

SUBJECT: Sonar Ice Level to Bin Stat Conversion

Number: 2025-11.25
Product: GEMU90 Model
Date Issued: November 2025
From: Technical Services

In response to a component issue that may cause the GEMU090 to overfill with ice, Ice-O-Matic has implemented a conversion kit solution for affected units.

The Ice-O-Matic Bin Level Sensor Conversion Kit (SCN60) utilizes the bin thermostat as a replacement for the sonar sensor. The machines with the affected component for this kit are manufactured between July and October of 2025. If you are experiencing overfilling of the bin on your GEMU090 and your serial number begins with 2507 to 2510, please contact the Ice-O-Matic Technical Support team and provide the following information:

**First affected Serial Number:
25071320010307**

- Model and serial number of the affected unit.
- Address and contact information for the owner (if applicable).
- The name and contact information of the service company currently involved with the repair.
- Contact information and address to ship the conversion kit to, if different than above.
- Be sure to include whose attention the kit should be made out to.

Ice-O-Matic will ship the Bin Level Sensor Conversion Kit (SCN60) at no cost.

Warranty Reimbursement: follow the normal warranty process by filing a claim with your distributor, or through Service Bench, listing part number SCN60 on your claim. The maximum warranty reimbursement is **\$300** per unit.

Please direct any questions to Ice-O-Matic Technical Support:

1-800-423-3367

TechSupport@iceomatic.com