

# CORNELIUS ICE/BEVERAGE COMBO SOFT ICE DISPENSING TIPS

This is a generic checklist to help troubleshoot possible 'soft ice' dispensing/beverage quality problems for all Cornelius Above Counter Ice/Beverage dispensers. It is strongly recommended that this checklist is followed to avoid any dispensing or beverage quality issues.

Soft ice is defined as any ice that has a lower ice to water ratio. Some typical characteristics are small, very wet ice pieces, easily chewable and cloudy in appearance.

This would include such ice type names as nugget, pellet, chunklet etc. IMI Cornelius recommends the use of Cornelius chunklet icemakers for optimal dispensing and beverage performance from your Cornelius Ice/Beverage Combo dispenser.

| Question or Issue   | 'X' indicates dispenser is AFFECTED by Issue and Solution<br>Blank box indicates dispenser is NOT AFFECTED by Issue or Solution |              |              |              |              |            |            |            |            |            |                  | Solution |   |
|---|---|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------------|----------|---|
|   | ED/DF<br>150  | ED/DF<br>175 | ED/DF<br>200 | ED/DF<br>250 | ED/DF<br>300 | IDC<br>175 | IDC<br>215 | IDC<br>255 | IDC<br>300 | NGF<br>255 | Flavor<br>Fusion |          |   |
|   | Is the icemaker sized correctly for the dispenser size?   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                |          | X   |
| Does the icemaker produce 'flaked' ice?   | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | Cornelius does NOT recommend the use of 'flaked' ice for dispensing and such icemakers should not be used   |
| Is the correct icemaker adapter kit installed?  | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If no, the approved adapter kit must be installed with it's approved icemaker. Failure to do so may result in undesirable hopper fill and ice dispensing issues. Contact Cornelius Sales for approved adapter/icemaker combinations   |
| Is the icemaker positioned properly on the adapter kit?                                     | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | Most adapter kits are approved for front facing icemakers ONLY unless otherwise specified in the adapter kit instructions OR if kit was designed for alternate icemaker positions. Contact Cornelius Sales for adapter/icemaker application questions   |
| Is the hopper ice slide installed?  |   |              | X            | X            |              |            | X          | X          |            | X          | X                |          | If no, install the appropriate ice slide for that unit.<br>ED/DF 200 - kit 629088508 (includes diverter)<br>ED/DF 250 - kit 629088507 (includes diverter)<br>IDC / NGF / FF - ice slide is included in the appropriate adapter kit. Contact Cornelius Sales for adapter kit information.  |
| Are the soft ice agitator's installed?  | X   | X            |              |              | X            |            |            |            |            |            |                  |          | If no, install agitator(s). Please note there is a right and left hand agitator for the ED/DF300's<br>ED/DF 150,175 - kit 629088514 (includes diverter)<br>ED/DF 300 - kit 629088644 (includes diverter)  |
| Is the ice diverter kit installed?  | X   | X            | X            | X            | X            |            |            |            |            |            |                  |          | If no, install ice diverter kit. Diverter is included in kit part numbers listed above or call Cornelius Sales for diverter kit ordering information  |
| Is the ice restrictor open completely?  | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If no, open completely the ice restrictor. Some factors may include customer ice flow requirements and how well the ice dispenses (Be sure restrictor is installed properly!). This should be evaluated on a case by case basis.  |
| Is the dispenser agitator off-cycle timer changed to 3 hours OFF, 2 seconds ON?             | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If no, adjust settings. (Don't forget to adjust BOTH timer boards on the 300 size units). Consult Dispenser Service Manual or call Technical Support for instructions on how to adjust settings.  |
| Is there an icemaker bin thermostat installed?  | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If no, install an appropriate bin thermostat per the icemaker's manufacturing recommendations. Contact the icemaker manufacturer for bin thermostat ordering information.   |
| Is the icemaker's bin stat installed at least 4" below hopper level                         | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If no, adjust bin stat location (Depending on ice quality or wetness, it may be necessary to adjust deeper into hopper. Be sure bin stat does NOT interfere with agitator rotation<br>Order ONE of kit 1611110006843 if you are using a Cornelius WCC700 icemaker.<br>Order TWO of kit 1611110006843 if you are using a Cornelius WCC1400 icemaker. |
| Is dispenser and/or icemaker water supply attached to a water softener or phosphate feeder? | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | If yes, Cornelius does NOT recommend the use of a water softener/phosphate feeders and must be completely avoided   |
| Is a water filter system installed on the icemaker?   | X   | X            | X            | X            | X            | X          | X          | X          | X          | X          | X                | X        | Poor water quality will greatly affect icemaker/dispenser performance. The selection of the correct filter system must be handled on an individual basis as the water quality and impurities vary greatly in different parts of the country as well as in different cities.   |
| Is the dispense count less than 30 per day?   | X   | X            | X            | X            |              | X          | X          | X          |            | X          | X                |          | Install extended bin stat kit 629096848 for WCC700 (Do not use on WCC1400) or 629096849 for WCC 500.  |