



# HOSHIZAKI TECHNICAL SUPPORT TECH -TIPS

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## Subject: Tech. Tips

Hoshizaki would like to get back to writing Tech. Tip articles for the Service Techs. This has been a valuable resource in the past to give new information to the field as well as troubleshooting tips. To help us provide information that will be beneficial to you, please fax any comments or suggestions for material that you would like to see included in future volumes to the Tech Support Department at

1-800-843-1056, or email to  
[techsupport@hoshizaki.com](mailto:techsupport@hoshizaki.com).

Attn: Chad Darnell.

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**Installation of quick connect fittings:** As most of you know Hoshizaki utilizes Parker Quick Connect fittings on our remote applications. These fittings are a brass-to-brass seal type fitting that if not installed properly can become a leak point for the equipment. We have issued a service bulletin that you can use also for reference it is SB08-0004R; I would like to hit some high points here as well.

As stated above these fittings are a brass-to-brass seal and does not need any type of external sealing compound. **DO NOT** use thread sealant or lock-tite on the threads of the fittings this could cause the fitting to not seat properly. These fittings should be started by hand after applying a coat of Clean refrigeration oil to the fitting as well as the O-ring. The fitting should start easily if you feel

any type of binding readjust the alignment of the line set to ensure

there is no side-load force on the coupling. Failure to do either step can cause the fitting to fail. Failures can be possible damage or displacement of the O-ring, which could cause a premature releasing of refrigerant, as well as hinder the brass-to-brass seal or a improper piercing. Improper piercing could cause a restriction in flow thus causing head pressure related problems, or low production.

While making the connections you should use two wrenches one on the female coupling body and the other on the female nut. Hold the female body steadfast and turn the female nut making sure that the body does not turn. While tightening the resistance will increase, which will cover most of the threads and this will have a metal-to-metal feel.

After the fitting gets the metal to metal feel the next step is to scribe or mark a line across the coupling body and the union and then turn the coupling an additional ¼” turn, this final ¼” turn is necessary to ensure a brass to brass seal thus should also be a leak proof seal. As with any refrigeration connection, the best leak test is using soap bubbles.

For more information, please see the Service bulletin located at [www.hoshizaki.com](http://www.hoshizaki.com)

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## ***HOW DO I GET TECHNICAL INFO?***

Hoshizaki Technical Support prides itself on providing quality technical support to technicians through our telephone helpdesk system at 1-800-233-1940. We understand that you want to speak to a live body when you call. Our goal is to dispense quality technical advice as quickly and efficiently as possible. Sometimes however, hold times can be extended due to call volume. You have the option of holding, waiting for the next available technician or you can leave a message, and we will return your call ASAP. The voicemail option should only be used if you do not need immediate help. This will eliminate your hold time and free up the helpdesk for technicians who need immediate help.

When calling the helpdesk you will need to have some information available to speed your call. The technician will ask for the complete model and serial number of the unit you are calling about. If the question concerns refrigeration diagnosis, you will be asked the incoming water temperature and ambient temperature at the unit or remote condenser. Keep in mind that we need correct information to provide the proper diagnosis. You may be asked about the external water filter and incoming water line size as well.

As an additional avenue to technical support information, the web site can be a source to answer many of your questions.

Hoshizaki's web site is an excellent source of technical information. We encourage you to look at [www.hoshizaki.com](http://www.hoshizaki.com) and see what is available. The web site is a free service and will allow you to access Service Manuals, Parts manuals and Service Bulletins for current models as well as most out of production units.

pocket sized book containing information on all models within that particular refrigerant sequence. This is necessary have for any technician working on Hoshizaki equipment. These can be downloaded and printed or a hard copy can be obtained from your local distributor. The current version of the Tech Spec is also given out at all service schools.

All back issues of the Tech Tip newsletter that you are now reading can be found here also. The many Tech Tip articles that have been written over the years provide insight on many of the common questions that we hear on the help desk line, information on new products as well as other helpful information.

There are also abbreviated training modules covering the KM, Flaker and the -SSB, -AAC Reach-In products, as well as the New JWE Dishwasher. These modules are in PDF format and will require a PDF reader. There is also a link to Adobe® Acrobat® Reader if you should need to download it.

In addition, the web site also provides the ability to check warranty status, register a new machine warranty or to look for the name of your local distributor. There is also now a way to fill out a warranty claim form online to submit to your local Distributor. The end user also has the ability to look for the name of their local contracted service agent by zip code.

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### ***AS ALWAYS...***

If you have any comments or suggestions for Tech Tips please send them to:  
[techsupport@hoshizaki.com](mailto:techsupport@hoshizaki.com) or  
Fax to 1-800-843-1056 ATTN: Tech Tip editor