

Technical Bulletin:

i14 Ice Chute Door Issue and PCB Update

November 24, 2025

Issue:

Although uncommon, dispensing ice multiple times in quick succession can trigger a firmware error that leaves the ice door partially open. When this happens, the door will close the next time ice is dispensed without issue. However, if the unit is not used again the door may remain partially open, causing the door hinge to deform and eventually preventing the machine from dispensing ice.

Units Affected:

All i14 units are vulnerable except those produced **after July 16th 2025** or shipped after **11/20/2025** (regardless of production date).

You can confirm the manufacturing date by checking the serial number: **Z10598-YYMMDD-00XXX**. Units with date codes **250716** or later are not affected.

Solution:

A firmware update is available that prevents this error. Dealers can request digital firmware updaters and replacement ice door assemblies at no charge by contacting Tech Support at **855-558-9796 (Option 3)**. Because this is not a common issue, we recommend applying the update during the next scheduled service visit.

Remediation Steps:

1. Update the unit to firmware **v3.1** using the PCB updater and instruction sheet.
 - Mark or record which units have been updated.
2. Inspect the ice door for proper function. If the hinge shows deformation or the door does not operate correctly, replace the ice door assembly.

