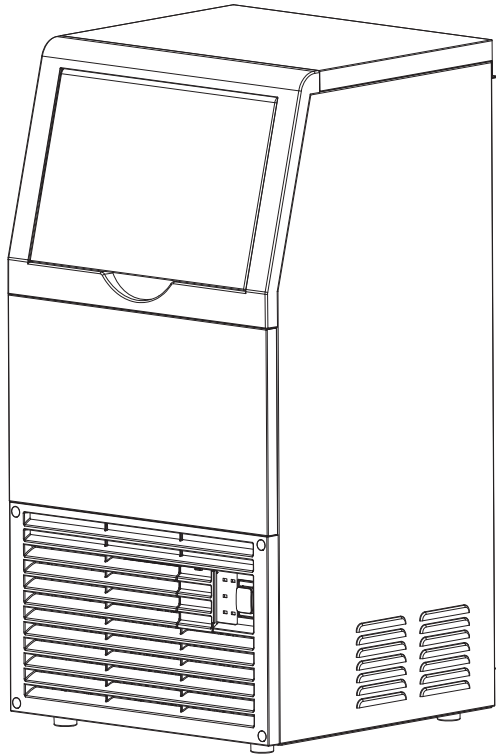


Instruction Manual

Commercial Ice Maker

V1.0.0_EN



Model: CIM-360F

+1 888-968-7197 (US)
Mon-Fri 9AM-6PM EST

✉ service@callsupports.com

🌐 www.callsupports.com



Thank you for selecting our high-quality appliance. Please be sure to read this user manual carefully before using. If you have any questions, please contact customer support for assistance.

Attachment List Details

Inlet Pipe (with Connector)	X1
Drain Pipe	X1
Supporting Foot	X4
Ice Shovel	X1
Instruction Manual	X1
Water Storage Tank Rubber Plug	X1
Cable Tie	X2

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To Our Customer

Dear Valued Customer,

Thank you for choosing us. It is a great honor to be considered and chosen.

We believe that a great product is only the beginning. True quality lies in the experience that follows—how it makes you feel, how it fits into your daily routine, and the peace of mind that comes with knowing we are always here for you.

Please take a moment to read through this manual. It contains everything you need to get the most out of the product.

We are committed to crafting products that not only meet your expectations but exceed them.

If you face any problem or have any concern, please feel free to contact us.

Thank you for being a part of our journey.

Sincerely,

Frequently Asked Questions

• Installation Instructions

Q1: Is installation truly beginner-friendly, or am I going to end up watching YouTube videos and making Home Depot trips?

Yes. We've designed the installation to be simple and beginner-friendly. The included water line accessories allow most customers to complete setup in about 10–15 minutes.

Q2: Will the gravity drain setup be difficult if I do not already have an ideal drainage location?

Not necessarily. If a nearby floor drain is available, simply connect the drain hose for gravity drainage. Otherwise, use an external condensate pump to direct water to a suitable drain.

• Cleaning & Maintenance

Q3: How often do I need to clean my ice maker?

For optimal hygiene, we recommend using the "One-Touch Auto Cleaning" function once a week for frequent use. This prevents scale buildup that could block the pump. Additionally, a deeper manual cleaning of the water tank and ice bin is suggested every 3 to 6 months, depending on your local water hardness.

Q4: Does it require a specific type of water filter?

While the machine connects directly to standard potable (drinking) water lines, we highly recommend installing an **inline sediment or carbon water filter**. This ensures crystal-clear ice quality and extends the machine's lifespan by preventing mineral scale buildup.

• Troubleshooting & Ice Quality

Q5: Why are my ice cubes cloudy instead of crystal clear?

Cloudy ice is typically caused by high mineral content or trapped air in tap water. For the clearest results, we recommend using **purified, filtered, or distilled water**. If your local tap water has high mineral hardness, installing a water filter kit will significantly improve ice clarity.

Q6: Why does my ice melt so quickly in the basket?

