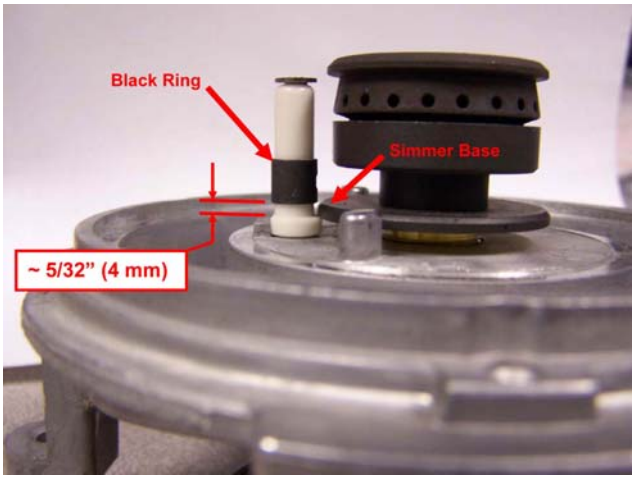
1. Remove grates and black pressed steel tops from the range.
2. Remove burner rings and caps from the burners.
3. Remove screws holding down the burners. (Picture 1)
4. Install the air diverters on each burner and reinstall screws. (Picture 3)
5. Install burner rings and new burner caps. (Picture 4)
6. Install the press steel tops and grates.
7. Turn electricity and gas supplies back on and check the unit for functionality.

Picture 1 Burner Screws
Picture 2 Diverter
Picture 3 Diverter Installed
NEW ORIGINAL EXTRA HOLES
Picture 4 Burner Cap

Wolf Appliance, Inc. 800.332.9513 P.O. Box 44848 Madison, WI 53744 www.wolfappliance.com
813808 - Rev. A - 12 /23 / 2008

Wolf Updates

- Surface Igniters
  - Black Ring Location
    - Inconsistency during ignition and missed spark on surface burners
    - Use pliers or flat bladed screwdriver to push black ring down
    - **<u>Do Not</u>** push down to far as this could cause further spark issues



Wolf Updates

- Integrated Module
  - IM15/S (Natural Gas Only)
    - **Symptom:** Intermittent flames at ports of inner burner ring when at lowest setting
    - **Solution:** Install new valve orifice bypass screw stamped #75

Replacement #75

Current Bypass

New Products - Wolf

- Cooktop Hoods
  - Low-Profile Wall
  - Low-Profile Island
- Drawer Microwaves
  - MWD24 & MWD30
- Outdoor Grills
  - OG

New Products - Wolf Cooktop Low-Profile Wall Hood

- Recommended for use with Wolf…
  - Induction Cooktops
  - Electric Cooktops
  - Gas Cooktops

New Products - Wolf Cooktop Low-Profile Island Hood

- Recommended for use with Wolf…
  - Induction Cooktops
  - Electric Cooktops
  - Gas Cooktops

Cooktop Low-Profile Hoods

- Classic stainless steel with black glass front panel
- Multi-speed blowers
  - Wall hood only
- Available in three widths
  - Wall hood only

Cooktop Low-Profile Wall Hood

- Wall Hood Models
  - CTEWH30I
  - CTEWH36
  - CTEWH36I
  - CTEWH45
  - CTEWH45I

Cooktop Low-Profile Island Hood

- Island Hood Model
  - CTEIH42

Cooktop Low-Profile Hoods

- Wall Hood Blower Options
  - 500 CFM internal blower
    - Included with CTEWH30I, CTEWH36I and CTEWH45I
  - 600 or 1100 CFM in-line blower for CTEWH36 or CTEWH45
  - 600, 900, 1200 or 1500 CFM remote blower for CTEWH36 or CTEWH45

Cooktop Low-Profile Hoods

- Island Hood Blower
  - 500 CFM internal blower

Cooktop Low-Profile Wall Hood

- Accessories – Wall Hood
  - 30” high classic stainless steel wall shield in 30” and 36” widths
  - Recirculation kit for non-ducted installations
  - Replacement charcoal filters

Cooktop Low-Profile Island Hood

- Accessories – Island Hood
  - Recirculation kit for non-ducted installations
  - Replacement charcoal filters

Cooktop Low-Profile Hoods

- Features
  - Heavy-duty stainless steel with classic stainless finish
  - Telescopic flue fits 8’ to 9’ ceilings
  - Front-mounted electronic controls
  - Sealed halogen lighting with three settings
  - Internal, in-line and remote blower options for wall hoods

Electronic Controls


Sealed Halogen Lighting

Cooktop Low-Profile Hoods

- Features cont'd
  - Internal blowers – Island Hood includes internal blower
    - Used in a non-ducted application using an accessory charcoal filter
  - Heat Sentry
    - Automatically turns unit on when heat is sensed
    - Automatically adjusts blower speed

WOLF

Cooktop Low-Profile Hoods

- Features cont'd
  - Delay-off mode
    - Automatically turns unit off
  - Stainless steel filter cover with dishwasher safe aluminum mesh filter
  - Filter clean indicator
    - Indicates when filter needs cleaning
  - Transition with backdraft damper included

WOLF

Cooktop Low-Profile Hoods

- Filter and Blower Access

New Products - Wolf Drawer Microwave Oven

MWD24-2U/S

MWD30-2F/S
MWD30-2U/S

Drawer Microwave Oven - Features

- Classic stainless steel finish
- Trim style matches E-Series Oven
- Can be installed standard or flush
- 950 Watts
- 1 cubic ft. interior space
- Accommodate 9” x 13” pan

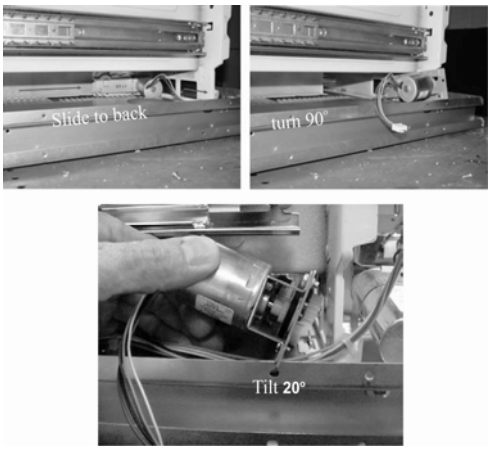
Drawer Microwave Oven - Features

- 11 programmable power levels
- Sensor cooking
- Warm feature to keep food warm for 30 minutes
- Interactive display
- Window in drawer to view inside
- One touch key pad to open and close drawer
- Control panel can be deactivated or locked

Drawer Microwave Oven – Drawer Gear Removal

(This procedure requires a 14" or greater phillips screwdriver)

1. Disengage any power going to the unit.
2. Open the drawer and keep it open.
3. Remove the top cover and right side cabinet.
4. Disconnect wiring to Auto Drawer Gear.
5. Remove bottom screw below Auto Drawer Gear
6. Remove the (4) screws holding the auto drawer gear to the bottom cavity angle.
7. Disengage (pull) Auto Drawer Gear from rack gear and slide to the right (toward the rear), then turn motor 90° and slip out along rear of drawer.
8. Then tilt Auto Gear Motor 20° to extract the assembly out. The Auto Drawer Gear is now free.



New Products - Wolf Outdoor Grills

Outdoor Grill

LIMITED LIFETIME WARRANTY

- For the life of the product, Wolf Appliance will repair or replace any outdoor gas grill body or hood that rusts through due to defective material or workmanship.
- Labor to remove and replace defective parts is not covered.
- Wolf Appliance recommends that a Wolf Authorized Service Center is used to perform such service.

Outdoor Grill

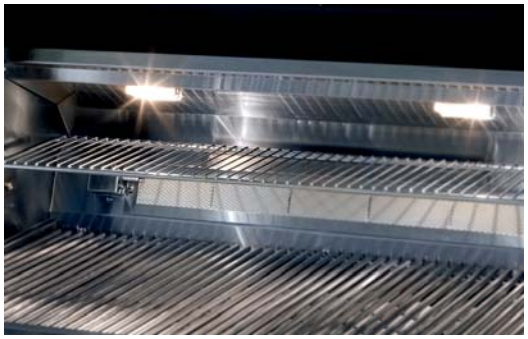
- OG30 & OG30-LP
- Rotisserie
  - Natural or LP gas
- OG36 & OG36-LP
  - Rotisserie & Sear burner
  - Natural or LP gas

Outdoor Grill

- OG42 & OG42-LP
  - Rotisserie & Sear burner
  - Natural or LP gas
- OG54 & OG54-LP
  - Rotisserie & Sear burner
  - Natural or LP gas
  - Built-In Only
- OG Units can be converted but expensive
- Outsourced from Twin Eagles

Outdoor Grill

- Key Features
  - Halogen lighting
  - Briquette system for even heating
  - Hot surface ignition
  - Illuminated controls
  - Warming shelf
  - Spring assisted hood
  - Thermometer



Outdoor Grill

- Key features
  - Sear section
    - 25,000 BTU's
  - Rotisserie
    - Multiple position
    - 14,000 BTU's OG30& OG36
      - Two 14,000 BTU End to End OG54
    - 16,0000 BTU's OG42
  - Stainless steel grates
  - Stainless steel U-Tube burners
    - 25,000 BTU's

Outdoor Grill

- Electric Requirements
  - Plug the power cord from the transformer into a properly grounded GFCI 120 V AC outlet. The outlet must be located within 6' (1.8 m) of the transformer.
  - The rotisserie motor requires a GFCI 120 V AC electrical supply. The 9' (2.7 m) power cord on the motor is equipped with a 3-prong grounded plug for protection against shock hazard.

Outdoor Grill

- Carts
  - 30”, 36” & 42” shipped as separate units

Cart & Accessories Options

Outdoor Grill Accessories

- Side Burner
  - Shipped as Separate Unit
- Comes with Cover

Outdoor Grill Accessories

Stand Alone Option

- Burner Module (BM)
- Easy Access for Side Mount or Stand Alone

New Product – Sub-Zero

- Undercounter Ice Maker
  - UC-15I
  - UC-15IP
  - UC-15IO
  - UC-15IPO

Undercounter Icemaker

- Outsourced from Manitowoc
- Improved performance and features
- Same integrated panel size and door hinge as 315I
  - Door opening can be reversed
- 2 to 3 times higher ice production – lbs. per day
- Time to fill bin reduced by 50%

Undercounter Icemaker

- Features
  - Water filter
  - Bin light
  - Electronic control
    - Power button
    - Delay start 2/4/8 hours
    - “Clean” button
    - Replace filter light

Undercounter Icemaker

- Integrated polycarbonate ice scoop on door
  - Anti-microbial plastic
- Stainless steel wraper
  - Side panels not removable
- New improved ice shape
- Improved serviceability

Undercounter Icemaker

- 16 cube evaporator vs.

