



TECHNICAL SERVICE BULLETIN

Product: Cornelius Viper Elite - All Viper Faceplate Variations

Subject: Viper misaligned faceplate identification and corrective action.

Date: 10/8/2020

Description of Potential Issue: Barrel damage and product leaking from faceplate.

Serial Number Range Affected: Starting with 62C2039VP136

Cause: Improper Faceplate Installation

NOTE:

- **Faceplate Spacers are backwards compatible.**
- **This is a running change and does not require immediate action, but should be added during the next PM or Service Call.**
- **The Faceplate Spacers can be purchased as kits or individually; see the end for all available configurations.**

Observations:

1. **Misaligned Faceplate:** The Faceplate can be installed on an angle due to overtightened nuts, See Figure 1. The product might not leak out the barrel but extra stress will be applied to the barrel assembly, resulting in potential component failure.



Figure 1 – Misaligned Faceplate (Bottom Nuts Overtightened). Motorman Valve Shown, but Applicable to all Valve Variations.

- 2. Damaged beater bars from misaligned faceplates
- 3. Motor stalls and barrel recovery system errors
- 4. Cracked barrels
- 5. Refrigeration leaks

Corrective Action:

- Install new Faceplate Spacers to prevent potential barrel damage due to faceplate misalignment.

Instructions for installing Faceplate Spacers	
Step 1	Install four (4) new Faceplate Spacers over the threaded rods. Push the spacers back until they are flush with the foam pack. If the spacers are difficult to push in then the installation of the faceplate will ensure they are seated properly, See Figure 2.



Figure 2 - Faceplate Spacers Installation

Step 2	Slide the faceplate into place until it contacts all 4 Faceplate Spacers and the gasket is fully compressed against the inside of the barrel. Install the four (4) washers and hand tighten the four (4) mounting nuts. Additional turns might be required if the spacers are not flush with the foam pack, as per Step 1. After confirming the spacers are flush with the faceplate and the foam pack, use a 3/4" wrench to tighten the nuts an additional 1/4 turn. Be careful not to overtighten the nuts or cracking of the faceplate may result.
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Additional Info: It has been tested that a faceplate can be installed incorrectly onto an existing Viper barrel by unevenly tightening any of the 4 mounting nuts. When the faceplate is misaligned it directly impacts the position of the beater bar. Once the beater bar is out of position it exerts extra stress on the barrel. The Faceplate Spacers prevent misalignment by eliminating overtravel of the mounting nuts on the threaded rods. With these new Faceplate Spacers, the faceplate cannot be installed misaligned without product leaking out the barrel.

Conclusion: All Vipers should be regularly checked for misaligned faceplates and potential barrel damage. Installing these new Faceplate Spacers is the best way to prevent potential barrel damage. Faceplate Spacers Kits can be ordered directly from Marmon Link as needed.



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Please contact Marmon Link at 1-800-238-3600 with questions regarding the purchase of Faceplate Spacers Kits, see below.

Part numbers of all available configurations:

2 Flavor Faceplate Spacer Kit – 629097945-2

3 Flavor Faceplate Spacer Kit – 629097945-3

4 Flavor Faceplate Spacer Kit – 629097945-4

Individual Part Number – 620072813