Please note that an ice maker is not a refrigerator and does not have an active freezing/heat-preservation function. Its purpose is to make ice, not store it long-term. High ambient temperatures in summer will accelerate melting. Keep the lid closed to retain the cold air, and transfer the ice cubes to a freezer if you do not plan to use them immediately.

Q7: Why is my ice too thick, and why is it having trouble dropping from the tray?

This usually happens if the ice-making timer is set too long or if the room temperature is exceptionally low. You can solve this problem by adjusting the Ice thickness button on the control panel. It can be set from 0 to 5 (0 is the thinnest setting and 5 is the thickest setting), making the ice thinner and easier to remove.

Q8: Why does the ice from my brand-new machine have a slight plastic smell?

Ice naturally absorbs odors, and a slight "new appliance" smell is normal initially. To eliminate it, clean the interior thoroughly with **warm water and lemon juice (or white vinegar)**. First, enter the cleaning mode for 10 minutes, then exit the cleaning. Discard the first few batches of ice cubes.

Q9: What should I do if the water pump starts making an unusual or loud noise?

If the pump becomes noisy, it is usually a sign that debris or mineral scale is restricting water flow. Turn off the machine immediately, **remove and clean the water filter inside the tank**, and then restart the machine to see if the noise clears.

Q10: Can I put milk, juice, or other beverages into the water tank to make flavored ice?

No, we strongly advise against this. High-density liquids like milk, juice, or sugary drinks will clog the water pump and drastically shorten its lifespan. Furthermore, residues (like milk proteins) can react with internal water lines, causing calcification and permanent damage to the machine. Only use water in the tank.

Q11: Do the ice sheets constantly clump together, or is it manageable for everyday use?

Yes. Some ice clumping is normal as fresh ice is produced in batches. The ice is easy to separate with the included scoop or by hand and does not typically freeze into a solid block. This is a normal characteristic of commercial ice makers and does not affect the machine's performance or ice production.

Safety Precautions

Warning: To reduce the risk of injury, users must read this instruction manual carefully.

The warning diagram and operation safety instructions



Prohibition mark

Indicates a prohibited act that could cause fatal injury or serious injury



Warning mark

Indicates matters that may cause personal injury or damage to items



Beware of Fire Mark

Indicates that the material used is combustible; beware of fire.



Dangerous voltage

Indicates a high-voltage electric danger zone, beware of high-voltage electricity



Note: Please keep this manual in a safe place where it is readily accessible at all times.



Installation & Initial Setup

Initial Settling: Upon receiving the goods, allow the ice machine to stand upright for **24 hours** before turning it on. This allows the compressor's lubricating oil to settle; failing to do so may damage the compressor.

Professional Installation: The ice machine must be installed, maintained, or modified only by **qualified technicians**. Improper DIY installation may result in gas/liquid leakage, electric shock, or fire.

Placement & Stability: Place the ice machine firmly on a **solid, level floor**. An unstable surface may cause the machine to tip over, leading to property damage or personal injury.

Ventilation: Keep all ventilation openings around the appliance or within the built-in structure completely clear of obstructions to ensure proper air circulation.

Water Connections: Always use the **new hose assembly** supplied with the appliance. Do not reuse old hose assemblies.



Electrical Safety

Dedicated Power Supply: Use a dedicated power outlet that matches the rated voltage specified on the **machine's nameplate**. Do not use extension cords or shared branch sockets, as this poses a fire hazard.

Voltage Regulation: If your local voltage fluctuates outside the standard range, you must install a voltage regulator rated **above 1000W**.

Proper Grounding: The appliance must be plugged into a properly grounded outlet to prevent electric shock. **Never** ground the ice machine through a gas pipe, water main, telephone line, or lightning rod.

Compressor Protection: To protect the compressor, wait at least **10 minutes** before restarting the machine after a power outage or manual shutdown.

Plug Maintenance: Ensure the power plug is free of dust and fully inserted into the outlet. If the power cord is damaged, it must be replaced by the manufacturer or a certified professional.