  8 cube evaporator
  - Approximately 2 times more production in 24Hr period

Undercounter Icemaker

- **Tin Coated** Evaporator Plate
- New Cleaner P/N 7013400 and Sanitizer P/N 7013401
  - Made by Manitowoc
  - Recommend cleaning every 6 months
- **DO NOT** use Scotsman cleaner P/N 19034306
  - Cleaner will eat through tin coating on evaporator

SUB-ZERO

Undercounter Icemaker

⚠ CAUTION

Damage to the ice machine evaporator caused by incorrect chemical usage is not covered by the warranty.

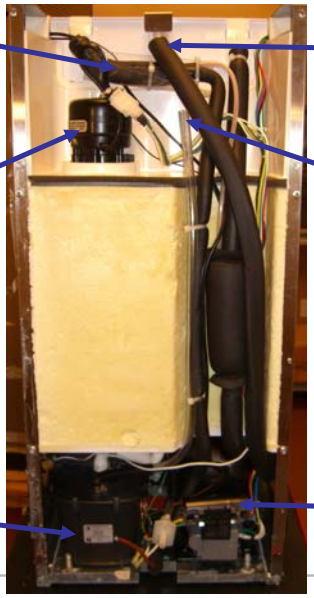
Use ONLY Sub-Zero approved ice machine cleaner (7013400) and sanitizer (7013401).

SUB-ZERO

Undercounter Icemaker

- New Thermostat Mounting
  - Accessible by removing kick plate

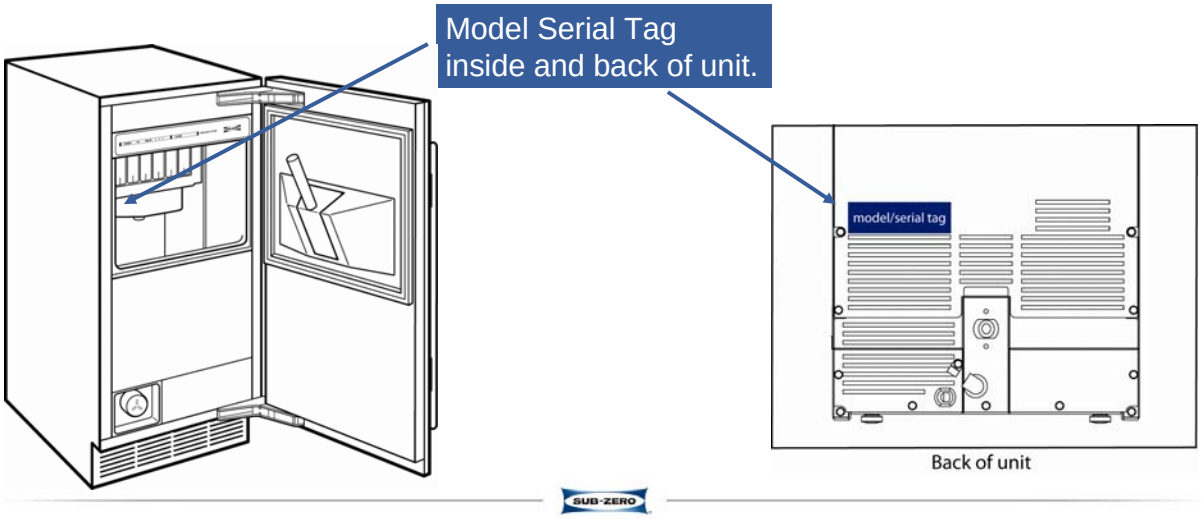
Undercounter Icemaker - Rear View



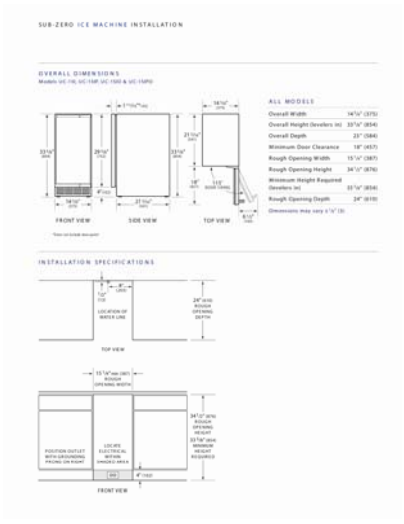
UC15I - Objectives

- Installation
- Door Swing Reversal
- Removal of parts for Cleaning and Sanitation
- Top 8 Operational Checks
- Sequence of operation
  - Electrical troubleshooting
- Refrigeration
- Diagnosing an ice machine that will not run
- Diagnosing an ice machine that will not freeze
- Diagnosing an ice machine that will not harvest

Model/Serial Number Location



Installation



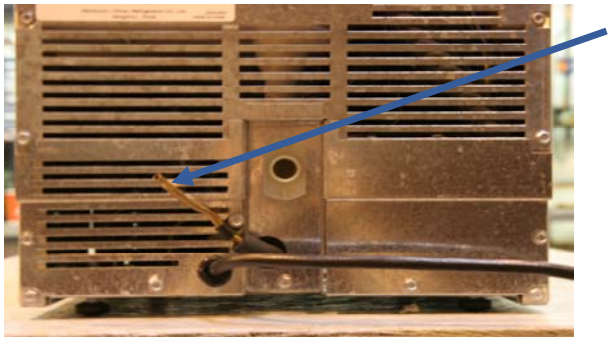
Installation

- Water Filter is shipped in the bin and requires it to be manually installed in the front of the ice machine.
- The ice machine can operate with or without the water filter installed, because the filter head has a built in bypass.

Installation

- The location must be free of airborne and other contaminants.
- Do Not place unit within 18” of a trash compactor or trash/recycling container.
- The air temperature must be at least 50° F, but must not exceed 100° F for models UC15I & UC15IP.
- The air temperature must be at least 50° F, but must not exceed 110° F for models UC15IO & UC15IPO.
- The location must not be near heat-generating equipment.
- The location must not obstruct air flow through the condenser (airflow is in and out the front of the ice machine).
- The location must allow enough clearance for water, drain and electrical connections at the rear of the ice machine.

Installation



- Do not connect the ice machine to a hot water supply.
- If water pressure exceeds the maximum recommended pressure (80 psi), obtain a water pressure regulator from your local plumbing contractor.

WATER SUPPLY AND DRAIN LINE SIZING / CONNECTIONS

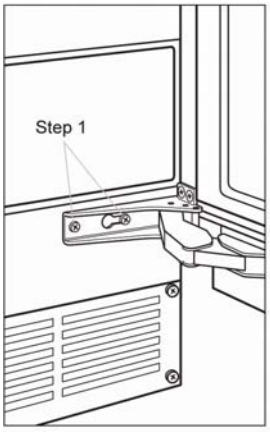
	Water Temperature	Water Pressure	Ice Machine Fitting	Tubing size up to Ice Machine Fitting
Ice Making Water Inlet	50°F (10°C) Min. 80°F (27°C) Max.	20 psi (137.9 kPA) Min. 80 psi (551.5 kPA) Max.	1/4" (6.4 mm) ID Copper Tubing	1/4" (6.4 mm) minimum Inside Diameter
Models UC-15I and UC-15IO	—	—	3/4" (19mm) Hose Barb	3/4" (19mm) minimum Inside Diameter
Models UC-15IP and UC-15IPO	—	—	3/8" (9.5mm) Hose	3/8" (9.5mm) minimum Inside Diameter

Door Swing Reversal

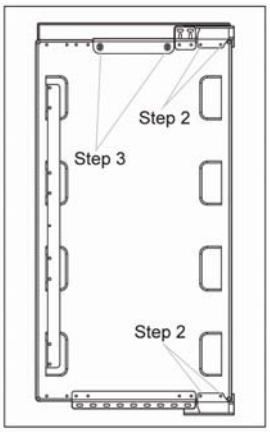
1. Remove four screws that secure door hinges to ice machine

- Note: Make sure to remove shim located between cabinet and bottom hinge and transfer to other side

2. & 3. Remove hinges from door



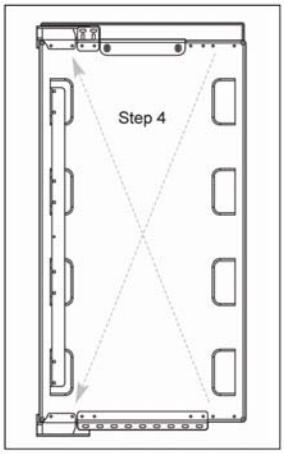
Remove Door



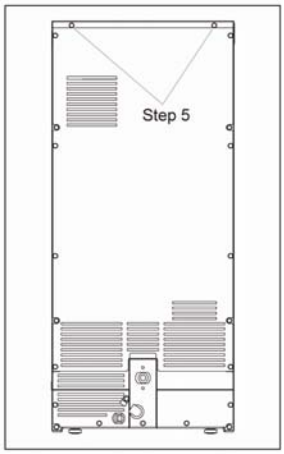
Remove Hinges and Plastic Trim

Door Swing Reversal

4. Transfer hinges and re-attach. Upper hinge will need to become lower hinge and visa versa.
5. Remove the top of ice machine cover by removing screws along back of unit.



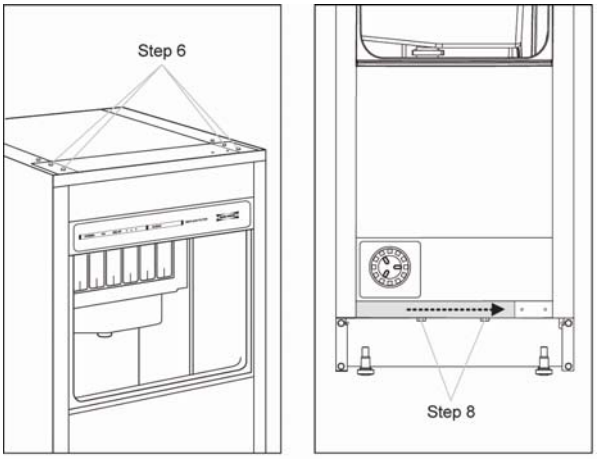
Hinge Transfer



Remove Top Cover

Door Swing Reversal

6. Remove four screws from the front top rail.
7. Pivot top rail end for end to expose the two left hand top hinge screw holes and expose left hand hinge mounting holes.
8. Remove two screws from bottom trim plate and slide to cover right hand hinge holes.
9. Install door



Reversing Top Rail Repositioning Slide Rail

Cleaning/Sanitizing

ICE MAKER CLEANING & MAINTENANCE

Cleaning and maintenance should be performed a minimum of every six months (see the Recommended Cleaning / Maintenance Schedule below). Basic cleaning and maintenance of the ice machine will increase its reliability, enhance its performance, and help save on water and power consumption.

