

# Guidelines for Optimal Performance – Follett® Ice and Water Dispensers



Ice and water dispensers are an essential part of the healthcare healing environment, providing a means of serving ice and water to patients, staff, and visitors. A reliable and sanitary ice and water dispenser experience requires attention to proper installation, operation, maintenance, cleaning, and sanitation of the equipment. As part of this effort, it is imperative to follow all manufacturer's instructions in this regard. In addition, below are some practices that Follett® has identified over the years to help users achieve the best possible experience with their ice and water dispensers.



## Installation guidelines

- Install dispensers away from sources of food contamination, including food tray storage and disposal receptacles, juice, coffee, microwaves, and other cooking appliances. Airborne food particles from these sources can be introduced to any dispenser and become a source of biofilm growth.
- Take special care to keep such food contamination away from the condenser intake grille.
- Install dispensers away from ventilation system supply. Such airflows around the dispenser could be a source of airborne contamination.
- Install dispenser in a temperature controlled environment between 60 F and 80 F.
- Install hard piped drain lines wherever possible. Ensure drain line is pitched properly and there are no traps or long horizontal runs.
- Confirm the drain has an external air gap that meets local and state codes.
- For countertop units, use leg kits to effectively clean around and under the dispenser, or seal the units to the counter.
- Use a high-quality water filter to protect the dispenser from unwanted contaminants in the building water supply.

## Setup and use

- Follow manufacturer's directions for cleaning and/or sanitizing dispensers before initial use to remove any residual materials from the manufacturing process.
- Ensure lids and panels are secured with provided fasteners to mitigate risk of unauthorized entry. Items should never be stored inside the ice storage bin.
- Refrain from pouring liquids other than water into dispenser drain. Organic matter from juice, soda, soup, coffee, etc. will result in biofilm forming in drains.

## Cleaning and sanitizing

- Periodically clean and sanitize ice and water dispensers and ice machines according to manufacturer's instructions to ensure peak performance. This preventative maintenance must be performed on a semiannual basis at a minimum. Some environmental conditions, including incoming water quality and proximity to foreign food contaminants, may require the machines be cleaned more frequently.
- Use ice machine cleaners and sanitizers recommended by the manufacturer. For Follett Symphony and Symphony Plus dispensers, follow the cleaning instruction label found on the ice machine.
- Before beginning a cleaning, ensure that the ice machine evaporator is free of ice.
- Always make sure that all drain lines are open and free of buildup before beginning semiannual maintenance.
- Sanitize the pressurized water lines before cleaning/sanitizing the ice machine in order to ensure the entire machine has been sanitized.
- Frequent cleaning of the drain pan and drain lines with hot water and sanitizer can help alleviate drain clogs.
- Follett evaporator cleaning and descaling
  - During evaporator descaling, use SafeCLEAN Plus™ ice machine cleaner. Resurface mechanically only under the direction of Follett Technical Service.
  - To reconnect the ice compression nozzle, apply pressure to the ice compression nozzle to be sure it is fully seated as the screw is tightened. Make sure all lines are properly connected to the nozzle and reservoir before turning the bin signal switch back on.
- Dispenser/storage bin cleaning and sanitizing
  - Before cleaning the splash panel on Follett SensorSAFE™ units, turn off ice and water dispensing by pressing the SensorSAFE clean switch located under the front cover.
  - Remove the ice dispense wheel in order to effectively clean and sanitize under the wheel.
  - Never use abrasive pads or abrasive cleaners when cleaning the hopper.
  - Use a laboratory brush to clean the storage hopper drain line.
  - Use a similar brush to clear any clog in the horizontal drain tube. Follow with hot water and sanitizer. Do not use compressed air to clean out drain lines.
  - Clean and sanitize the entire unit if biofilm is found in the drain cup.
  - On Follett 12 Series dispensers, reinstall the front cover before reinstalling the top cover.
  - Do not use bleach when cleaning the outside of the dispenser.

## Auger Bearing Maintenance

### General

- Never repack bearings with grease, always replace bearing when needed.
- Do not use Vaseline, petrol-gel or any other anti-seize compounds on the top bearing coupling, housing, or auger shaft.
- Never drive wedges or screwdrivers between the top bearing housing and the evaporator. If a top bearing is difficult to remove, use a chisel under the upper flange of the bearing housing and a hammer to gently drive the bearing off.
- When installing the lower bearing into the mounting base, apply a firm downward pressure on the bearing shaft as the set screw is tightened.

### Bearing check after cleaning and before sanitizing

- After cleaning and descaling, remove the top bearing and do a bearing check. Remove, check, and inspect the ice compression loop, auger, and evaporator. If all look in order, reassemble and proceed with sanitizing. If not, check the lower bearing and replace worn components as needed.
- When re-installing the top bearing assembly, make sure that the bearing housing is firmly in contact with the top of the evaporator before securing the top V-band clamp.
- When installing the bottom bearing, always replace the mounting base O-ring. Once installed, check for a proper fit in the mounting base groove.



## Water Treatment

Facilities are advised to evaluate the water filtration systems that are used prior to ice machines. Traditional carbon activated filters, while effective in controlling some particulates and in improving taste, do not typically filter down to a level that addresses infectious biological agents and will remove residual disinfectants from the incoming water supply. Carbonless filters will retain any disinfectants that may be in the incoming water supply but also do not typically filter down to a level that will address infectious biological agents. The use of a 0.2 micron or better sterilizing grade filter prior to the ice machine is encouraged for additional protection against infectious agents that may be present in the incoming water supply; however, consultation with subject matter experts is recommended.

Any water filter having carbon for chlorine removal should have antimicrobial material in the filter to inhibit potential microbial growth.

### Follett filtration capabilities

- Follett carbon filters remove chlorine, taste, odor, cysts, and 99.9% of all particles 0.5 micron and larger.
- Follett carbonless filters remove cysts and 99.9% of all particles 0.5 micron and larger. It allows chlorine and chloramines from the municipal water systems to pass through, preserving any disinfecting capacity present; however, the chlorine and chloramines may leave an unpleasant taste in the water.
- Standard capacity filters are rated for 3,000 gallons; high capacity filters are rated for 15,000 gallons.
- Standard filters should not be used longer than 6 months, and high capacity filters for no longer than 12 months.



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