



**URGENT – Product Recall (Field Retrofit)
Scotsman Ice Cube Machines**

American Item Numbers: See next page

**Scotsman Product Numbers begin with: C0322, C0330, C0522, C0530, C0630, C0830,
C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430
AND a serial number beginning with 05, 06, 07, 08 or 09**

March 18, 2010

To our Valued Customer:

American Hotel Register Company has been notified of a voluntary recall of all Commercial Ice Cube Machines manufactured by Scotsman Group LLC from September 2006 through December 2009 (cubers only, flake and nugget ice machines are not affected). According to our records, you may have been shipped the recalled product. The solenoid, an electrical component in the product, may fail and cause an electrical arc that poses a fire hazard.

Scotsman has received four reports of fires and 37 reports of burned or melted solenoids, resulting in replacement of machines and component parts. No injuries have been reported. Customers should stop using the recalled ice cube machines immediately. Scotsman, working with the U.S. Consumer Product Safety Commission, will install a retrofit kit to correct the problem.

The recalled machines are designed to be installed on top of ice storage bins or ice dispensers, and typically are used in commercial establishments. Model numbers begin with C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, and serial numbers of the recalled machines within these model designations begin with 05, 06, 07, 08 or 09. Model and serial numbers are on the back of all machines and, depending on the model, behind the machine's front panel either in the lower right corner of the machine or on the left side of the sheet metal wall that separates the larger (equipment) compartment from the smaller (ice-making) compartment.

The CPSC communication follows with additional information related to this recall.

Please contact Scotsman directly at (800) 541-0520 between 6 a.m. and 8 p.m. CT, Monday through Friday, or online at www.scotsman-ice.com, to schedule a free repair. We apologize for your inconvenience and appreciate your assistance with this matter.

Very truly yours,

American Hotel Register Company

Following is the list of American Hotel Register Company items affected by this recall:

T9KC0322MAB322S
T9KC0322MWB322S
T9KC0330MAB330P
T9KC0330MWB330P
T9KHD22B1HC0322MA
T9KHD22B1HC0322MW
T9KHD30B1HC0330MA
T9KHD30B1HC0330MW
T9KHD30B1HC0530MA
T9KHD30B1HC0530MW
T9KC0530MAB530P
T9KC0530MWB530P
T9KC0322MA-1A
T9KC0322MA1A
T9KC0322MW6HB322S
T9KC0530SA1A
T9KC1448MA-32A
T9KC1448SR32A
T9KCO330MA6HHD30B6H
T9KCO330SA1A
T9KCO33MA1A
T9KCO522
T9KCO522MA-6H
T9KCO522SW1A
T9KC0330MA6HB330P
T9KC0330MW1A
T9KC0330SA1A
T9KCO530MA-1A
T9KCO530MA-6H
T9KCO530MW6
T9KCO530SA-1A
T9KCO630MA-6H
T9KCO630SA32A
T9KC0322SW-1A
T9KC0330MA1A
T9KC0330MA6H
T9KC0330SW1A
T9KC0530SA-1A
T9KCO322SW/HD22B
T9KCO630SAHTB555
4473CO522
T9KC0330SAHTB250
T9KC0322SABH360S
T9KC0322SWBH360S
T9KHD22B1HC0322SA
T9KHD22B1HC0322SW
T9KC0330SWHTB250
T9KHD30WH-C0530MW
T9KCO330MA1A



Scotsman Ice Systems
775 Corporate Woods Parkway
Vernon Hills, IL, 60061
P: 847-215-4500
F: 847-913-9844
www.scotsman-ice.com

IMPORTANT SAFETY RECALL NOTICE

February 25, 2010

Re: Voluntary Recall (Field Retrofit) Program for Scotsman Commercial Cubers

Dear Scotsman Ice Machine Owner:

We understand from product distribution records that you may have one or more Scotsman® modular cube ice machines installed in an establishment that you own or operate. As the manufacturer of these ice machines, we write to bring an important issue to your attention.

We have learned that a solenoid in our commercial modular cube ice machines shipped from our factory from 2006 through December 2009 may fail and result in an electrical arc that can pose a fire hazard. Although we have no reports of injuries or property damage beyond damage to the product itself, we notified the U.S. Consumer Product Safety Commission of our findings, identified a solution, and are working on addressing the issue through a voluntary corrective action plan that involves installing a retrofit kit on affected machines where the machines are located.

Information about how to identify whether your ice machine is covered by our corrective action plan accompanies this letter. ***Please read the accompanying materials carefully.*** If you own an ice machine covered by the retrofit program, contact Scotsman's toll-free number at (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or visit our website at www.scotsman-ice.com. We will arrange for a Scotsman distributor or a service contractor who has agreed to participate in the retrofit program to contact you to install the retrofit kit where your ice machine is located at no charge to you.

