

May 11, 2022

To our valued customers,

Freezing Point LLC, the makers of Frazil, have authorized technicians to install a Drain Kit on the Frazil machine(s) located in your facility to address a common issue with BUNN Ultra-2 equipment. Shaft seal leaks are the most common problem with this equipment and can result in machine downtime. When a shaft seal leak occurs, product leaks past the shaft seal, through the cylinder, into the machine and onto the countertop. Traditionally, to correct this issue the shaft seal and shaft busing are replaced by a technician. With the challenges in today's market, we felt the need to do more to address this issue.

In addition to that repair, we developed our own proprietary solution to this common problem. The Drain Kit is designed to divert leaked product to the drip tray rather than dripping down inside of the machine and onto the counter. This kit will increase uptime of the Frazil equipment. Kit installation will take approximately 45 minutes per machine.

While onsite, the technician will also be proactively doing the following preventative maintenance to help prevent leaks and freezing issues: 1) Installing new shaft seals and bearings, 2) Aligning the machines' cylinders, and 3) Cleaning the filter.

If the machine(s) at this location is having other problems that go beyond the scope of the work outlined above, the technician onsite is not equipped to address those additional machine issues; however, the technician will make note of the issues and relay that information back to the Frazil Service Operation team for follow up if a ticket or part order is not already in process.

The technician is also putting blue service stickers with a scannable QR code onto either side of the Frazil machine. Scan the QR code to request service and access training videos. You may also contact Frazil at 877.372.9455 and press 5 for machine service and 0 for Frazil Customer Service.

Best Regards,



Kyle Lemmon
Chief Operating Officer