

## TECHNICAL SERVICE BULLETIN

**Product: QUEST ELITE**

**Subject: Harness Seal Issue – Quest R290 Dispenser**

**Date: 5/18/2026**

**File: TSB-25-BQE-03**

### 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.

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### 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.

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### 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

- Use the **blue seal** to prevent moisture ingress using white Connector.

**Below are the kits with all required components to replace the harness.**

| Part Number | Description                                        |
|-------------|----------------------------------------------------|
| 629098089   | Quest 2 Flavor Upgrade Kit — No Sold Out (SLJ/QLT) |
| 629098090   | Quest 4 Flavor Upgrade Kit — No Sold Out (SLJ)     |
| 629098091   | Quest 2 Flavor Upgrade Kit — With Sold Out (SLJ)   |
| 629098092   | Quest 4 Flavor Upgrade Kit — With Sold Out (SLJ)   |

#### 4. Field Service Instructions

##### A. Inspection & Verification

1. **Turn off power** to the unit before starting service.
2. Open the cabinet and locate the **harness connection points**
3. Check for signs of **moisture, corrosion, or oxidation** on the terminal connections.
4. Verify the connector type and version. If the existing connector is black, remove it. Install the new connector, ensuring it is white and fitted with a blue seal.

##### B. Harness Replacement Procedure

**Note:** If your unit is a 2-flavor or 4-flavor model, please consider using the appropriate replacement kit as applicable.

1. Make sure the unit is **powered off** and disconnected from the electrical supply before starting the 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.



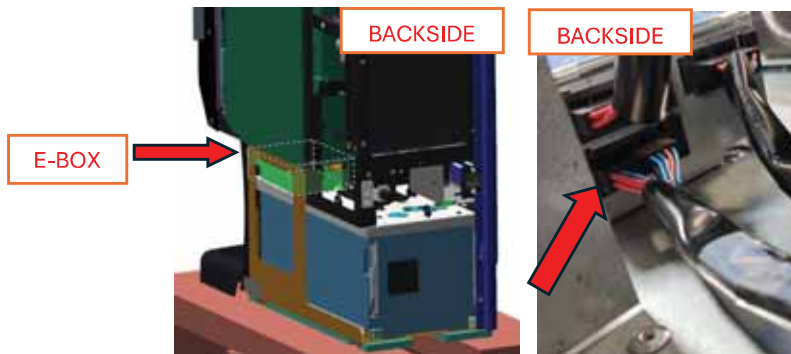
7. Remove the hose by pressing the button and pull it towards your direction.



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



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



10. Remove the old bracket (P.N. 620072313) from inside the cabinet by taking out both screws. If the unit is a 2-flavor model, you'll only find one bracket, but if it's a 4-flavor model, there will be two—one on each side of the cabinet.



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



12. Start by placing harness 620072331 Rev E through the cabinet where you removed the previous bracket, screw in the new bracket (P.N. 720519801) and connect the black connector to the e-box, use the same screws from the previous bracket it is the same.

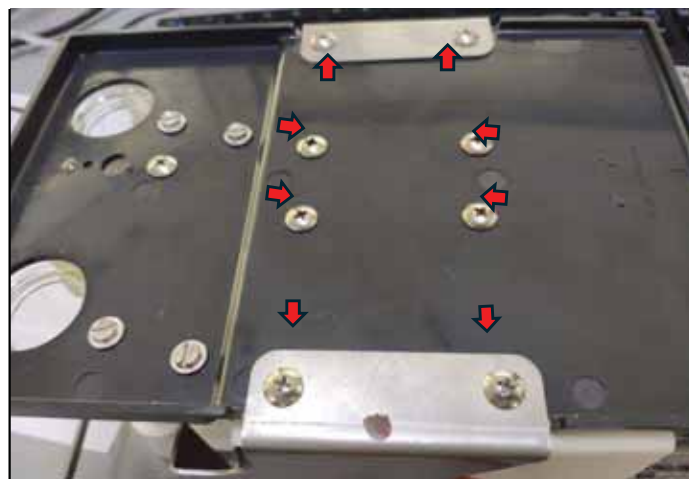


13. You are going to start removing all cables of harness 620073390 Rev B or 620072337 Rev A. But first, follow the next steps:

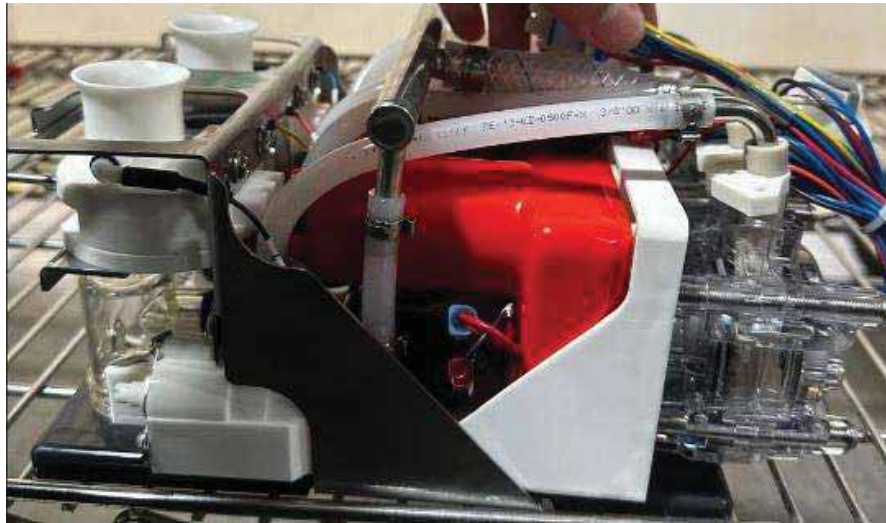


← Remove this black connector. this connector is present in harnesses **PN-620073390** and **PN-620072337**. If the unit is a 2-flavor model, you'll only find one connector. If it's a 4-flavor model, you'll find two, one on each side of the platform.

