



The SandenVendo Company
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**TECHNICAL SERVICES
ADVISORY MEMO**

To: Technical Support

From: Engineering

Date: 7-29-16

Subject: Water ingress in the temperature sensor connectors and upgrade controller firmware upgrade

Remarks: For Your Review

This advisory memo addresses the possibility of water ingress in temperature sensor connectors leading to a faulty temperature reading due to high ambient/humidity placements. A firmware update has also been included to enhance the defrost cycle improving the performance of the case in these extreme conditions.

Machines Affected : Units produced before lot code 16054T.

Symptoms:

- 1.Compressor does not cycle, causing the evaporator to freeze up.
- 2.Erratic ambient case temperature reading on the display.
- 3.The temperature reading on the display shows reading more than 60 F during a regular operation.

Recommended Fix:

1. Waterseal the Ambient Air temperature sensor and Coil Temperature sensor.
2. Upgrade controller firmware. New firmware addresses this issue by adding a timed defrost routine.The unit will defrost mode every 8 hours.

Order Kit Number : 1255665 KIT,RSC CONTROLLER UPGRADE

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To Relocate the RSC controller to the right top side of the unit – Order Kit Number 1255142
KIT,RSC CONTROLLER RELOCATE – Please call Sanden Vendo Technical Service at 800-344-
7216 ext 9935 for details.

Steps to waterseal the connector

Step.1 Remove food from bottom 5 shelf (RSC 3 or 4) or bottom right 5 shelves (RSC 6)

Step.2 Remove the bottom 5 shelves on the right side of the machine.

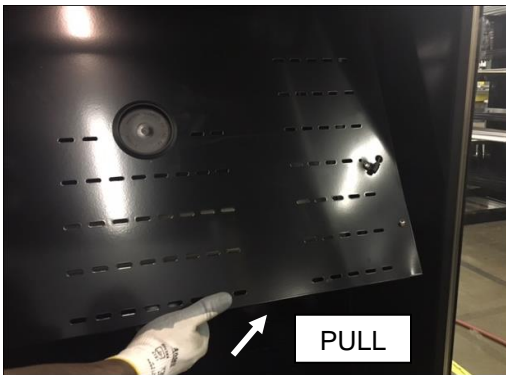


Remove Bottom 5 Right shelves
(RSC 6 Model Shown)

Step.3 Remove the screw (4x) as shown



Step.4 Partially pull the panel open to access the sensor connectors as shown.



Pull the Back Panel enough to access the sensor
CAUTION:
Do not warp the panel by pulling too far

Step.5 Locate the Ambient Air Temperature Sensor and Coil Temperature Sensor



Sensors Connectors - 2x
Ambient Case Sensor
Coil Temperature Sensor

Step.6 Remove the connector and make sure the connector are dry.

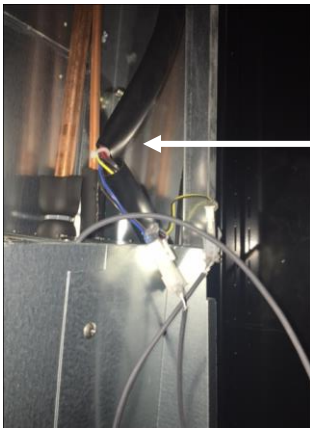
Step.7 Waterseal the connectors.

Apply RTV on the matching connector end on the harness.



Apply RTV where the wires exit the connector on both the connectors

Step.8 Confirm the main harness and the sensors are routed to the side of the machine.



Wire Routed to the side of the machine

Step.9 Remount the panels to the original position and reinstall the shelves.



- Step.10 Check the controller display to confirm the display shows the ambient case temperature.
- Step.11 Once the RSC has cooled,stock the RSC with food.

If you need further information or assistance

Please call Sanden Vendo Technical Service at 800-344-7216 ext 9935