

## Mandatory Product Bulletin for Locking Collar Kit for KET12TGB Electric, Tabletop Kettles

### Units Affected:

Kettles - KET12TGB (Gear Tilt Models)

Production Date Range: January 2002  
to September 2010

### Application:

Cleveland Range has discovered that the gear in older style kettles may loosen and disengage. When this happens, the hand crank will no longer function and the kettle may tip unexpectedly. Hot contents could spill out of the kettle unexpectedly and onto the operator or others working nearby.

Cleveland Range requires your immediate assistance to add locking collars kits to older style kettles.

### Tools Required:

- Philips head screwdriver
- Hex key 3/16

### Locking Collar Kit

(part# SE003695) **Includes:**

<u>Part#</u>	<u>Description</u>	<u>Quantity</u>
FA9503	Screw, Pan Hd. #8 X 3/4	4
FA95074	Anchor Nut, Nylon	4
KE603871	Shaft Collar, 2 Piece	2
KE604029	Instruction Bulletin	1



**Step 1:**

Before beginning any work on the steam kettle, you must first disconnect all power and remove any product from kettle.



**Electrical hazard.** Risk of electrical shock. Remove electrical power prior to servicing. Failure to do so may result in personal injury or death.



The following instructions are intended to use by qualified service personnel. Read the instructions thoroughly. Improper installation may result in personal injury and/or property damage.

**Step 2:**

Remove console cover (see photo below).



**Step 3:**

Disconnect the supply wires from the terminal block and remove the component plate assembly (see photo below).



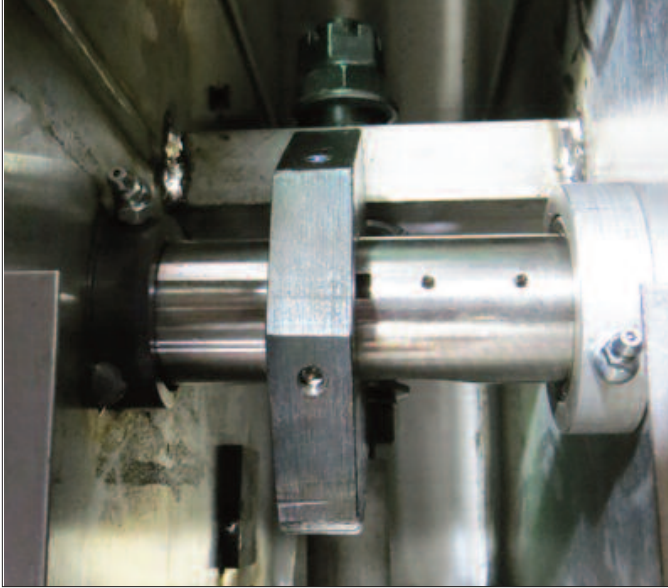
**Step 4:**

Verify if kettle is older version that requires a locking collar kit (see photos of **Figures A** and **B** below).

**Figure A**

Locking collar kit required.

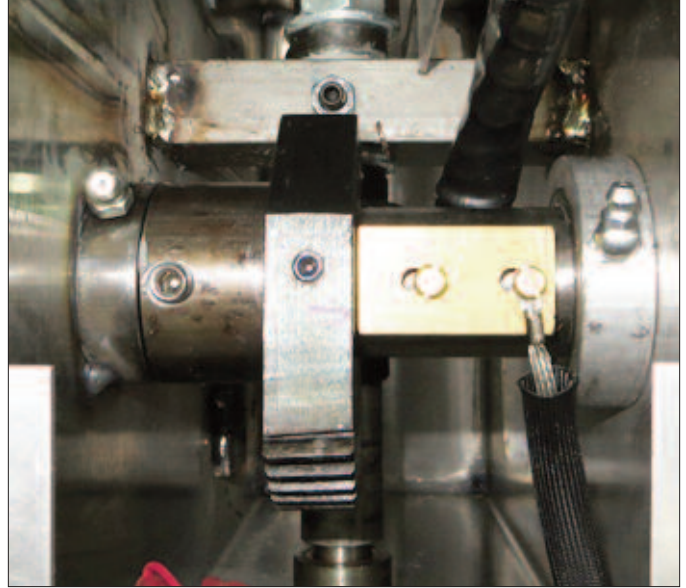
Older design – locking collars must be installed.



