Service Bulletin

SB # **268**
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☐ Generally	☒	To be exchanged as soon as possible
☐ Dishwashers	☐	To be exchanged at the next maintenance
☐ Bedpan Washer Disinfectors	☐	To be exchanged at the usual service interval
☒ Instrument Washer Disinfectors	☐	Information
☐ Process Solution		
☐ Catering		

The automatic test software at KEN factory has after successful test at KEN during finishing of machine falsely set some machine settings to faulty values.
Below listed are machine setting names, their values and KEN machine numbers of washers affected.

If you have any of these washers please verify machine settings are correct and if not change as described below.

IQ6-S, LD1000, P1800

CRITICAL PARAMETER FAULTS:
Return hatch enabled is set to: Yes should be No (according to 15883)
Lower acceptance chemi check level is set to: 0% - 3% should be 90% (in practice disable chemistry dosing alarms)

NON CRITICAL PARAMETER FAULTS:
Water volumne when no flow meeters is set to: 10.0 should be 30.0 (only used when no flow meters)
Wash pump effect: 100 W should be 1100 W (only used for statistics)
Tank 1 installed is set to: No should be Yes if tank 1 installed (changed if tank installed)
Tank 2 installed is set to: No should be Yes if tank 2 installed (changed if tank installed)
Tank 1 temperature setpoint: 1 deg C should be 60 deg C (changed if tank installed)
System of measurement is set to: Metric Changed depending on end customer
Language is set to: 0 should be set to end customer language (changed on end customer request)

Concentration units is set to: Weight should be changed depending on end customer
Auto. door opening unclean side is set to: yes which is ok (changed on end customer request)
Automatic loader/unloader is set to: none which is ok (changed if loader/unloader present)

Affected washers:

72686
72703
72707
72723
72726
72733
72743
72744
72746
72750
72760
72759
72766
72767
72789
72817
72828
72854
72833

IQ5-S, LD500, P1000

CRITICAL PARAMETER FAULTS:

Return hatch enabled is set to: Yes should be No (according to 15883)

Lower acceptance chemi check level is set to: 0% - 3% should be 90% (in practice disable chemistry dosing alarms)

NON CRITICAL PARAMETER FAULTS:

Water volumne when no flow meeters is set to: 10.0 should be 15.0 (only used when no flow meters)

Wash pump effect: 100 W should be 730 W (only used for statistics)

Tank 1 installed is set to: No should be Yes if tank 1 installed (changed if tank installed)

Tank 2 installed is set to: No should be Yes if tank 2 installed (changed if tank installed)

Tank 1 temperature setpoint: 1 deg C should be 60 deg C (changed if tank installed)

System of measurement is set to: Metric Changed depending on end customer

Language is set to: 0 should be set to end customer language (changed on end customer request)

Concentration units is set to: Weight should be changed depending on end customer

Auto. door opening unclean side is set to: yes which is ok (changed on end customer request)

Automatic loader/unloader is set to: none which is ok (changed if loader/unloader present)

Affected washers:

72683

72714

72781

72263

72262

72263

72809

72823

72838

72845

IQ5-M, LD500, M1000

CRITICAL PARAMETER FAULTS:

Max Unloading Door Current 0.0 should be 1.5 (door will not work)

Max Loading Door Current 1.0 should be 1.5 (door will generate errors)

Return hatch enabled is set to: Yes should be No (according to 15883)

Lower acceptance chemi check level is set to: 0% - 3% should be 90% (in practice disable chemistry dosing alarms)

NON CRITICAL PARAMETER FAULTS:

Water volumne when no flow meeters is set to: 10.0 should be 15.0 (only used when no flow meters)

Wash pump effect: 100 W should be 730 W (only used for statistics)

Tank 1 installed is set to: No should be Yes if tank 1 installed (changed if tank installed)

Tank 2 installed is set to: No should be Yes if tank 2 installed (changed if tank installed)

Tank 1 temperature setpoint: 1 deg C should be 60 deg C (changed if tank installed)

System of measurement is set to: Metric Changed depending on end customer

Language is set to: 0 should be set to end customer language (changed on end customer request)

Concentration units is set to: Weight should be changed depending on end customer

Auto. door opening unclean side is set to: yes which is ok (changed on end customer request)

Affected washers:

72689

72697

72706

72705

72713

72732

72751

72770

72804

72807

72816

72829

72856

IQ4, LD100, M800

CRITICAL PARAMETER FAULTS:

Return hatch enabled is set to: Yes should be No (according to 15883)

Lower acceptance chemi check level is set to: 0% - 3% should be 90% (in practice disable chemistry dosing alarms)

NON CRITICAL PARAMETER FAULTS:

Water volumne when no flow meeters is set to: 10.0 should be 15.0 (only used when no flow meters)

Wash pump effect: 100 W should be 730 W (only used for statistics)

System of measurement is set to: Metric Changed depending on end customer

Language is set to: 0 should be set to end customer language (changed on end customer request)

Concentration units is set to: Weight should be changed depending on end customer

Auto. door opening unclean side is set to: yes which is ok (changed on end customer request)

Affected washers:

72679
72685
72690
72693
72716
72720
72725
72727
72731
72740
72745
72747
72756
72758
72771
72774
72782
72792
72796
72795
72797
72802
72806
72808
72813
72821
72815
72831
72856

IQ3, LD100-BM, M400

CRITICAL PARAMETER FAULTS:
Lower acceptance chemi check level is set to: 0% - 3% should be 90% (in practice disable chemistry dosing alarms)

NON CRITICAL PARAMETER FAULTS:
Enable water softener is set to: No should be Yes (enabled on request of end customer)
Water volumne when no flow meeters is set to: 10.0 should be 14.5 (only used when no flow meters)
Wash pump effect: 100 W should be 640 W (only used for statistics)
System of measurement is set to: Metric Changed depending on end customer
Language is set to: 0 should be set to end customer language (changed on end customer request)
Concentration units is set to: Weight should be changed depending on end customer
Auto. door opening unclean side is set to: yes which is ok (changed on end customer request)

Affected washers:
72682
72688
72728
72783
72820