High Voltage Warning: The electrical control system operates at voltages exceeding 36V. Do not open or touch internal electrical components.



Operational Safety & Environmental Hazards

Indoor Use Only: Do not use the ice machine outdoors. Never expose it to rain, splashing water, or high-humidity environments, as moisture can degrade insulation and cause electric shocks or short circuits.

Flammable Materials: Do not store volatile, explosive, or flammable substances inside the machine.

Refrigerant Alert: This appliance contains flammable foaming agents (cyclopentane) and flammable refrigerants (look for the "Beware of Fire" mark). Keep away from open flames and call qualified personnel if an abnormality occurs.

No Foreign Objects: Never insert metal objects (such as wires or iron pins) into the vents, air passages, or exhaust ports. This may result in electric shock or injury from moving internal parts.

Defrosting & Compartments: Do not use mechanical devices or unauthorized tools to speed up the defrosting process. Do not use electrical appliances inside the food storage compartments unless recommended by the manufacturer.

Hazardous Materials: Do not use this machine to handle or store toxic, hazardous, or radioactive materials.



Emergency, Maintenance & Disposal

Emergency Content Transfer: If an abnormal temperature warning or alarm occurs, immediately transfer all contents to a safe location to prevent product loss.

Gas Leak Warning: **DO NOT** plug, unplug, or operate the ice machine if a gas leak is detected in the environment. Sparks from the electrical switch could ignite the gas. Immediately shut off the gas supply and open windows to ventilate the area.

Safe Maintenance: Always unplug the power cord before cleaning, inspecting, or servicing the machine to prevent electric shock or personal injury.

Child Safety & Disposal: Supervise children to ensure they do not play with or climb inside the machine. Disposal must be handled by qualified recycling agencies. Before discarding, remove the door/lid to prevent children from becoming accidentally trapped inside.



Installation Precautions



Requirements for handling and moving conditions: When transporting, the cabinet should be kept as upright as possible, and the inclination should not exceed 45°. Do not invert the unit or lay it horizontally.

To operate the ice machine properly and get the best performance, place the ice machine in the following conditions:

1. Solid and flat ground

Place the ice machine on a solid, level surface to avoid excessive vibration and noise.

2. Keep away from heat sources

Avoid placing the ice machine near hot equipment such as gas stoves or ovens. Exposure to heat can cause a decrease in cooling efficiency.

3. Avoid direct sunlight

If the ice machine is installed in direct sunlight, it may cause abnormal work and may shorten the working life of the ice machine.

4. Dry area

Avoid placing the ice machine in a wet area, for example, near a faucet or near a sink.

5. Ensure no objects can fall onto the ice machine.

6. Installation and operating instructions shall be provided with cautionary statements concerning the handling, moving, and use of the ice maker to avoid either damaging the refrigerant tubing or increasing the risk of a leak.

7. The installation and operating instructions shall indicate that component parts shall be replaced with like components and that servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.

8. The installation has to be in accordance with ASHRAE 15. In addition, the ice maker shall not be installed in corridors or hallways of public buildings.



After receiving the ice maker, let the compressor's lubrication oil settle for 24 hours before turning it on. Otherwise, it might affect the product's service life.



If the ice machine is placed in a wet area, a disconnect switch must be installed and the ice machine must be grounded. Install the disconnect switch on the power line. For further information, consult the ice machine retailer or electrical technician.



Always use a plug with a grounding structure and ground the ice machine to prevent electric shock during a leak.



Replacing a grounding terminal with a water pipe will not provide proper grounding protection in many situations, as plastic pipes are often used in plumbing.



Never ground the ice machine through a gas pipe as this is very dangerous. Never ground the unit through a telephone line or lightning rod. These methods are unsafe and pose a severe hazard during electrical storms.



Environmental conditions

This equipment is designed in accordance with the following conditions:

Indoor use only.

Altitude: Not higher than 2000 meters.

Ambient Temperature: Between 50°F and 90°F.

Relative Humidity: Maximum 80% at temperatures up to 90°F, decreasing linearly as temperature increases.