NOTES:

- *Some water conditions will dictate more frequent cleaning of the ice making section, just as some carpets and pets will dictate more frequent cleaning of the condenser.*
- *To ensure efficient operation, Sub-Zero recommends an annual cleaning be performed by a qualified service technician in which the ice machine is partially disassembled for a more thorough cleaning and sanitizing.*

RECOMMENDED CLEANING / MAINTENANCE SCHEDULE

Maintenance Event	Weekly	Semi-Annually (every 6 months)	After Prolonged Shutdown	At Start-up
Clean cabinet exterior	YES	YES	YES	YES
Clean and sanitize interior		YES	YES	YES
*Replace water filter**		YES	YES	
Clean condenser coil		YES	YES	
Check ice quality	YES	YES	YES	YES

** Poor water quality may require more frequent cleaning, sanitizing and water filter replacements.*

Undercounter Icemaker

- New Cleaner P/N 7013400 and Sanitizer P/N 7013401
  - Made by Manitowoc
  - Recommend cleaning every 6 months
- **DO NOT** use Scotsman cleaner P/N 19034306
  - Cleaner will eat through tin coating on evaporator

Water shutters

- Top Cover will need to be removed
- Grasp one end of the water shutter and lift up.
- Pivot water shutter and disengage remaining end.
- To re-install into ice machine, grasp one end of the water shutters, install one end, pivot the opposite end and pull down into position.
- Make sure tabs are secure in grooves

Ice chute

- Grab protruding spray hole on one end and lift up and remove.
- To re-install ice chute, grasp protruding spray hole and position over Water Distribution Assembly. Make sure rear supports are over spray bar, and front edge is inside of water trough.

Spray Bar

- Grasp one end of the spray bar, lift up and remove from seat formed in evaporator bucket.
- Remove clamp on water inlet tubing by grasping both ears on clip and separating.
- Apply food grade lubricant to ease re-assembly of spray bar components when necessary.
- To re-install spray bar, position water inlet tubing on inlet ports, and squeeze clips until tight.
- Reposition assembly on water trough seat.

Sump Drain Overflow Tube

- Remove clamp.
- Pull down to remove overflow tube and tubing as an assembly. The sump trough water will drain into the bin.
- Remove overflow tube from vinyl tubing by pulling.

Water Trough and Pump

- Depress tabs on right and left side of the water trough.
- Allow front of water trough to drop as you pull forward to disengage the rear pins.
- Grasp pump and pull straight down until water pump disengages and electrical connector is visible.
- Disconnect the electrical connector
- Remove the water pump from ice machine.
- Remove clamp from hose to remove from pump.

Undercounter Icemaker

⚠ CAUTION

Damage to the ice machine evaporator caused by incorrect chemical usage is not covered by the warranty.

Use ONLY Sub-Zero approved ice machine cleaner (7013400) and sanitizer (7013401).

Undercounter Icemaker

- Interior Components
  - Inside of unit is food storage (ice being food)
  - Wear clean rubber gloves to protect from spreading contamination

Top 8 Operational Checks

1. Water Inlet Valve

Water Inlet Valve

- The water inlet valve energizes in the harvest cycle.
- The water level will rise and flow out the overflow tube and down the drain. Verify the overflow tube is in place in the water trough.
- The water level is not adjustable

Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**

Bin Thermostat Adjustment

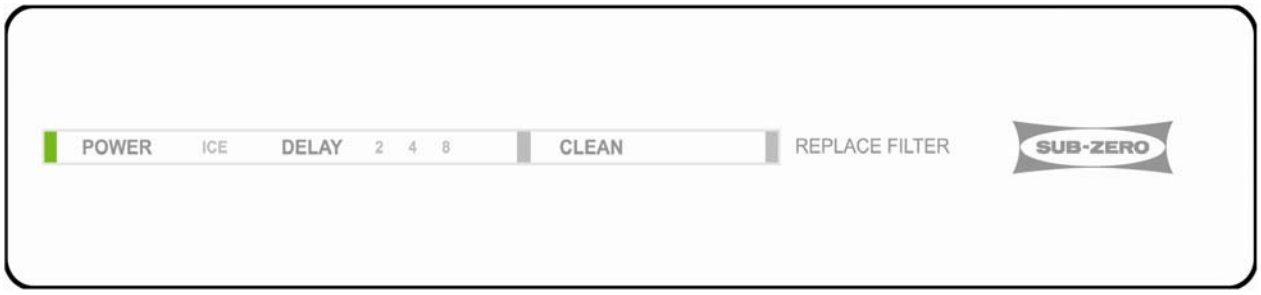
- The bin thermostat stops the ice machine when the bin is full.
- Turn the thermostat to the left to decrease the level of ice in bin or to the right to increase the level of ice in bin.
- Factory Setting = fully counter-clockwise and one click clockwise.

Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**

Power Button (Green)

- Pressing the “Power” button once will energize the ice machine and green Power light. Pressing the “Power” button a second time will de-energize the ice machine.

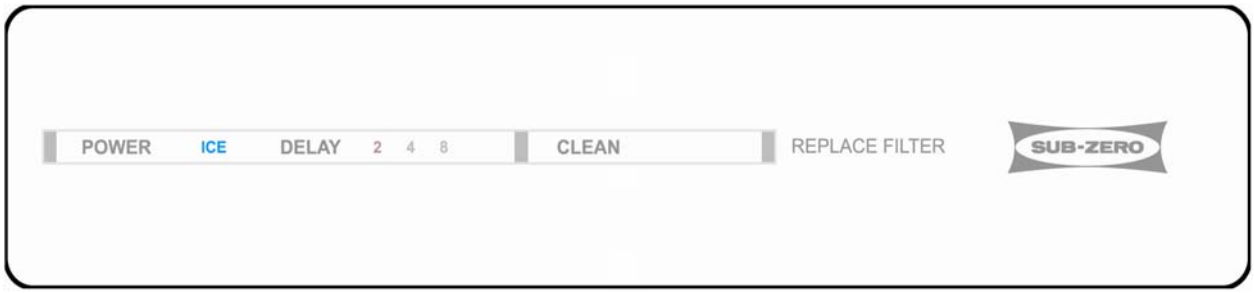


Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**
4. **Automatic Ice Making Light (Blue)**

Automatic Ice Making Light (Blue)

- This light is (on) energized when the ice machine is the ice making position.
- The light is off when the ice machine is in the clean



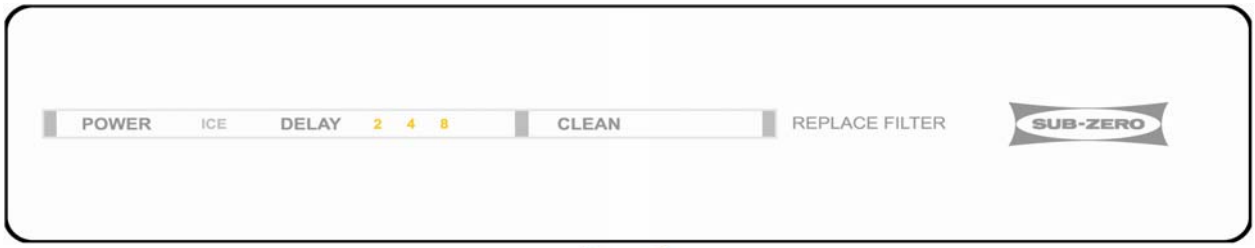
Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**
4. **Automatic Ice Making Light (Blue)**
5. **Delay Start**

Delay Start

Pressing the “Delay Start” button will initiate a delay cycle. The ice machine will not run until the delay time expires.

- Pressing the button once will energize the 2 hour light and initiate a two hour delay period.
- Pressing the button a second time will energize the 4 hour light and initiate a four hour delay period.
- Pressing the button a third time will energize the 8 hour light and initiate an eight hour delay period.
- Pressing the button a fourth time will cancel the delay cycle.

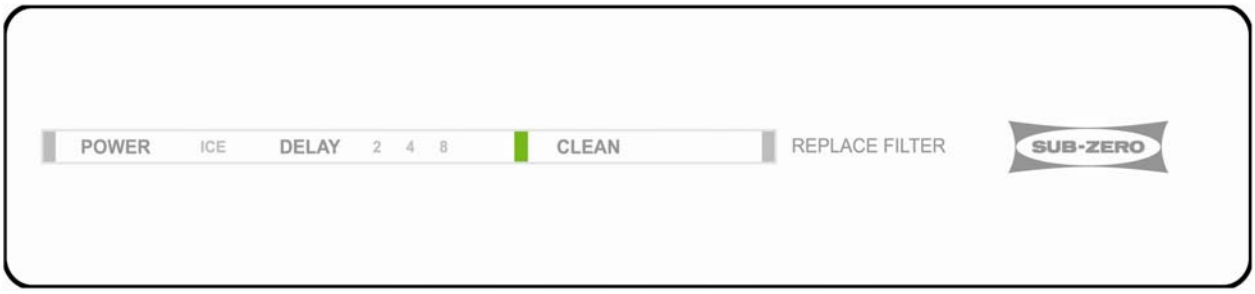


Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**
4. **Automatic Ice Making Light (Blue)**
5. **Delay Start**
6. **Clean (Green)**

Clean (Green)

- Pressing the “Clean” button will initiate a clean cycle and de-activate the “**Ice**” light.
- The water system will enter a fill/flush mode for approximately (90) seconds.
  - After which the clean light will flash to indicate time to add ice machine cleaner or sanitizer.



Undercounter Icemaker

⚠ CAUTION

Damage to the ice machine evaporator caused by incorrect chemical usage is not covered by the warranty.

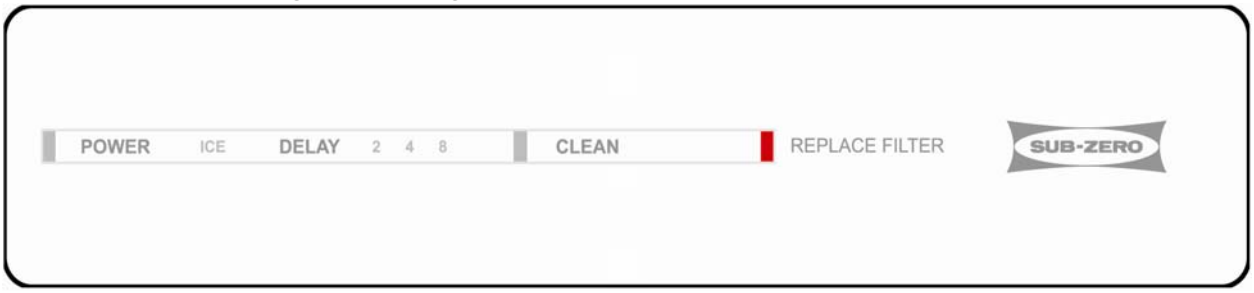
Use ONLY Sub-Zero approved ice machine cleaner (7013400) and sanitizer (7013401).

