

SERVICE BULLETIN

Subject: COVID-19 Guidelines for Increased Sanitization of all Ice Machines

Scotsman strongly encourages increasing the frequency of sanitizing ice machines in order to potentially minimize the spread of COVID-19/The Coronavirus.

Ice Machine Sanitizer is used to disinfect the ice machine and storage bin. Although it is recommended that you sanitize your machine a minimum of every six months, more frequent sanitation is recommended to reduce the possibility of transmission of bacteria and virus related illness.

Please refer to the following pages for step-by-step instructions for sanitizing Prodigy Plus [cuber](#), [nugget or flaker](#) machines, as well as Meridian (HID) [ice and water dispensers](#). For complete, model specific instructions on sanitizing, refer to the user manual.

A sanitizing solution should be prepared by mixing the proper ratio of Nu Calgon IMS or a locally approved sanitizer with warm water. In addition to running the ice machine through its clean cycle with sanitizer, it should also be used to disinfect and sanitize all human and ice contact areas. Areas that should have increased sanitation will include:

- Ice storage bin (inside)
- Ice storage bin door (including door gaskets and door frame)
- Ice Scoop and ice Scoop holder
- Ice transport containers and storage systems.

Note: If the interior of the ice storage bin has not been recently sanitized, it is highly recommended to remove all of the ice and sanitize the inside of the bin.

If an ice machine is being serviced, any areas, inside or outside the machine, that have been serviced or the tech has made physical contact with, including the food zone, controller, panels, or ice bin must be sanitized prior to leaving the location.

Any individual that has been diagnosed with the virus, exhibited symptoms, or been in close contact (within 6 feet) with someone that has been diagnosed or exhibited any of the following symptoms should not be near any food equipment, including ice machines.

- Coughing / Sneezing
- Fever
- Shortness of Breath / Difficulty Breathing
- Early symptoms: chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose

Frequent sanitation of food equipment will help reduce the possibility of transmission.



Sanitizing a Scotsman Prodigy Plus Modular Cuber

1. Open door on bottom left of front panel next to the indicator lights to access power buttons.
2. Press and hold the red off button until you can hear the machine shut down and the green status light goes out.
3. Melt or remove all ice from the storage bin.
4. Remove the two screws holding the front panel in place and remove the front panel.
5. Using the thumb screws, remove the evaporator cover.
6. Prepare 2 gallons of sanitizing solution by mixing locally approved sanitizer with clean, warm water.
7. Push and release the yellow “clean” button on the controller. The yellow clean light will blink and the display will show “C”. The machine will then go through a harvest cycle, drain the reservoir, and then begin to refill.
8. Wait until the display blinks (AD1) and then pour the sanitizing solution directly into the reservoir until it is full. The unit will then circulate the sanitizer, drain, and flush. This process will take 35 minutes and then the machine will turn off and the display will show “O”.
9. Use the sanitizing solution to thoroughly wash and rinse the following ice machine components: evaporator cover, water level sensor, ice thickness sensor, water distributor, curtain, and splash panel. Please refer to the user manual or cleaning video for disassembly instructions.
10. Reinstall all parts removed for additional sanitizing in step 9.
11. Reinstall the front panel.
12. Using the remainder of the sanitizing solution, thoroughly wash all interior surfaces of the ice storage bin. Extra attention should be given to the surfaces that get touched, such as the bin door, gaskets, ice scoop, and ice scoop holder.
13. Pour any excess sanitizing solution into the bin and allow it to drain.
14. Open the door to access the power buttons. Push and release the green off button to resume ice production.