Power Supply: Voltage fluctuation must not exceed $\pm 10\%$ of the rated voltage.

Overvoltage Category: Designed for Category II overvoltage.

Intended Use

This appliance is intended for use in environments such as:

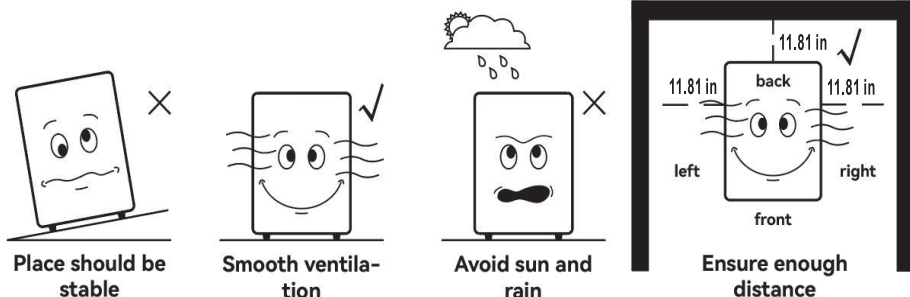
- Kitchen areas in stores, offices, or other workplaces.
- Agricultural environments.
- Hotels, motels, and residential environments.
- Catering industry and similar non-retail applications.



Note: This appliance is not intended for general household use.



Correct operation



When using for the first time and continuous operation, please follow the rules below.

Connect the ice maker to a dedicated outlet that matches the voltage rating specified on the nameplate.

The ice machine requires time to stabilize the temperature in the ice storage bin. Please minimize door openings during this period.

The ice machine has a built-in cooling system. Do not block the air vents. Maintaining a clearance of at least 30 cm between the machine and surrounding objects ensures efficient operation and reliability.

After installation and inspection, turn on the power to start the ice-making process.

Use an independent water source for the ice maker and check it regularly to prevent low water pressure, pressure fluctuations, or filter clogging.

Do not store any debris or food in the ice storage bin. Keep the ice scoop clean at all times.

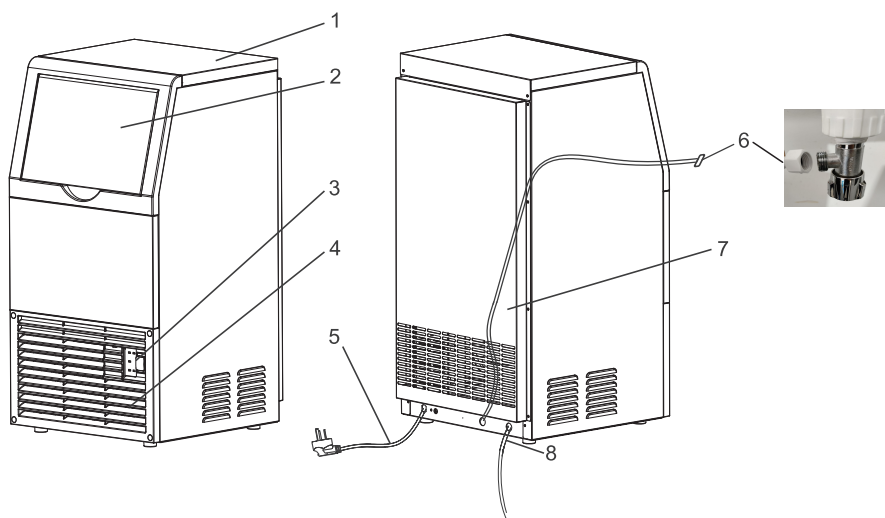
The door of the ice storage bucket is made of plastic. Please open and close it gently, and avoid pulling the door sharply. After taking the ice cubes, it is recommended to close the sliding door.

Keep the ice maker away from heat sources. Do not use it in extreme temperatures. Avoid direct sunlight to ensure proper heat dissipation.

Do not spray or rinse water directly onto the surface of the ice maker, as this may cause a short circuit or electric shock.