Top 8 Operational Checks

1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**
4. **Automatic Ice Making Light (Blue)**
5. **Delay Start**
6. **Clean (Green)**
7. **Replace Filter (Red)**

Replace Filter (Red)

- When the ice machine completes 8000 freeze/harvest cycles the light will energize to indicate the filter needs replacement.
- Depressing the “Clean” button for 6 seconds will reset the counter and de-energize the light.



Top 8 Operational Checks

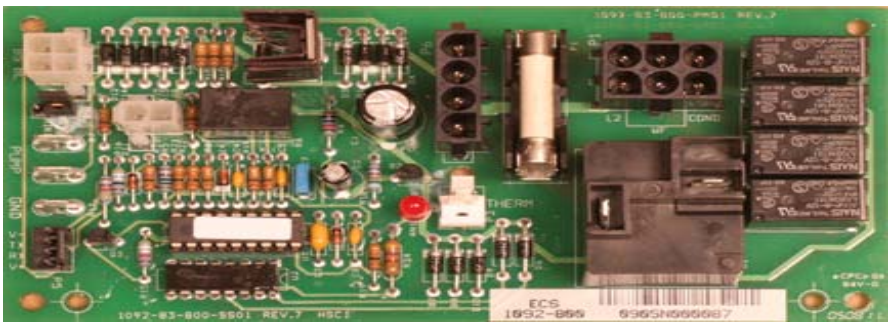
1. **Water Inlet Valve**
2. **Bin Thermostat Adjustment**
3. **Power Button (Green)**
4. **Automatic Ice Making Light (Blue)**
5. **Delay Start**
6. **Clean (Green)**
7. **Replace Filter (Red)**
8. **Safety Timers**

Safety Timers

The control board has the following non-adjustable safety timers:

- Initial cycle is 5 minutes longer than subsequent cycles.
- The ice machine is locked into the freeze cycle for 10 minutes (15 minutes initial cycle) before a harvest cycle can be initiated.
- The maximum freeze time is 120 minutes at which time the control board automatically initiates a harvest cycle (step 4 of sequence of operation).
- The maximum harvest time is 5 minutes at which time the control board automatically starts a freeze cycle.

Sequence of Operation



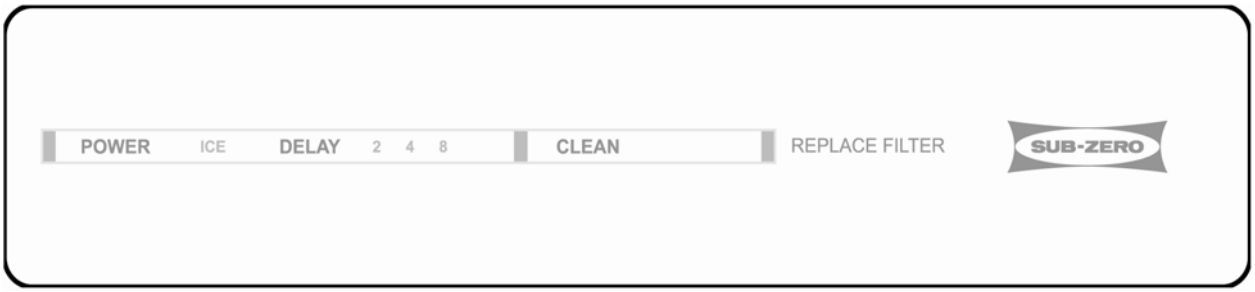
Sequence of Operation

SEQUENCE OF OPERATION						
SEQUENCE (EVENT) (RELAY)	Water Pump (4)	Water Inlet Valve (5)	Hot Gas (Harvest) Valve (2)	Compressor (1)	Fan Motor (3)	Duration
Initial Start-up / Start-up after Automatic Shut-off	ON	ON	ON	OFF	OFF	175 Seconds
Refrigeration System Start-up	ON	ON	ON	ON	ON	5 Seconds
Freeze Cycle	ON	OFF	OFF	ON	ON	* Automatically Determined at Beginning of Freeze Cycle
Harvest Cycle	OFF	ON	ON	ON	ON or OFF	** Automatically Determined During Last Minute of Freeze Cycle
Automatic Shut-off	OFF	OFF	OFF	OFF	OFF	Until Bin Thermostat Re-closes

* Maximum freeze cycle allowed by electronic control is one-hundred and twenty (120) minutes.
** Minimum harvest cycle allowed by electronic control is sixty (60) seconds.

SUB-ZERO

Initial Start - Pushing Power Button



SUB-ZERO

Initial Start Up

#1

Initial Start up

175 Seconds

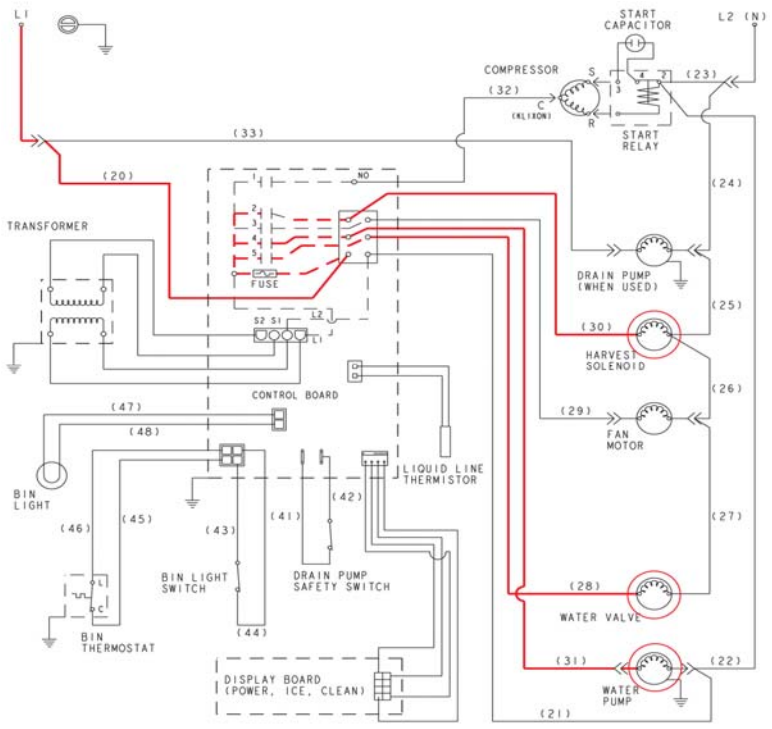
Energized Parts

- Water Pump
- Water Inlet Valve
- Harvest Solenoid

SUB-ZERO

Energized Parts

- Water Pump
- Water Inlet Valve
- Harvest Solenoid



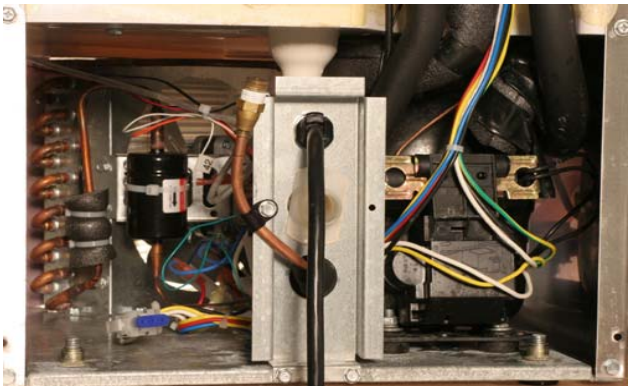
Refrigeration System Start Up

#2

Initial Start up	Refrigeration System Start Up
175 Seconds	**5 Seconds**

Energized Parts

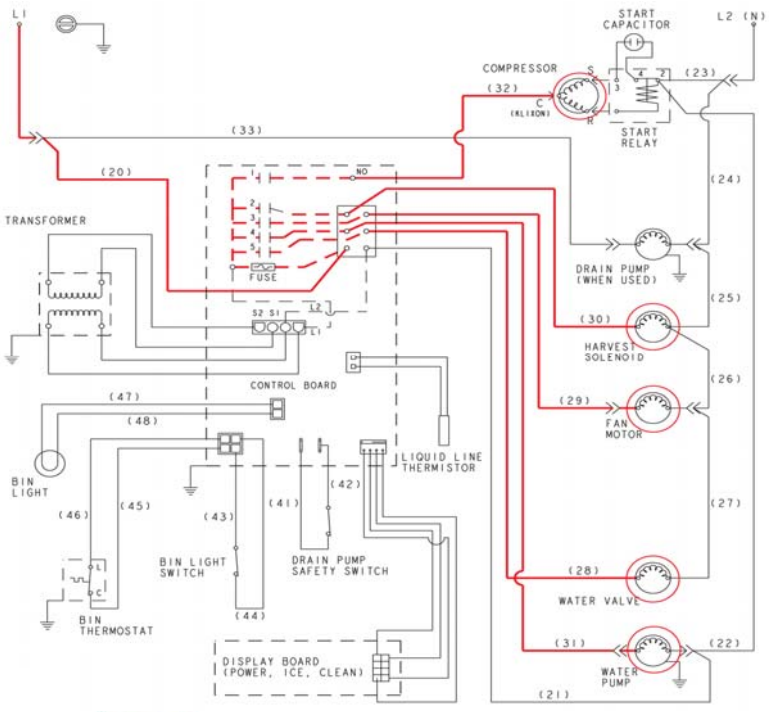
- Water Pump
- Water Inlet Valve
- Hot Gas Solenoid
- Compressor
- Fan Motor



SUB-ZERO

Energized Parts

- Water Pump
- Water Inlet Valve
- Hot Gas Solenoid
- Compressor
- Fan Motor



Freeze

#3

Initial Start up	Refrigeration System Start Up	Freeze
175 Seconds	5 Seconds	Automatically determined*

