

TECHNICAL SERVICE BULLETIN

Product: QUEST ELITE

Subject: Harness Seal Issue – Quest R290 Dispenser

Date: 2/19/2025

File: TSB-25-BQE-01

1. Issue Description

A potential issue has been identified in certain Quest R290 Dispensers. This bulletin outlines the steps for inspection and corrective actions where necessary.

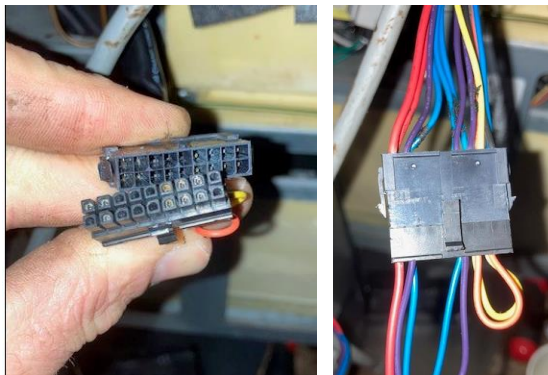
2. Affected Components

- **Harness Assembly (E-Box to Cabinet & Pump Deck Harnesses)**

It is important to note that **not all black connectors are affected**. The risk associated with this issue is considered low to medium, meaning that not all units will be affected. As a result, replacement is only necessary for units that exhibit symptoms of the issue.

- **Inspection & Verification**

1. Open the cabinet and locate the **harness connection points**.
2. Check for signs of **moisture, corrosion, or oxidation** on the terminal connections.
3. Verify the connector type and revision before proceeding with replacement.



3. Corrective Actions

To mitigate potential issues and improve the reliability of the harness connections, the following actions must be taken

A. Terminal Plating Upgrade

- Replace **tin-plated contact terminals** with **gold-plated pins and sockets** to enhance corrosion resistance.

B. Improved Sealing Requirements

- Utilize the **blue interface seal** and **wire seal** to prevent moisture ingress.

4. Field Service Instructions - Harness Replacement Procedure

1. **Turn off power** to the unit before starting service.
2. Open cabinet to remove the front tab.



3. Remove the top cover as shown in the pictures.



4. Remove the harness, pulling in the opposite direction to the connection.



5. Unlock the platform by pulling the latch shown in pictures.



6. Pull the platform up to release it from gaskets.



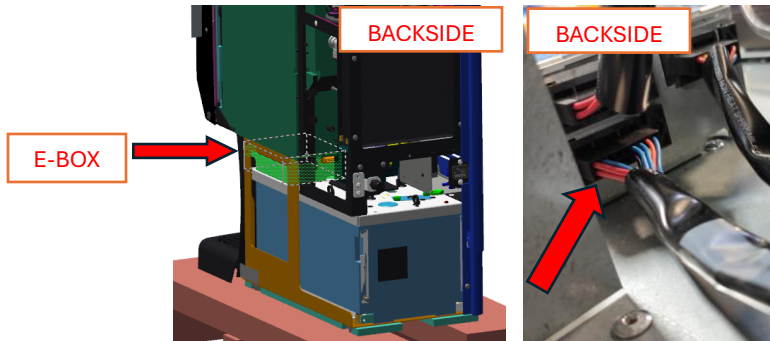
7. Remove the hose by pressing the button and pull it towards your direction.



8. Remove the covers from the machine until the back is exposed.



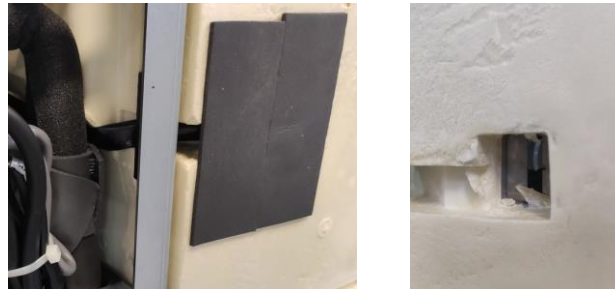
9. Disconnect the harness 620072331 Rev B indicated in the image from the e-box.