[User Manual](#)



Sanitizing a Scotsman Prodigy Plus Modular Nugget/Flaker

1. Open the door to access the power buttons
2. Press and hold the red off button until you hear the machine shut down and the green status light goes out.
3. Melt or remove all ice from the storage bin.
4. Remove the two screws holding the front panel in place and remove the front panel.
5. Using the lever or knob located on water reservoir, shut the water supply off.
6. Drain the water reservoir and evaporator by using the gray drain hose.
7. Remove the reservoir cover.
8. Prepare 3 gallons of sanitizing solution by mixing locally approved sanitizer with clean, warm water.
9. Pour the sanitizing solution directly into the water reservoir until full.
10. Using the lever or knob located on water reservoir, turn the water supply on.
11. Push and release the green on button.
12. Allow the machine to operate for 20 minutes.
13. Press and hold the red off button until you hear the machine shut down and the green status light goes out.
14. Use the sanitizing solution to thoroughly wash and rinse the following ice machine components: reservoir cover, upper and lower ice chute, chute cover, and bin level sensors. Please refer to the user manual or cleaning video for disassembly instructions.
15. Reinstall all parts removed for additional sanitizing in step 14.
16. Discard all of the ice made during the sanitizing process.
17. Using the remainder of the sanitizing solution, thoroughly wash all interior surfaces of the ice storage bin. Extra attention should be given to the surfaces that get touched, such as the bin door, gaskets, ice scoop, and ice scoop holder.
18. Pour any excess sanitizing solution into the bin and allow it to drain.
19. Reinstall the front panel.
20. Open the door to access the power buttons. Push and release the green off button to resume ice production.



Sanitizing a Scotsman Meridian (HID) Ice and Water Dispenser

1. Remove upper front panel and lower splash panel, disconnecting the wiring harnesses to the sensors to fully remove the lower splash panel.
2. Press and release the “on/off” button on the controller so the display shows “O”.
3. Use the lever or knob located on the water reservoir to shut the water supply off.
4. Drain the water from the ice making system by pulling the gray hose located at the drain basin. Once drained, return gray hose to drain basin plug.
5. Remove the reservoir cover.
6. Raise the reservoir to the upper position by loosening the thumbscrew, raising the reservoir, and then re-tightening the thumbscrew.
7. Vend all of the ice out of the ice dispenser and discard by pressing the “Dispense Ice” button on the controller.
8. Prepare 2 gallons of sanitizing solution by mixing locally approved sanitizer with clean, warm water.
9. Pour sanitizing solution directly into reservoir until reservoir is full.
10. Operate the machine for 10 minutes by pressing and releasing the “on/off” button. The display will show “F”. At this time the ice machine will begin making ice with the sanitizing solution. Keep the reservoir full while the machine is making ice by topping off the sanitizer when the water level in the reservoir drops.
11. After operating the machine for 10 minutes press and release the “on/off” button. The display will display “O”.
12. Vend all of the ice out of the ice dispenser and discard by pressing the “Dispense Ice” button on the controller.
13. Unplug the machine or disconnect electrical power.
14. Use the sanitizing solution to thoroughly wash and rinse the following ice machine components: reservoir cover, ice discharge chute cover, ice sweep, bin cover, ice outlet cover and thumb screws, agitator, rotor, and the ice and water discharge chutes. Please refer to the user manual or cleaning video for disassembly instructions.
15. Reinstall the parts removed for additional sanitizing in step 14.
16. Using the sanitizing solution, thoroughly wash and rinse all inside surfaces of the ice storage bin, ice discharge chute, metal area below the ice sweep, bin cover, sink, and drip tray.
17. Pour the remainder of the sanitizing solution through the bin drain and sink drain and then rinse with clean water.
18. Drain the water from the ice making system by pulling the gray hose located at the drain basin. Once drained, return gray hose to drain basin plug.
19. Lower the reservoir to its original position by loosening the thumbscrew, lowering the reservoir, and then re-tighten the thumbscrew.
20. Use the lever or knob located at water reservoir to turn the water supply back on. Allow the reservoir to fill. Once full drain the reservoir by pulling the gray hose located at the drain basin. Once drained, return gray hose to drain basin plug. Repeat the process for a second rinse.
21. Reconnect electrical power.
22. Press and release the “on/off” button so the display shows “F” and ice making restarts.
23. Reinstall the upper front panel and lower splash panel.