Energized Parts

- Water Pump
- Compressor
- Fan Motor

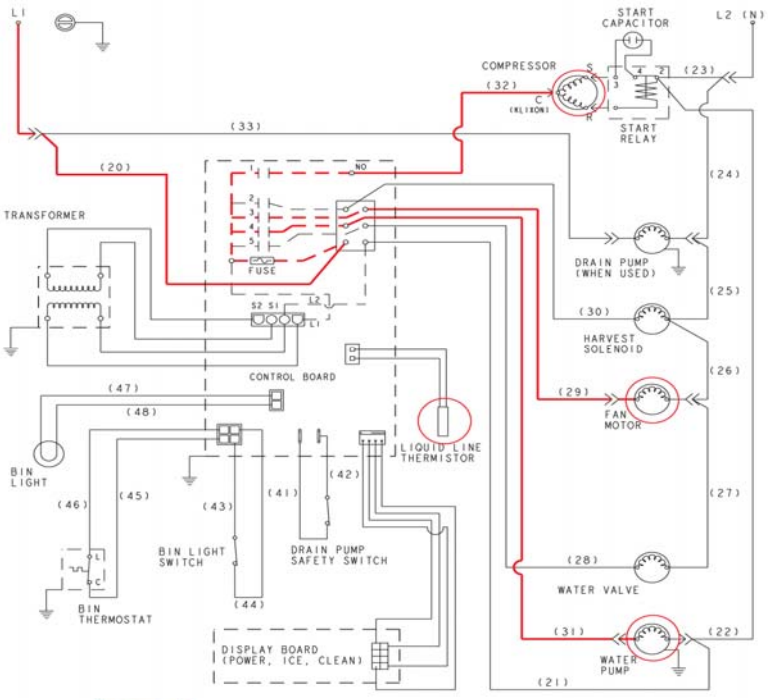
The maximum freeze time is 120 minutes at which time the control board automatically initiates a harvest cycle

***Liquid line thermistor determines the length of the freeze and harvest cycles. Liquid line temperature also determines fan motor operation during the harvest cycle.**

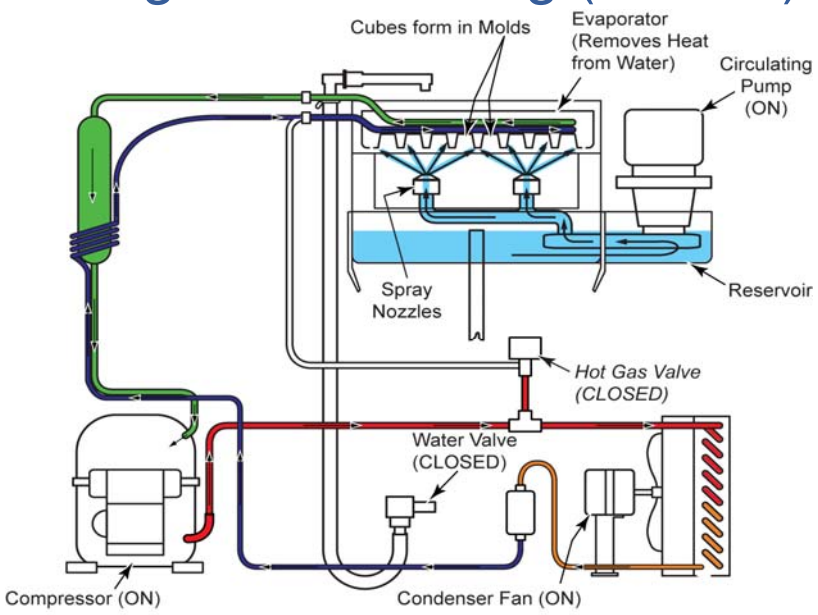
SUB-ZERO

Energized Parts

- Water Pump
- Compressor
- Fan Motor



Refrigeration Tubing (Freeze)



Ice Making (Freeze) Cycle

Harvest

Energized Parts

- Compressor
- Hot Gas Solenoid
- Water Inlet Valve
- Fan Motor

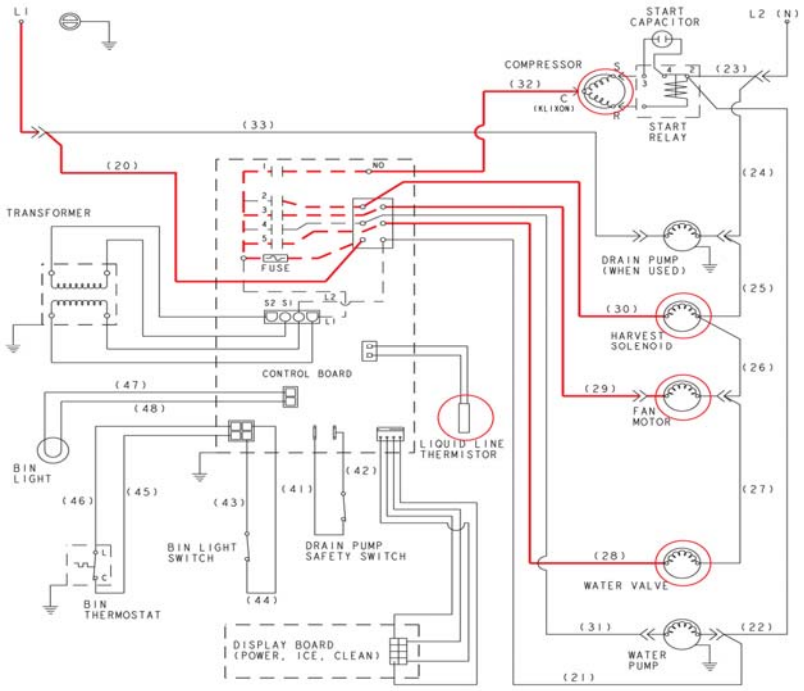
#4

Initial Start up	Refrigeration System Start Up	Freeze	Harvest
175 Seconds	5 Seconds	Automatically determined*	**Automatically determined***

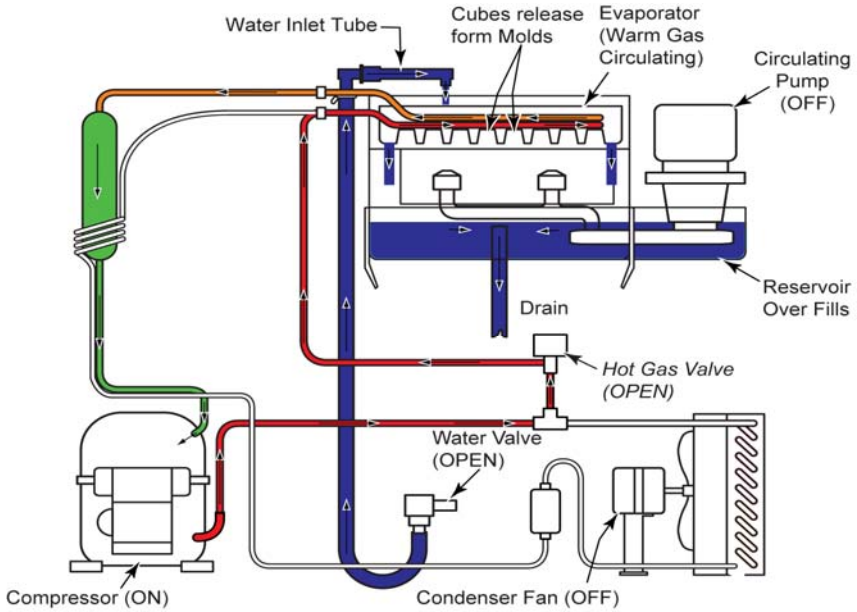
During the last minute of the freeze cycle the control board took another set of temperature readings and calculated how long it should take to harvest 16 cubes of ice.

Energized Parts

- Compressor
- Hot Gas Solenoid
- Water Inlet Valve
- Fan Motor



Refrigeration Tubing (Harvest)



Ice Making (Harvest) Cycle

Sequence of Operation

#1	#2	#3	#4
Initial Start up	Refrigeration System Start Up	Freeze	Harvest
175 Seconds	5 Seconds	Automatically determined*	Automatically determined*

Bin Level Thermostat Closed

Bin Level Thermostat Closed

•Return to Freeze Cycle

**No ice touching Bin Level Probe.

Sequence of Operation

#1	#2	#3	#4
Initial Start up	Refrigeration System Start Up	Freeze	Harvest
175 Seconds	5 Seconds	Automatically determined*	Automatically determined*

Bin Level Thermostat Open

(Full Bin)

Bin Level Thermostat Open/Full Bin

•Automatic Shut Off

**Ice touching Bin Level Probe.

Sequence of Operation

#1	#2	#3	#4	
Initial Start up	Refrigeration System Start Up	Freeze	Harvest	Bin Level Thermostat Open (Recloses)
175 Seconds	5 Seconds	Automatically determined*	Automatically determined*	

Bin Level Thermostat Recloses

- Initial Start Up

****No Ice touching Bin Level Probe.**

SUB-ZERO

Refrigeration Operation Pressures

- ***Critically charged*** **refrigeration system**
- **5.6 oz**
- **R-134A / CAP TUBE**
- **Use short stubby gauge hoses**

Operating Pressures

Air Temp. Entering Condenser °F/°C	Freeze Cycle		Harvest Cycle	
	Discharge Pressure PSIG	Suction Pressure PSIG	Discharge Pressure PSIG	Suction Pressure PSIG
50/10	125-70	18-0	50-75	20-55
70/21	135-95	18-0	65-85	35-60
80/27	165-115	19-2	75-100	40-70
90/32	195-135	20-3	85-120	40-70
100/38	235-165	24-5	100-135	50-80
110/43	255-185	28-7	110-155	50-90

Suction pressure drops gradually throughout the freeze cycle

SUB-ZERO

DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.

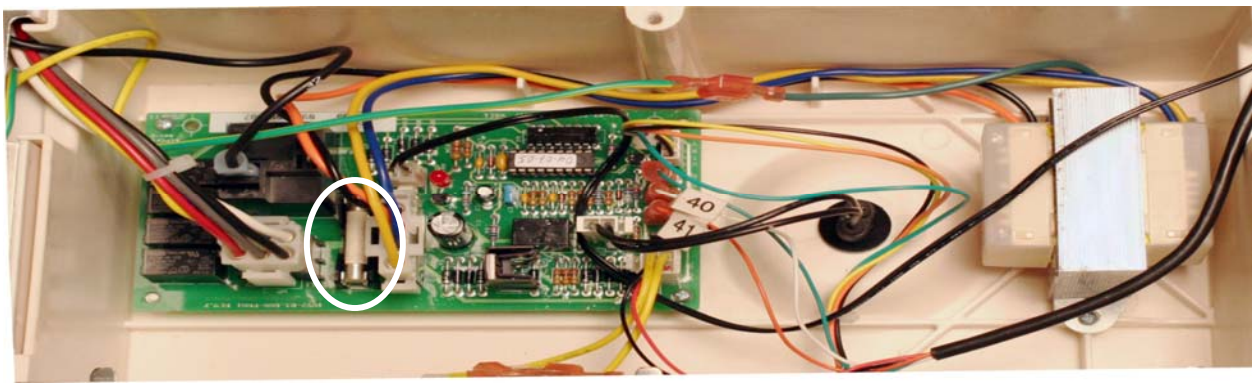
DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

- Verify primary voltage is supplied to ice machine.

DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.

Verify control board fuse is OK.