10. Remove the bracket (P.N. 620072313) inside the cabinet, removing both screws.



11. Remove the harness 620072331 Rev B that is outside the cabinet, remove the insulation to access it.



12. Start by placing harness 620072331 Rev C through the cabinet where you removed the previous bracket, screw in the bracket (P.N. 720519801) and connect the black connector to the e-box.

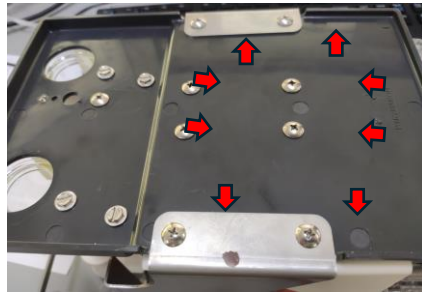


13. You are going to start removing all cables of harness 620073390 Rev B. But first, follow the next steps:

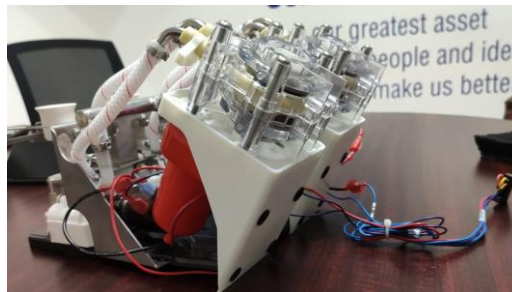


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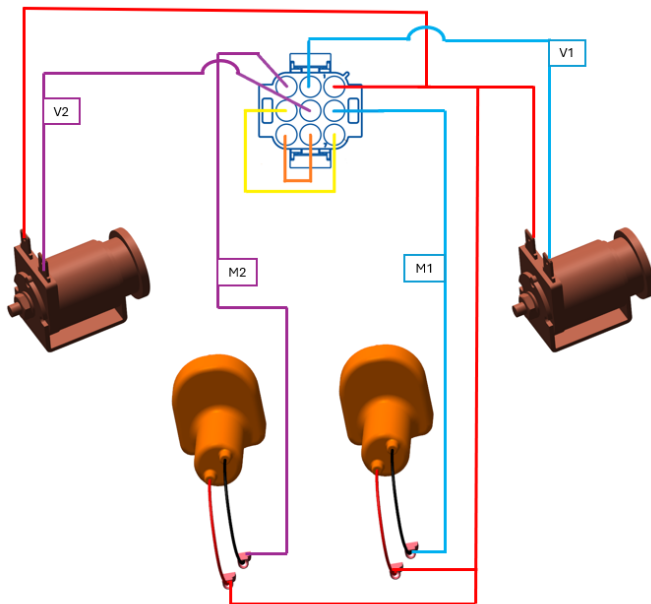
- 1) First, remove the screws of platform, only the screws indicate on picture.



- 2) Remove the motors from their base and place them diagonally for easy handling and remove all wires from the harness 620073390 Rev B.



3) Connect new harness 620073390 Rev C as the diagram show it.



4) Return the motors to their initial position and screw the motors back on.



14. When returning the Platform to its place, first connect the hose and then press the Platform so that it is inserted into the gaskets. Be sure to close the Platform lock.



15. Connect the harness and make sure both connectors snap properly.



16. Finally, place the insulator (P.N. 50326) that comes in the kit on the outside of the cabinet as shown in the picture.



17. Place the top cover and make sure that the circular gaskets are properly placed, that they don't bend or come out of their position. Attach the front tab.



18. Put the machine covers in place.



19. Do the tests indicated in our user manual. You can cite the electronic manuals on our website.

<https://www.cornelius.com/resources/>

5. Warranty & Return Instructions

- Contact **Customer Care** at **1-866-275-6392** or **custcare@marmonlink.com** to request an **RMA & return instructions**.
 - Identification markings for harnesses can be found on the label attached to the harness near the connector end.
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6. Additional Support

For further technical support or installation guidance, refer to the **electronic manuals** available at:

<https://www.cornelius.com/resources/>

For additional questions, please contact **Marmon Link Category Management** at **custcare@marmonlink.com** or **866-275-6392**.