If the ice maker will not be used for a long time, please plug it in and run it for 4 to 6 hours every 4 months to maintain its condition.

Installation instructions



1 Top cover

2 Ice access door

3 Operation panel

4 Air outlet: Ensure unobstructed airflow; the unit discharges hot air during operation.

5 Power cord

6 Tap water supply connector

7 Machine inlet pipe: Insert the machine's water inlet

8 Drain hose: Connects to the machine's drain outlet to discharge water into the sewer. (The machine drainage outlet must be higher than the sewer outlet, otherwise it will cause water accumulation in the ice storage room.)

Due to continuous product updates and classification adjustments, the actual product may differ slightly from the images in this manual. We appreciate your understanding and remain committed to continuous improvement.



Water Connection

It should use the filtered drinking water with normal temperature to make ice.

The pressure of water supply should be controlled between 130-500 kpa. If the water pressure is over high, please install a relief valve. Do not let the hose be under high pressure.

Please connect the outside branch hose of the machine to the tap of the drinking water filter. The filter has a sign to show the outlet and inlet.

Connect the inlet of the filter to the tap of the drinking water.

To ensure the smooth drainage of the machine, it is important to ensure that the drainage pipeline is below the bottom surface of the machine. The drainage pipe of the machine with a drainage pump has to be lower than the bottom surface of the storage bin.



WARNING: WARNING: Connect this appliance only to a potable water supply.



Environmental conditions for machine placement

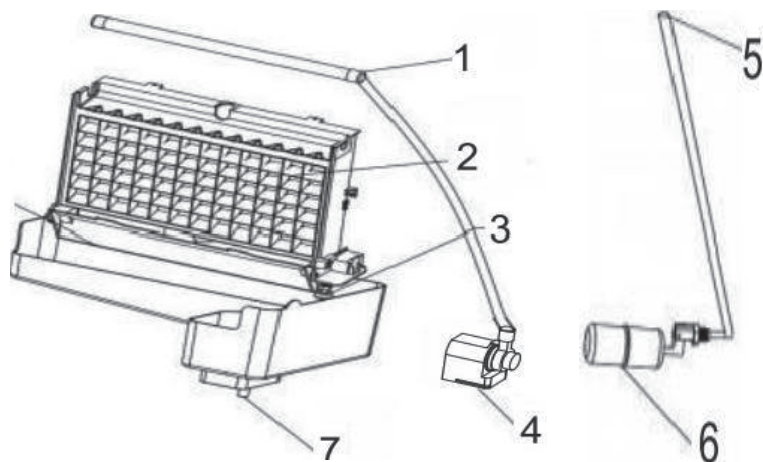
Operating Environment: This ice machine is for indoor use only. The normal ambient temperature must be between 50°F and 90°F. High temperatures will significantly reduce ice production capacity.

Installation Restrictions: Do not install the unit in areas without proper drainage or where water seepage may occur. Never install the machine next to heat-producing equipment (e.g., ovens, grills).

Ventilation Clearance: As an air-cooled unit, it requires adequate air circulation for heat dissipation. Please maintain a clearance of at least 11.81 inches on the front, rear, left, and right sides of the machine.



Sink and Ice-making components



- 1** Water distribution pipe: The pump supplies water to the water pipe, and then flows out of the small hole. If the hole is blocked, it can be disassembled and cleaned

- 2** Evaporator: Ice module, where ice cubes are produced

- 3** Water level monitoring switch: When the water level is too low, the machine will report a water shortage and then shut down

- 4** Pump: Water supply to the ice tray

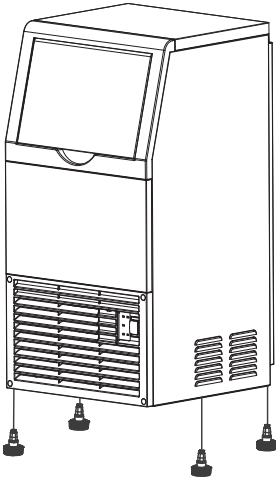
- 5** Sink water supply pipe

- 6** Floating ball water inlet switch: replenish water in the sink at any time

- 7** Sink blockage: When you clean the sink, pull it out and drain the wastewater in the sink



Installation of machine feet



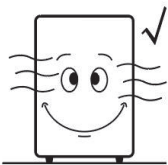
Install Feet: Screw the leveling feet securely into the bottom of the ice maker.