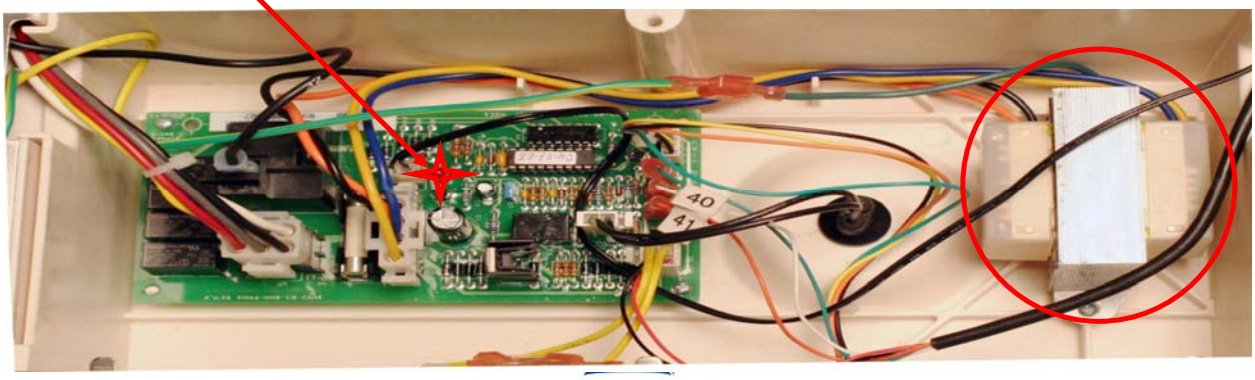


DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.
3. Verify the transformer is supplying power to the control board.

Verify the transformer is supplying power to the control board.

- If the interior light functions or the red control board light is energized the transformer is OK.
- If the transformer is supplying power to the control board and the red control board light will not energize, replace the control board.

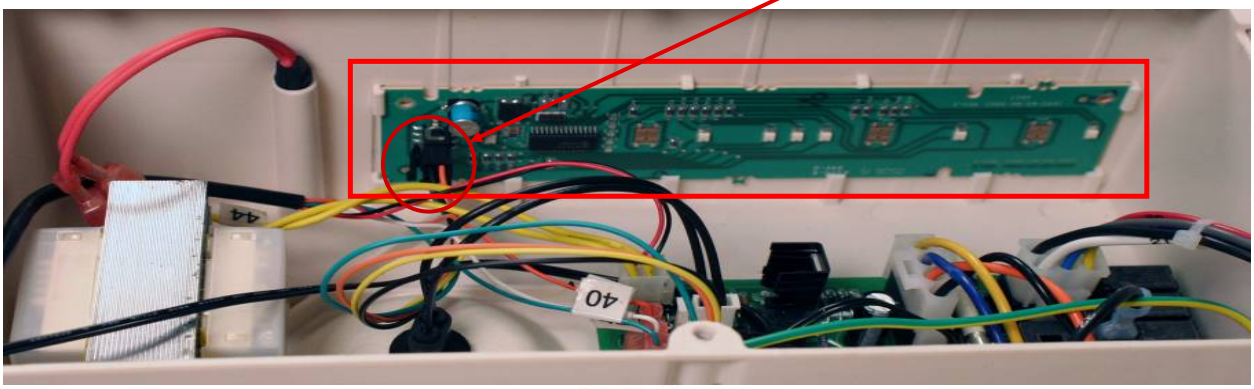


DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.
3. Verify the transformer is supplying power to the control board.
4. Verify the “Power” botton functions properly.

Verify the “Power” button functions properly.

- If the red control board light is energized and depressing the “Power” button (on the user display) does not energize the green “Power” light,
  - check the interconnecting wire for proper connection and 17VDC – 15VDC,
  - if correct voltage present, then replace the interface board.



DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.
3. Verify the transformer is supplying power to the control board.
4. Verify the "Power" button functions properly.
5. Verify the bin thermostat functions properly.

Verify the bin thermostat functions properly

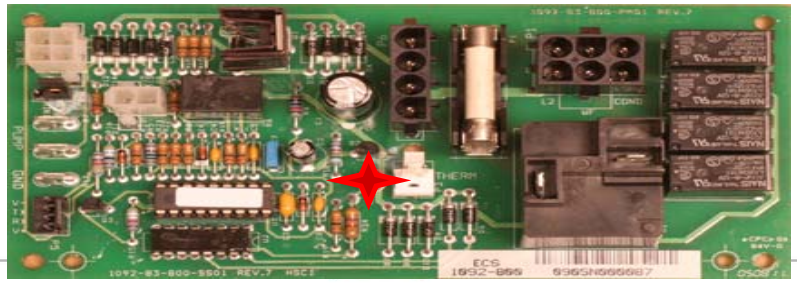
- Bin Thermostat is functioning correctly if –
  - When three ice cubes are placed on the thermostat tube for 5 minutes, the ice machine stops.
  - The ice machine should restart 5 minutes after the ice cubes are removed.
    - If the ice machine stops before the bin is full or runs after the bin is full, ambient temperatures are probably high or low and the bin thermostat can be adjusted.

DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.
3. Verify the transformer is supplying power to the control board.
4. Verify the “Power” button functions properly.
5. Verify the bin thermostat functions properly.
6. Check control board light to see if ice machine shutdown on over temperature limit (control board light will flash rapidly).

Observe control board light:

- Steady light indicates thermistor operation is normal.
- Slow flash indicates a thermistor problem (open or disconnected). Verify liquid line thermistor is connected to control board and is securely attached to liquid line and insulated. Refer to Resistance chart and Ohm thermistor.
- Rapid flash indicates liquid line temperature exceeded 170° F (refer to “Discharge Pressure High Checklist”).
- If unable to determine cause, refer to Resistance chart and Ohm thermistor.



Thermister Diagnostics

Temperature of Thermistor		Resistance
°C	°F	K Ohms (x 1000)
15.6° - 21.1°	60° - 70°	15.31 - 11.88
21.1° - 26.7°	70° - 80°	11.88 - 9.29
26.7° - 32.2°	80° - 90°	9.29 - 7.33
32.2° - 37.8°	90° - 100°	7.33 - 5.82
37.8° - 43.3°	100° - 110°	5.82 - 4.66
43.3° - 48.9°	110° - 120°	4.66 - 3.75
48.9° - 54.4°	120° - 130°	3.75 - 3.05
54.4° - 60.0°	130° - 140°	3.05 - 2.49
60.0° - 65.6°	140° - 150°	2.49 - 2.04
65.6° - 71.1°	150° - 160°	2.04 - 1.68
71.1° - 76.7°	160° - 170°	1.68 - 1.40
76.7° - 82.2°	170° - 180°	1.40 - 1.17
82.2° - 87.8°	180° - 190°	1.17 - 0.98
87.8° - 93.3°	190° - 200°	0.98 - 0.82
93.3° - 98.9°	200° - 210°	0.82 - 0.70
100° (boiling water bath)	212°	0.73 - 0.62
104.4° - 110.0°	220° - 230°	0.59 - 0.51
110.0° - 115.6°	230° - 240°	0.51 - 0.43
115.6° - 121.1°	240° - 250°	0.43 - 0.37
121.1° - 126.7°	250° - 260°	0.37 - 0.33

Verify that the thermistor resistance is accurate and corresponds to the high and low temperature ranges.

1. Disconnect the thermistor at the control board. Connect the ohmmeter to the isolated thermistor wire leads.

2. Using a temperature meter capable of taking readings on curved copper lines, attach the temperature probe to the liquid line next to the thermistor aluminum block.

Discharge Pressure High Checklist

- ***Improper Installation***
- Refer to "Installation and Visual Inspection Checklist"

- ***Restricted Condenser Air Flow***
- High inlet air temperature
- Condenser discharge air re-circulation
- Dirty condenser fins
- Defective fan motor

- ***Improper Refrigerant Charge***
- Overcharged
- Non-condensable in system
- Wrong type of refrigerant

- ***Other***
- Non-Sub-Zero components in system
- High side refrigerant lines/component restricted (before mid-condenser)

DIAGNOSING AN ICE MACHINE THAT WILL NOT RUN

1. Verify primary voltage is supplied to ice machine.
2. Verify control board fuse is OK.
3. Verify the transformer is supplying power to the control board.
4. Verify the “Power” button functions properly.
5. Verify the bin thermostat functions properly.
6. Check control board light to see if ice machine shutdown on over temperature limit (control board light will flash rapidly).
7. Replace the control board.

   • Be sure Steps 1-6 were followed thoroughly. Intermittent problems are not usually related to the control board.

ICE MACHINE RUNS AND NO ICE IS PRODUCED

1. No Water to ice machine
   - Correct water supply (Cold water only?)
2. Incorrect incoming water pressure
   - Water pressure must be 20-80 psi (Clogged water filter?)
3. Spray nozzle is blocked with mineral buildup
   - Clean and sanitize the ice machine
4. Ambient temperature is too high or low
   - Ambient temperature must be between 50° - 110° F. (Dirty Condenser?)
5. Thermistor Disconnected or Open
   - Refer to Thermistor Diagnostics

Thermistor Diagnostics

Temperature of Thermistor		Resistance
°C	°F	K Ohms (x 1000)
15.6° - 21.1°	60° - 70°	15.31 - 11.88
21.1° - 26.7°	70° - 80°	11.88 - 9.29
26.7° - 32.2°	80° - 90°	9.29 - 7.33
32.2° - 37.8°	90° - 100°	7.33 - 5.82
37.8° - 43.3°	100° - 110°	5.82 - 4.66
43.3° - 48.9°	110° - 120°	4.66 - 3.75
48.9° - 54.4°	120° - 130°	3.75 - 3.05
54.4° - 60.0°	130° - 140°	3.05 - 2.49
60.0° - 65.6°	140° - 150°	2.49 - 2.04
65.6° - 71.1°	150° - 160°	2.04 - 1.68
71.1° - 76.7°	160° - 170°	1.68 - 1.40
76.7° - 82.2°	170° - 180°	1.40 - 1.17
82.2° - 87.8°	180° - 190°	1.17 - 0.98
87.8° - 93.3°	190° - 200°	0.98 - 0.82
93.3° - 98.9°	200° - 210°	0.82 - 0.70
100° (boiling water bath)	212°	0.73 - 0.62
104.4° - 110.0°	220° - 230°	0.59 - 0.51
110.0° - 115.6°	230° - 240°	0.51 - 0.43
115.6° - 121.1°	240° - 250°	0.43 - 0.37
121.1° - 126.7°	250° - 260°	0.37 - 0.33

Verify that the thermistor resistance is accurate and corresponds to the high and low temperature ranges.