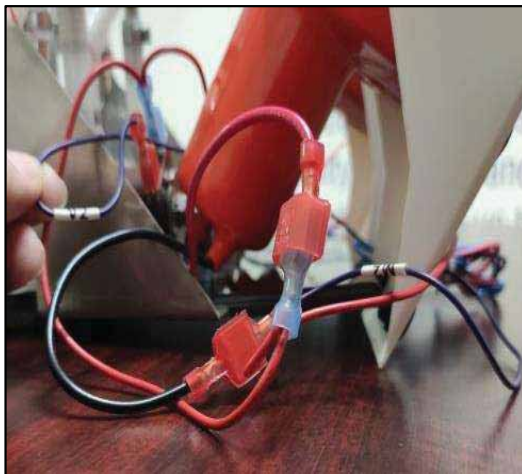
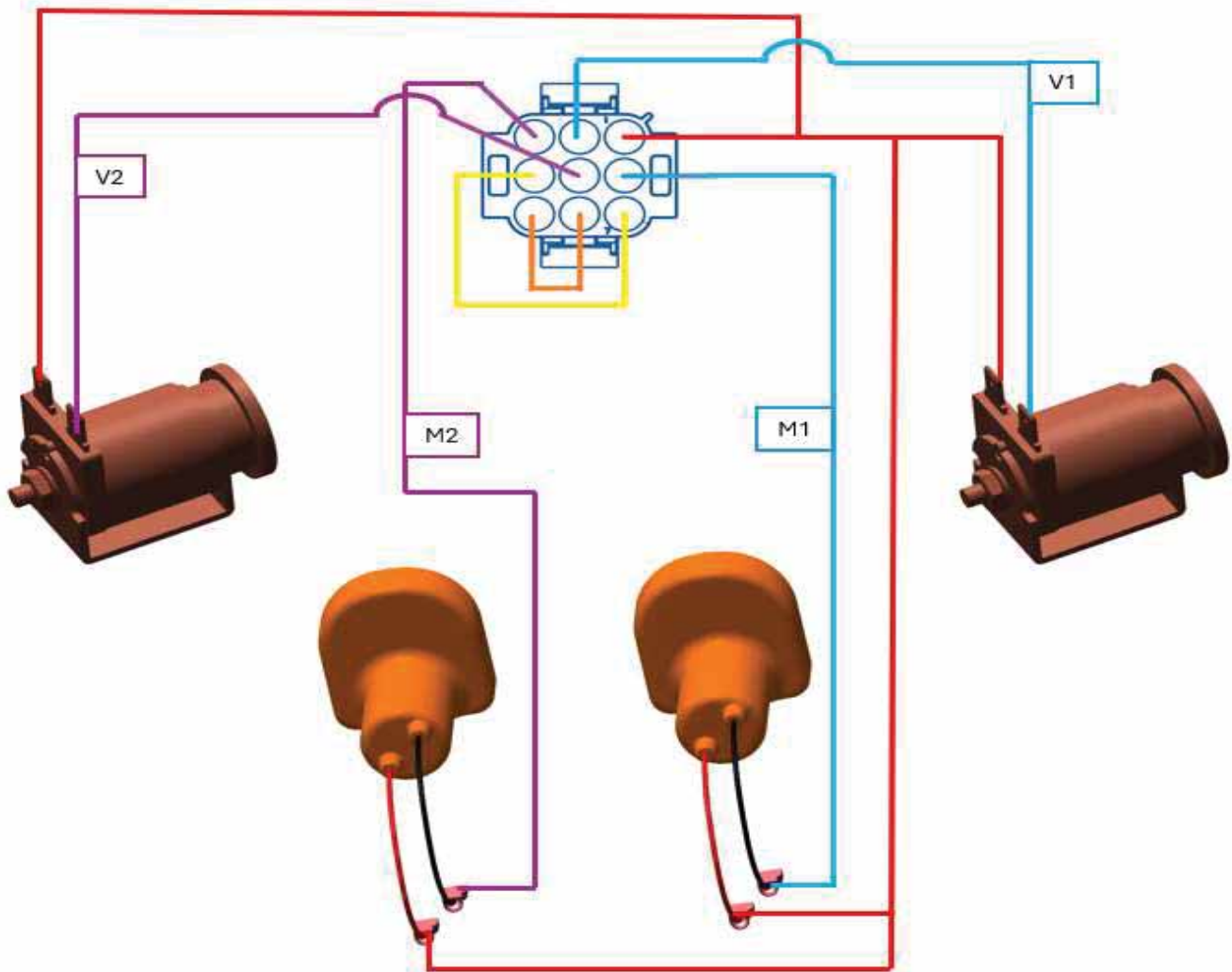
- 1) First, remove the screws of platform, only the screws indicate on picture.



2) Remove the motors from their base and place them diagonally for easy handling and remove all wires from the old harness 620073390 or 620072337. If the unit is a 2-flavor model, you'll only find one connector. If it's a 4-flavor model, you'll find two, one on each side of the platform



3) Connect new harness 620073390 Rev F 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. Depending on the case, you need harness PN 620072337 revision G or harness PN 620073390 revision F.



- 16.** Finally, place the insulator (P.N. 50326) 2 PC's 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/>

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## 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 Technical Support** at **custcare@marmonlink.com** or **800-238-3600**.