**Figure B**

Locking collar kit not required.

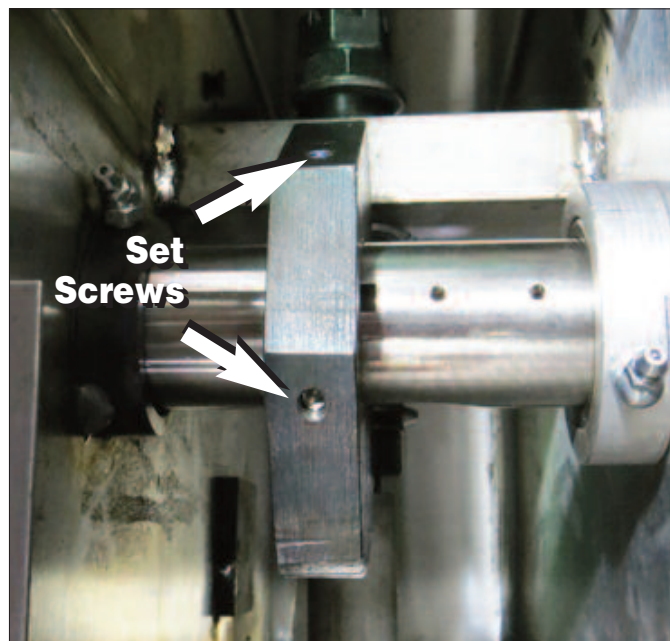
New design – does not require locking collars.



If the kettle is an older version without locking collars, as depicted in Figure A above, then the kettle requires a locking collar kit. Please proceed with the following instructions to add the locking collar kit.

**Step 5:**

Center gear on worm and tighten both set screws (see photo below).

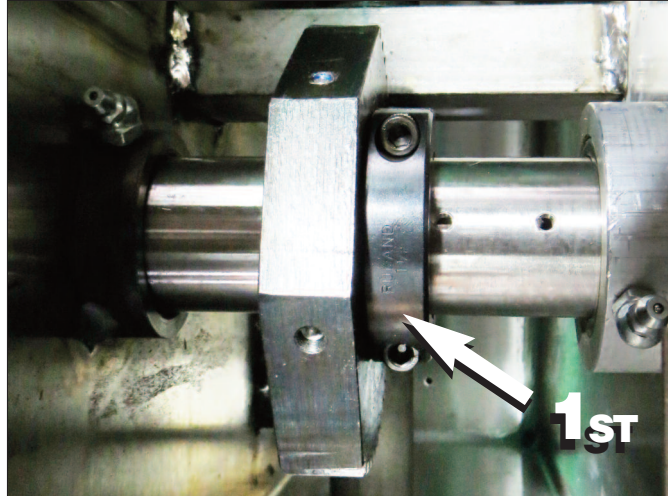


**Step 6:**

Install first locking collar flush to the outboard side of gear (see photo below).



The locking collar must be flush to prevent possibility of gear from loosening and/or disengaging. A locking collar which is not flush may allow unexpected gear and/or kettle movement which could result in personal injury.



**Step 7:**

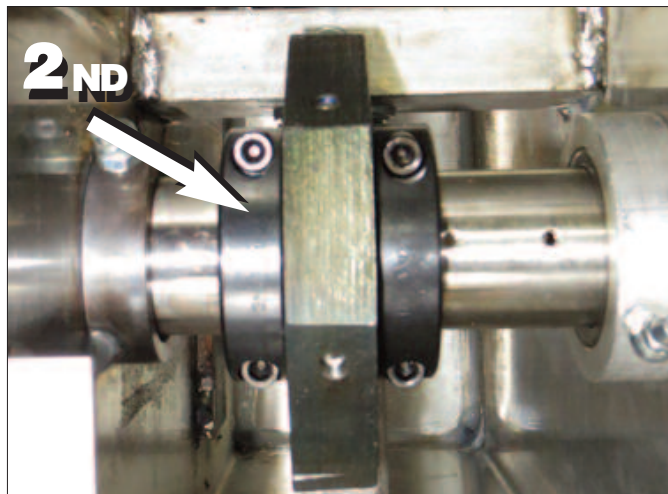
Install second locking collar flush to the inboard side of gear. Be careful not to pinch wiring harness (see photo below).



