

Service Bulletin 181001 Rev A

Hot Water Drain Plug Missing Screw

Issue:

The hot water drain plug in the rear of MTN and AquaCafe dispensers may be missing the locking screw. This is a critical safety issue.

Root Cause:

Either during the manufacturing process or when MTN and AquaCafe dispensers are serviced the locking screw may not be properly installed or reinstalled.



Inspection:

During any service call or installation of a new unit, verify the drain and the vent (if two plastic outlets) on the rear of the dispenser each have a locking screw inserted.

This prevents any accidental release of hot water. If either screw is missing use a #10 x 3/4" Sheet Metal screw or equivalent to secure the drain or vent plugs.

Dealer Service Personnel must ensure the locking screws are properly installed.

