



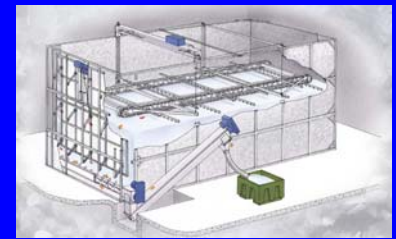
North Star

COLD HARD FACTS

North Star Ice Equipment Corp.

Worldwide Solutions in Ice Technology

www.northstarice.com



September 2005

Issue # 1

**Industrial
Flake
Ice Makers**

**Liquid Ice
Systems**

**Ice Rakes
Modular
Triangular
Rectangular
Containerized**

**Ice Delivery
Systems**

**Snowmaking
Equipment**

**Auxiliary
Equipment**

Welcome to Cold Hard Facts

We are proud to publish the first issue of the *North Star Cold Hard Facts* Newsletter. As we stated in an earlier e-mail, our goal is to provide our Dealers with useful information and tools which will assist in your efforts to sell and install North Star ice makers and ice storage systems. We know that you receive numerous e-mails and we are committed to keeping them short!

The Importance of Specifying Genuine North Star Replacement Parts

North Star Ice Equipment has been in business for over 53 years and has ice makers operating in over 100 countries worldwide. As a result, we have a very extensive field population of equipment that periodically needs servicing and/or repairs. As with most manufacturers, the use of **'genuine' North Star** replacement parts is critical to our equipment operating to its full capability. There are two areas, replacement bearings and ice removal tools, that I would like to emphasize in this inaugural issue.

Genuine North Star Bearings:

- ◆ North Star ice makers have only one moving part (rotor arm) which is held in place by two (2) **special** top and bottom ball bearings. These bearings have the following **special** features.
 - A special ball bearing tolerance (fit).
 - A special food grade grease pack.
 - Sealed for life.
- ◆ Failure to use genuine North Star bearings will cause the rotor to become off-center, forcing the ice removal tool into the freezing surface, causing permanent damage to the ice maker.
- ◆ Typically North Star bearings should last five (5) years..
- ◆ North Star offers a special removal tool which will assist in removing the bearing and prevent damage to other ice maker parts.

Genuine North Star Bearings



North Star Ice Removal Tools:

- ◆ North Star ice removal tools are engineered and manufactured to never come in contact with the freezing surface. They are machined with special angles which facilitate the removal of ice.
 - Do not sharpen, grind, machine or modify the ice removal tool. It will weaken the tool, resulting in premature tool failure during operation of the ice maker.
- ◆ Typically North Star ice removal tools should last eight to ten (8-10) years.

A damaged freezing surface as a result of using "will fit" bearings.



Note: Failure to use genuine North Star replacement parts will void the Life-Time evaporator warranty.

North Star is very proud of our ability to ship replacement parts the same day the order is received. For all of your replacement parts requirements, contact Peter Morris, Parts Manager, 206 763 7300 x 1020 pmorris@northstarice.com

Thank you for your continued support. If you would like any additional information, please do not hesitate to contact us.

Best regards,

Tom Crawford

North Star Ice Equipment