1. Disconnect the thermistor at the control board. Connect the ohmmeter to the isolated thermistor wire leads.

2. Using a temperature meter capable of taking readings on curved copper lines, attach the temperature probe to the liquid line next to the thermistor aluminum block.

DIAGNOSING AN ICE MACHINE THAT WILL NOT HARVEST

1. Verify cubes are present in evaporator and freeze time doesn't exceed freeze chart cycle time.

Verify cubes and freeze time doesn't exceed freeze chart cycle time.

Cycle Times

Freeze Time + Harvest Time = Total Cycle Time

Air Temp. Entering Condenser °F/°C	Freeze Time			Harvest Time
	Water Temperature °F/°C			
	50/10	70/21	90/32	
70/21	15.6-17.8	15.3-17.4	15.6-17.8	1.0-3.5
80/27	16.6-18.9	17.0-19.4	17.4-19.8	
90/32	17.4-19.8	19.1-21.7	18.2-20.7	
100/38	19.2-22.1	19.8-22.7	22.4-25.4	
110/43	24.9-28.2	25.7-29.1	31.4-35.5	

Times in minutes

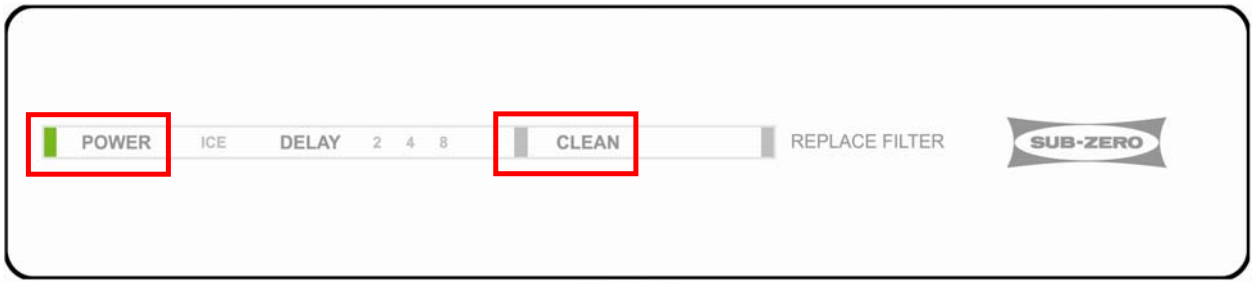
- Initial freeze cycle after resetting "Power" button will be 5 minutes longer than chart time (refer to "Sequence of Operation")
- Verify control board is not set for additional freeze time to fill out the ice cubes, see **"Cube Weight Adjustment"**

Cube Weight Adjustment

The cube weight can be increased from the factory setting by adjusting the finish time.

Adjust in 1-minute increments and allow the ice machine to run several freeze/harvest cycles, and then inspect the ice cubes. If a heavier cube weight is desired add another minute of freeze time and repeat the process.

1. Press and hold the power button.
2. Press and release the clean button once for each additional minute of freeze cycle time desired. Five minutes is the maximum additional freeze time that can be added. Pressing the clean button 6 times will reset the finishing time to zero additional minutes.

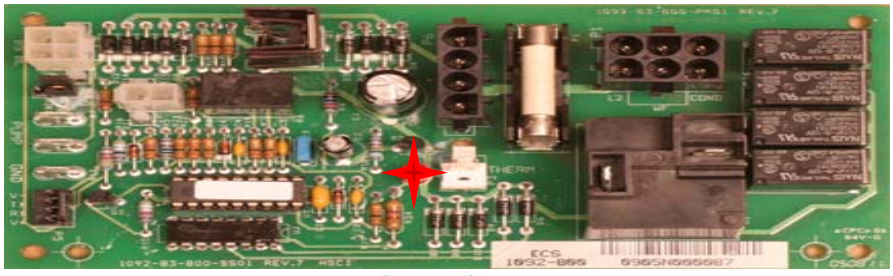


DIAGNOSING AN ICE MACHINE THAT WILL NOT HARVEST

1. Verify cubes are present in evaporator and freeze time doesn't exceed freeze chart cycle time.
2. Observe control board light

Observe control board light:

- Steady light indicates thermistor operation is normal.
- Slow flash indicates a thermistor problem (open or disconnected). Verify liquid line thermistor is connected to control board, securely attached to liquid line and insulated. Refer to Resistance chart and Ohm thermistor.
- Rapid flash indicates liquid line temperature exceeded 170° F (refer to "Discharge Pressure High Checklist"). If unable to determine cause, refer to Resistance chart and Ohm thermistor.



DIAGNOSING AN ICE MACHINE THAT WILL NOT HARVEST

1. Verify cubes are present in evaporator and freeze time doesn't exceed freeze chart cycle time.
2. Observe control board light
3. Reset ice machine.

Reset Ice Machine

- Turn ice machine off and on.
- Wait for the freeze cycle time plus an additional 5 minutes.

Initial Start up	Refrigeration System Start Up	Freeze	Harvest
175 Seconds	5 Seconds	Automatically determined*	Automatically determined*

DIAGNOSING AN ICE MACHINE THAT WILL NOT HARVEST

1. Verify cubes are present in evaporator and freeze time doesn't exceed freeze chart cycle time.
2. Observe control board light
3. Reset ice machine.
4. Verify the water inlet valve is energized during the entire harvest cycle and water flow is normal.

Water inlet Valve

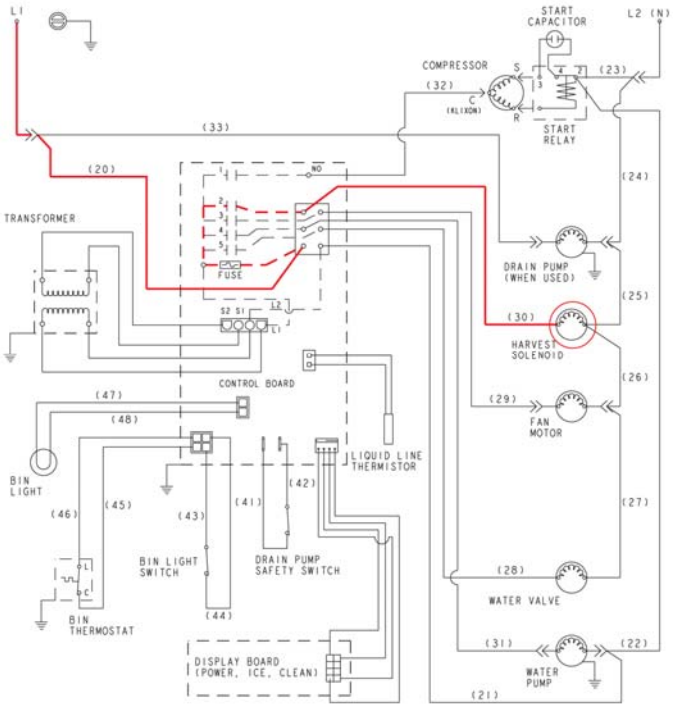
- Although the hot gas valve is energized, the ice machine will not consistently harvest if the water inlet valve does not energize or has low water flow.

DIAGNOSING AN ICE MACHINE THAT WILL NOT HARVEST

1. Verify cubes are present in evaporator and freeze time doesn't exceed freeze chart cycle time.
2. Observe control board light
3. Reset ice machine.
4. Verify the water inlet valve is energized during the entire harvest cycle and water flow is normal.
5. Check for power at the hot gas solenoid

Check for power at the hot gas valve

- Power is present – replace coil/valve.
- No power at hot gas valve – check for power at circuit board connector, replace control board if no power is present



New Product – Sub-Zero

- Column Units
- Existing features/ minor upgrades
- Energy Star

New Product – Sub-Zero

- Models
  - IC-27R

    Integrated Column
    27” All Refrigerator
  - IC-27F

    Integrated Column
    27” All Freezer

New Product – Sub-Zero

- Both over 16 cu ft of storage
- Bright interior lighting
- Soft-Close storage drawers with dedicated lighting
- Crisper drawer
- User reference card (like BI Units)
- Dual install w/ any other integrated product
  - Note: Columns Units are 81” tall vs. 80” tall for all other tall integrated products

New Product – Sub-Zero

- Control Panel
  - Top of compartment

New Product – Sub-Zero

- Interior Features
  - Similar to Built-In Units

New Product – Sub-Zero

- Interior Features
  - New Door Shelves
    - Top & Lower non-interchangeable
    - Bottom Door Shelve

New Product – Sub-Zero

- Door Hinges

New Product – Sub-Zero

- Serial Tag
  - Located on Handle side of unit under top rail

New Product – Sub-Zero

- Interior IC-27R
  - Evaporator Fan
  - Control Board
  - Evaporator Access
  - Cabinet Thermistor
    - Foam Block must be in place for proper sensing

New Product – Sub-Zero

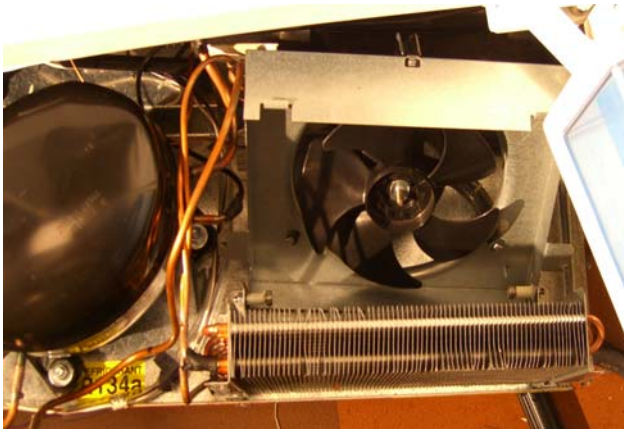
- Interior IC-27F
  - Access
    - Ice maker
    - Evaporator Fan
    - Evaporator Assembly

New Product – Sub-Zero

- Unit Tray Assembly
  - Remove 4 screws from condenser
  - Remove top trim piece
  - Remove two screws securing unit tray and carefully pull out

New Product – Sub-Zero

- Unit Tray Assembly
  - Condenser Fan/Motor



Kits 813806 (4 Burner) & 813807 (2 Burner)
Burner Flame Quality Kit

Purpose: These instructions explain the procedure for installing air diverters and new burner rings on a Wolf Pro Series Gas Range to improve flame quality.

⚠ WARNING

BOTH GAS AND ELECTRICAL SUPPLY MUST BE TURNED OFF TO THE UNIT BEFORE ATTEMPTING THIS PROCEDURE.

⚠ CAUTION

BE CAREFUL WHEN HANDLING SHEET METAL PARTS. THERE MAY BE SHARP EDGES.

Kit Contents:

Part Description	Kit # 813806 Qty	Kit # 813807 Qty
Air - Burner Diverter	4	2
Burner - Flame Quality Cap	4	2

Directions:

NOTE: Before installing kit, verify gas pressure is at the recommended level (See chart below). Low pressure can cause flame issues that will not be remedied by this kit.