Tighten Properly: Tighten each foot completely to prevent bending or damage.

Positioning: Place the ice machine on a firm, level surface.

Leveling: Adjust the feet as needed to ensure the unit is perfectly level.

Operation & Usage Instructions



**Smooth ventila-
tion**

Let Stand Upright for 24 Hours

During transportation, improper stacking or handling may cause the lubricating oil inside the compressor to flow into the refrigeration pipeline. This can result in a severe oil shortage in the compressor. If the power is turned on immediately, the compressor may burn out in a short time. Therefore, it is strongly recommended that customers let the machine stand upright for 24 hours after receiving it, before installing and using it.



Installation Instructions

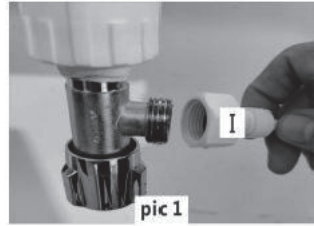


Note: When installing the water inlet pipe, it is highly recommended to use the water source which is filtered, as it benefits the taste and cleanliness of Enhance the taste and cleanliness of ice cubes.

Inspect and install the inlet pipe drain line

1.

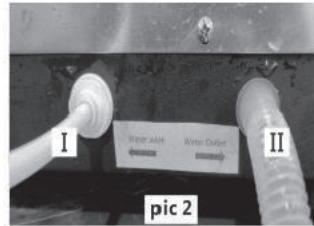
Connect to the tap water connector



2.

Connect to the tap water connector and drainage pipe

- The ice machine is drained by gravity. Therefore, it is necessary to ensure that the drainage pipe has a sufficient slope and gradient.



Note:

The ice machine must use potable, room-temperature filtered water.

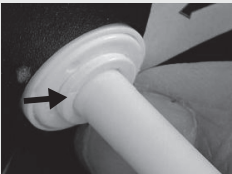
The water supply pressure must be maintained between 0.1 and 0.5 MPa. If the pressure exceeds this range, install a pressure-reducing valve. Do not kink the water inlet hose.

The water inlet hose is a 0.25-inch PE straight pipe with a 1/2 internal thread (15 mm) connector at one end. It contains a built-in silicone sealing ring, so there is no need to wrap PTFE tape.

Tube extraction steps

Shut off the inlet water

Press the ring with one hand and remove the tube with the other.

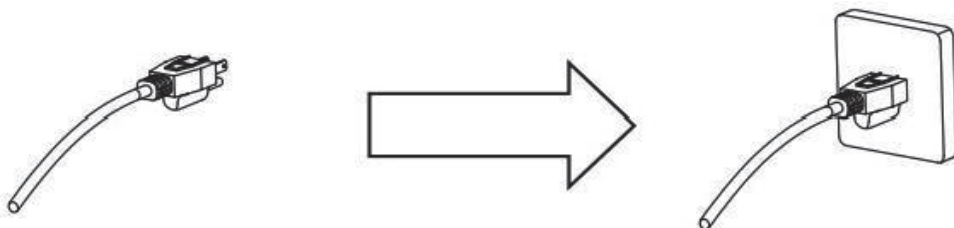


When the small ring in the PE quick connector is pressed to the end, the PE tube can be pulled out



The PE pipe cannot be pulled out when the small circle in the PE quick connector protrudes

Check and securely plug in the power cord



DANGER: Improper grounding can lead to severe hazards. The power cord of the ice maker must be plugged into a properly grounded outlet. If the power cord is damaged, please contact our service hotline immediately. For your safety, the equipment must be properly grounded. Do not cut the power cord. For any issues regarding the power cord, please consult a qualified electrician.