Before launching this voluntary corrective action, we had replaced four machines in the field after receiving complaints that the machines had experienced fires or thermal damage that originated from the solenoid. Further investigation revealed that through December 2009 we replaced approximately 37 solenoids under warranty in which the warranty claim indicated that part of the solenoid had burned or melted. While these numbers may be relatively small compared to the more than 43,000 machines that we manufactured with this component since 2006, they are unacceptable to us and our insistence on product excellence.

Addressing this issue proactively is an important part of our commitment to product quality and safety. Our number one priority is and will remain the satisfaction and safety of our customers. We appreciate your support for our product and your understanding as we tackle this issue.

Scotsman

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Vernon Hills, IL, 60061
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If you have any questions, including whether your ice machine is covered by this program, please call us for assistance at (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday.

Sincerely,



Mark McClanahan
President

Encl.



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Voluntary Recall (Field Retrofit) Program for Scotsman Commercial Cubers

Information and Instructions for End Users

Affected Modular Cube Ice Machines

Modular cube ice machines typically are installed on top of ice storage bins or ice dispensers like those shown below. If the model number of your Scotsman commercial modular cube ice machine begins with any of the characters C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, and the serial number of your machine begins with the numbers 05, 06, 07, 08 or 09, it is covered by our field retrofit program. Model and serial numbers are on the back of all machines and, depending on the model, behind the machine's front panel either in the lower right corner of the machine or on the left side of the sheet metal wall that separates the larger (equipment) compartment from the smaller (ice-making) compartment. (See Figure 1, below.)

If your machine has a sticker with a green check mark on a white background or a flag located on the bottom of the front panel where the panel wraps around the right side of the machine (visible from the right side of the machine), it already has been retrofitted with new parts and requires no further action even if it has a model and serial number falling within those identified above. (See Figure 2, below.)

You may find the following table helpful to determine whether your Scotsman cube ice machine is subject to the field retrofit program:

Subject to retrofit program if:
<ul style="list-style-type: none">• Model number begins with C0322, C0330, C0522, C0530, C0630, C0830, C1030, C1448, C1848, C2148, EH130, EH222, EH330, or EH430, AND• Serial number begins with 05, 06, 07, 08 or 09, AND• Machine does <u>not</u> bear a sticker with a green check mark on white background or a flag on the bottom of the front panel where the panel wraps around the right side of the machine

Scotsman commercial flake and nugget ice machines, commercial undercounter cube ice machines, and residential ice machines are not affected.

Scotsman

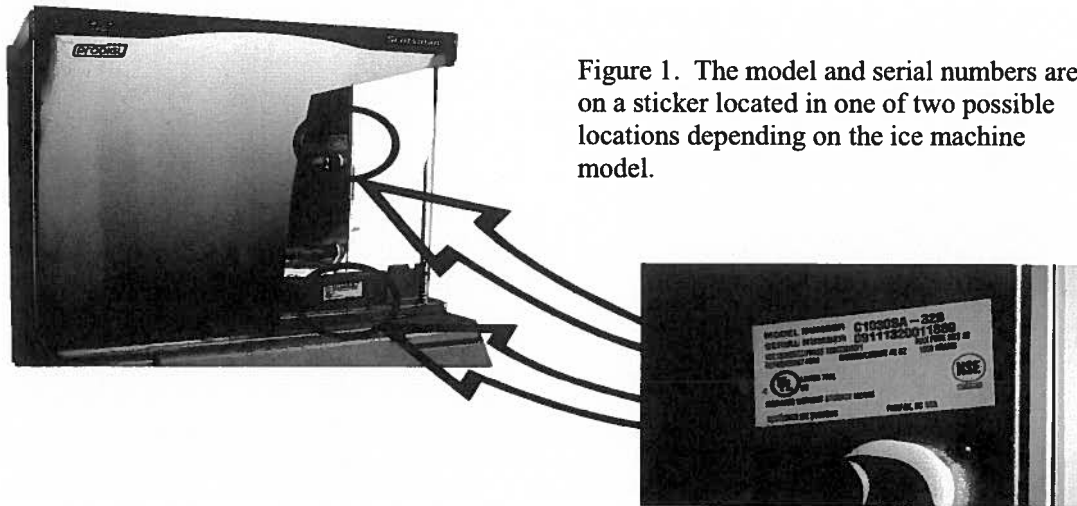
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Action That You Need to Take Immediately

If you own an ice machine covered by the retrofit program, please contact Scotsman's toll-free number, (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday, or visit our website at www.scotsman-ice.com, and provide your name, contact information, the name and address of the location where the ice machine is installed, and the serial number of the machine. Scotsman will have a Scotsman distributor or an authorized ice care dealer or service contractor in your area who has agreed to participate in the retrofit program contact you to install the retrofit kit where the ice machine is located at no charge to you.

If you have any questions, including whether your ice machine is covered by this program, please call us for assistance at (800) 541-0520 between 6 a.m. and 8 p.m. C.T., Monday through Friday.

The illustrations below shows the locations of the model and serial numbers and any retrofit sticker.



Scotsman

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Figure 2. If your ice machine has either of the two stickers shown here (flag or green checkmark) your ice machine does not need a retrofit kit.