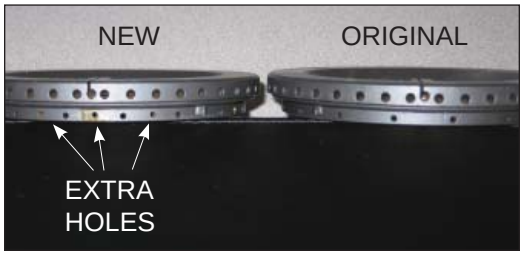
Pressure Required	Gas Type **Natural**	Gas Type **LP**
Supply	Maximum 14” WC Minimum 7” WC	Maximum 14” WC Minimum 11” WC
Static Manifold (No burners on)	Approximately Supply Pressure	Approximately Supply Pressure
Dynamic Manifold (At least one burner on)	5” WC ± .5” WC	10” WC ± .5” WC

1. Remove grates and black pressed steel tops from the range.
2. Remove burner rings and caps from the burners.
3. Remove screws holding down the burners. (Picture 1)
4. Install the air diverters on each burner and reinstall screws. (Picture 3)
5. Install burner rings and new burner caps. (Picture 4)
6. Install the press steel tops and grates.
7. Turn electricity and gas supplies back on and check the unit for functionality.

Picture 1 Burner Screws

Picture 2 Diverter

Picture 3 Diverter Installed



Picture 4 Burner Cap

SERVICE BULLETIN

Black Ring Location on Wolf Pro-Series Surface Igniters

Purpose: We have received reports from the field of spark inconsistency during ignition and missed spark on Pro-Series surface burners. It has been determined that black ring location can be the determining factor. Please see the directions and diagram below showing the recommended location for the black ring.

Ring Location:
Use a pliers or flat blade screwdriver to push the ring down on the igniter. (See Figure 1 for ring position.)

NOTE: *Do **NOT** push black ring down far enough to touch the simmer base; this will cause further spark issues!*

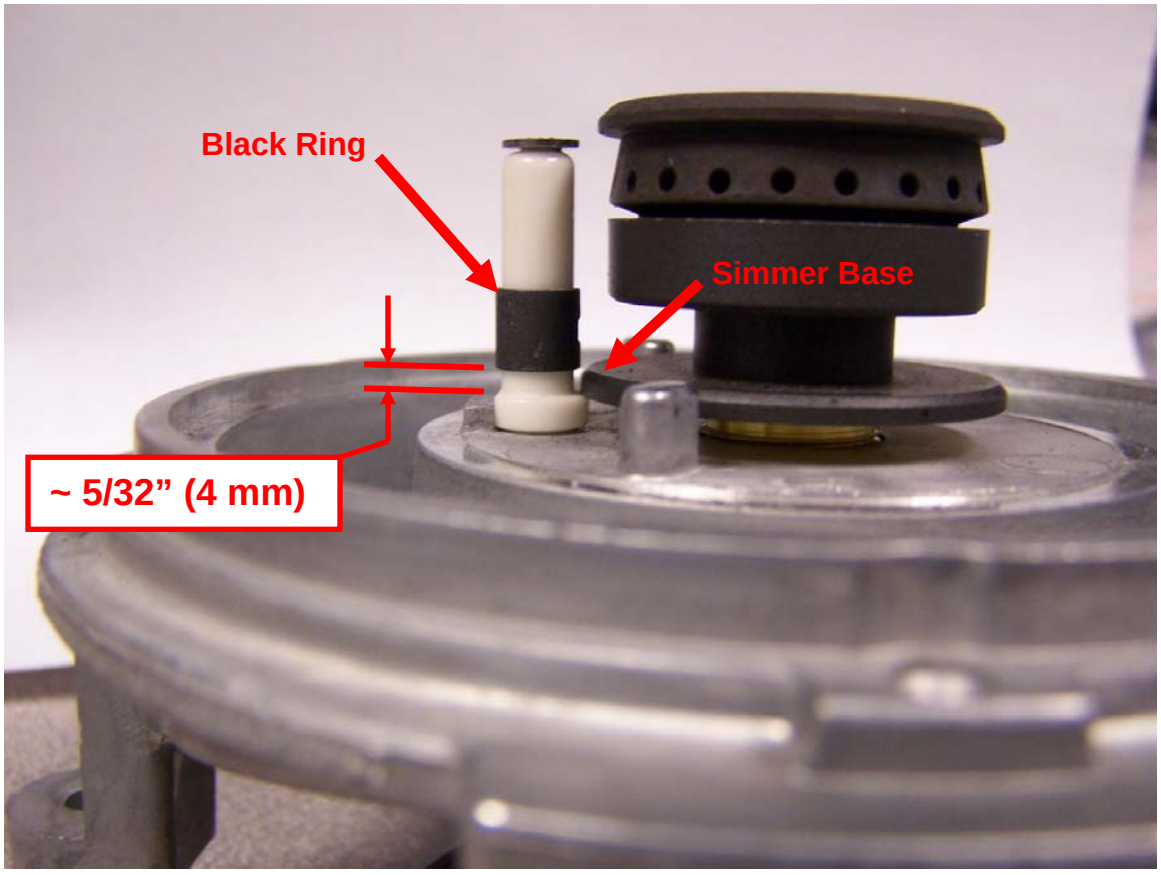


Figure 1. Black Ring Location

SERVICE BULLETIN

IM15/S and ICBIM15/S - Intermittent Flames at Low Setting (Natural Gas Only)

SYMPTOM:

Intermittent flames at ports of multi-function inner burner ring on models IM15/S and ICBIM15/S (natural gas only), when unit is at lowest setting.

SOLUTION:

Change the natural gas multi-function valve orifice bypass screw to a longer bypass screw stamped “75” (See Figure 1).

NOTE: *To acquire this orifice bypass screw you must contact Wolf Technical Assistance by phoning (800) 919 - 8324, or (608) 271 - 2233, and referencing this memo.*

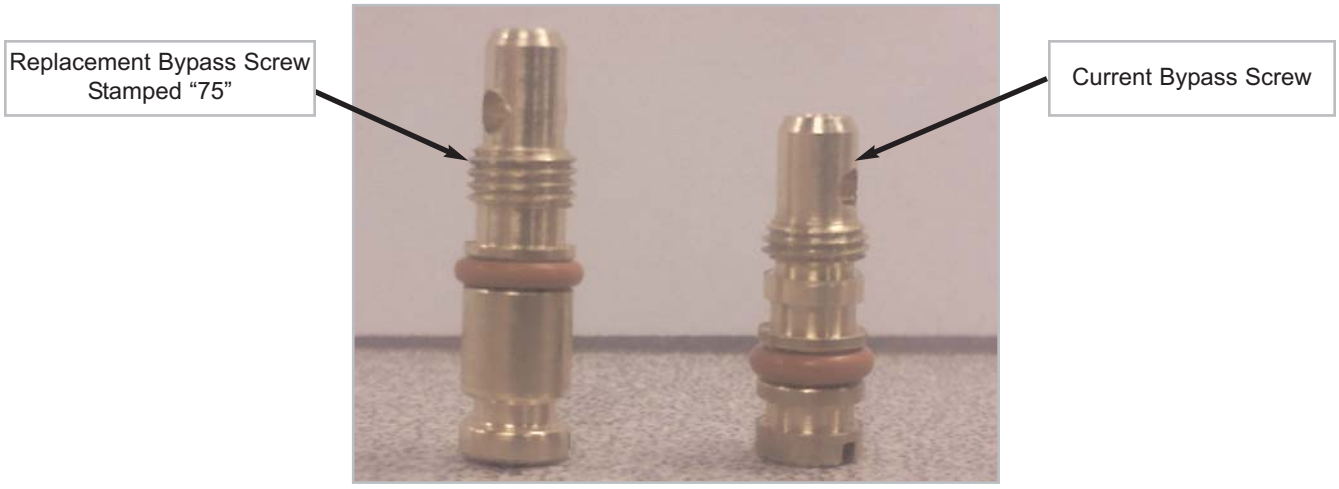


Figure 1. Valve Bypass Screw Comparison

PROCEDURE:

1. Remove control knob.
2. Insert a small blade flat head screwdriver through opening in glass to extract and replace valve bypass screw. If needed, use a needle nose pliers to grab and lift existing bypass screw after unthreading it with the screwdriver, and to insert new bypass screw before tightening with screwdriver (See Figure 2 or 2A).

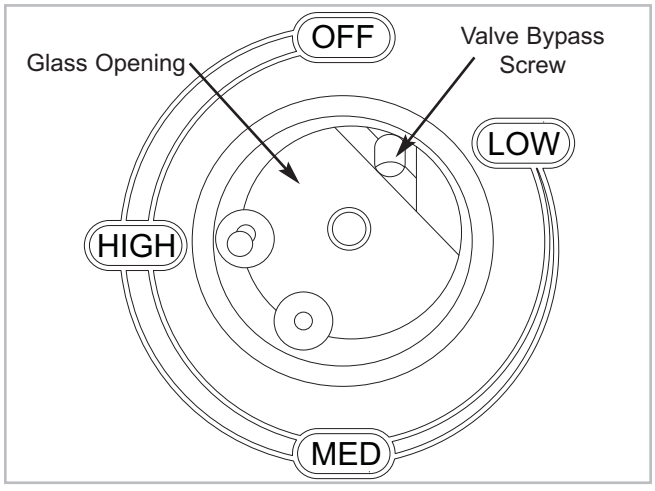


Figure 2. Valve Bypass Screw (Domestic)

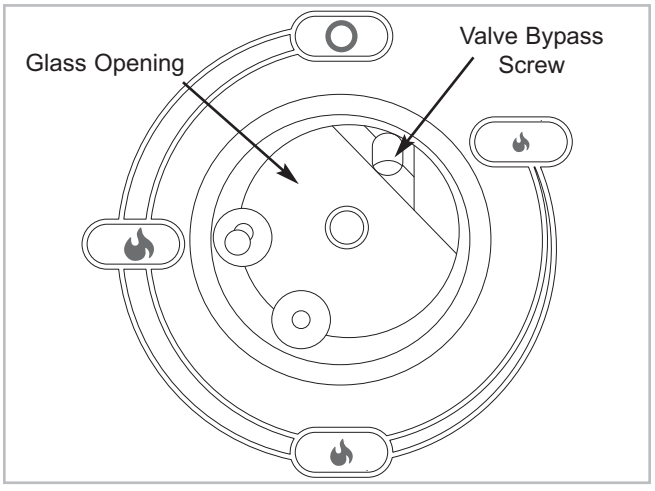


Figure 2A. Valve Bypass Screw (International)