Operation Instructions



*Every time you click the button, there will be a buzzer sound

The rocker switch has three states: ICE, OFF, and CLEAN. ICE means ice-making starts; OFF means the power is off; CLEAN indicates the cleaning mode.

De-icing: Press the button during ice making to stop the process and start de-icing directly. When forced de-icing is activated, two lights along the outer contour of the digital screen will rotate clockwise in a cycle.

The adjustment range for ice thickness is from 00 to 05. Press the Ice thickness button to cycle through different levels; The settings will be saved for future use. 00 is the most basic, and 05 is the thickest.

According to one For each additional level, the ice making time increases by 2 minutes. Please note that excessively high ambient temperatures can also prolong the ice making time.

After 3 ice-making cycles to achieve system self-stabilization, the 4th cycle begins to produce high-quality ice.

Various Displays and Working States

1. Power-on:

All indicators and display screen light up for 3 seconds, then turn off and enter the corresponding mode.

2. Ice making mode:

- Set the rocker switch to the ICE position.
- The "ICE" indicator stays on.
- The digital tube displays the time of each stage: The ice-making timer starts when ice-making begins. Ice making time is automatically adjusted according to program settings.

3. De-icing mode:

- After each ice making cycle, automatic de-icing starts. During de-icing, the icon  stays on, two lights along the outer contour of the digital screen rotate clockwise in a cycle. When the ambient temperature is less than or equal to 70°F, the ice removal takes about 3 minutes, When the ambient temperature is $\leq 90^{\circ}\text{F}$, the ice removal takes about 1-2 minutes.

4. Ice full:

- During de-icing, if the ice fall baffle is pressed down for a long time, it is considered ice full, and the "FULL" indicator stays on.
- When the ice fall baffle resets, the "FULL" light goes off, and the next ice making cycle starts.

5. Water shortage:

- When there is no water in the ice making water tank and the float drops to the lowest position, the water shortage indicator stays on. No ice making or cleaning is allowed when water is insufficient.
- Ice making/cleaning is not being performed, and the corresponding lights display normally according to the position of the rocker switch.

6. Cleaning mode:

- Set the rocker switch to the CLEAN position.
 - The "CLEAN" indicator stays on.
- If the switch is not manually turned off after CLEAN is activated, it will continue cleaning, and 99 minutes is just the maximum time displayed

7. Power off state:

- When the rocker switch is pressed to the OFF position, the device turns off, all indicator lights turn off, and the digital screen does not display "OFF."

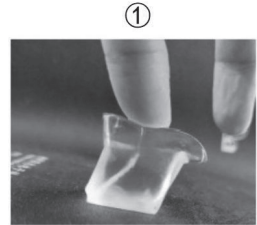


Instructions for adjusting ice thickness

The thickness of the ice will change according to the ambient temperature.

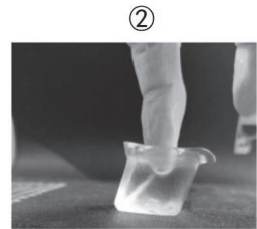
1. Ice cube is too thick

Figure ① shows ice that is too thick. Press the - button to reduce the ice thickness. Reduce by 1 level and observe the ice thickness. If the ice is still too thick, reduce by another level until the appropriate thickness is reached.



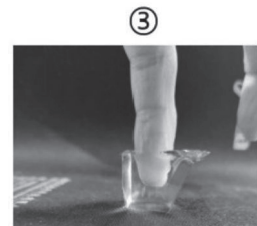
2. Suitable thickness of ice

Figure ② is the appropriate ice thickness, which is the target of ice thickness adjustment.



3. Ice cubes are too thin

Figure ③ shows ice that is too thin. Press the + button to increase the ice thickness. Add 1 level and observe the ice thickness. If the ice is still too thin, add another level until the appropriate thickness is reached.



Precautions

Please follow the requirements of this manual to maintain your machine in order to increase its reliability and longevity. Additionally, proper maintenance can prevent excessive energy consumption.