**Electrical hazard.** Risk of electrical shock. Pinched wires may cause an electrical shock or short, which may result in personal injury or death.



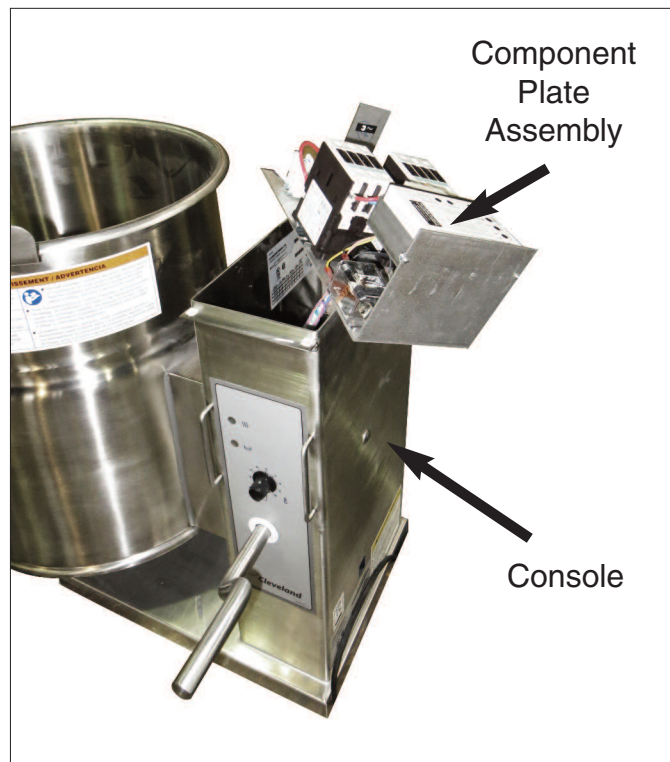
The locking collar must be flush to prevent possibility of gear from loosening and/or disengaging. A locking collar which is not flush may allow unexpected gear and/or kettle movement which could result in personal injury.



**Step 8:**

Reconnect the supply wires to the terminal block and insert the component plate assembly back into the console.

Place cover back on and secure cover with new screws and nylon anchors provided with the kit (see photo below).

**Step 9:**

Reconnect power.

**Reimbursement:**

Manitowoc KitchenCare® will reimburse up to one (1) hour of labor per kettle and reasonable mileage reimbursement to complete this Product Bulletin. Reimbursement will be based on actual hours worked and must be supported by a service report.

You must submit a warranty claim to Manitowoc KitchenCare® within thirty (30) days of completion of work. Please ensure that Product Bulletin for Locking Collar Kit is noted on the warranty claim so that appropriate credit is issued for completing this Product Bulletin.

For more information or if you have any questions regarding this Product Bulletin, please contact Manitowoc KitchenCare® at 1-800-338-2204.

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### Certification of Completion

Mandatory Product Bulletin for Locking Collar Kit for KET12TGB Electric, Tabletop Kettles

Kettle Serial Number(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_  
\_\_\_\_\_

Company completing product bulletin: \_\_\_\_\_

Technician completing product bulletin: \_\_\_\_\_

I certify that this product bulletin has been completed on the above machine(s).

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Job Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed

PLEASE EMAIL THIS FORM TO MANITOWOC'S KITCHENCARE TEAM AT:  
[rise.callcenter@manitowoc.com](mailto:rise.callcenter@manitowoc.com)