1. Clean the environment around the ice machine frequently to keep it clean, and do not block the louvers used for ventilation of the ice machine.
2. The shell can be cleaned with a neutral detergent, and then wiped with a soft cloth. If necessary, commercial stainless steel cleaners and polishes can be used.

3. The water tank of the ice machine and the interior of the ice storage room can be washed directly with water pipes. Do not use too much water pressure, and do not directly flush the water pump and the part above the ice tray to prevent the circuit from being soaked.
4. Maintenance of air-cooled ice machine condenser: Clean the air-cooled condenser once every three months. Use a soft brush or a vacuum cleaner with a brush to brush the condenser fins up and down along the direction of the fins to avoid damaging the fins and affecting the cooling effect.

Note:

Maintenance of any kind is not covered by the warranty.

Filter elements should be replaced regularly.

Please disconnect the water supply and power before cleaning or inspecting the machine.

If there is excessive dirt and scale in the machine, or if the pipes are blocked, please contact after-sales service. Please note that on-site service may incur a fee.

The air-cooled condenser fins are extremely sharp. Please be careful to avoid injury when cleaning them.

Safe Use Guidelines for Ice

Routine maintenance and inspection are especially important if the ice is intended for human consumption. If the ice machine has been used for a long time, the ice produced may become contaminated with scale, mold, or rust due to temperature fluctuations, poor water quality, or aging. Therefore, it is important to keep the interior of the ice maker and the ice bin clean. If you notice any issues during operation or maintenance, please stop using the ice maker immediately and contact the seller.

Ice Scoop, Ice bin door (clean once a day).

Ice storage bin, ice scoop holder, and case (clean weekly).

Important information

To prevent deformation or cracking of plastic parts, avoid contact with pesticides or other oily substances.

Thoroughly remove the dirt or dust on the ice scooper fixing frame.

Major Components Cleaning

1. Top cover disassembly

There are six screws in front of the top cover of the machine on the left and right sides and the back, use a cross screwdriver to remove these six screws Counterclockwise, and then gently lift the top cover plate and place it in a suitable position.



2. Removal and cleaning of water pump (clean weekly)

Remove the two screws above the pump support bracket with a cross screwdriver, then pull out the pump hose connector from the pump put the scale on an uneven surface



Figure 1

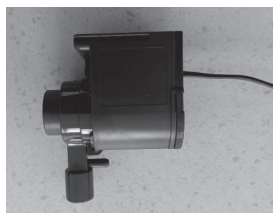


Figure 2

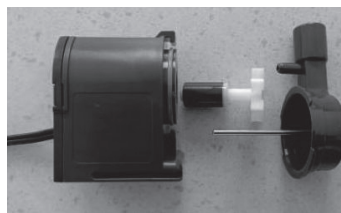
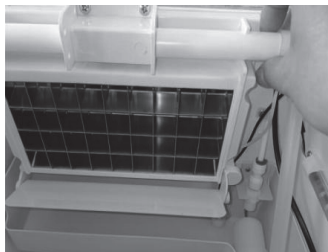


Figure 3

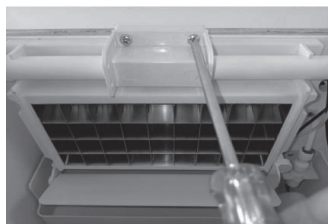
Remove the front cover filter (Figure 1), and the filter can be removed directly. Rotate the cap counterclockwise and remove the cap (Figure 2). After removing the sealing lid, remove the rotor. The rotor is fixed in water leaf clean it up and put the water pump back in again.

3. Cleaning of ice grids (cleaning each 2 months)

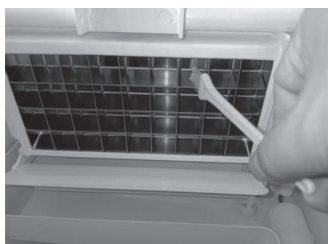
01. Hold the clamp on the water pipe, and then pull off the pump pipe



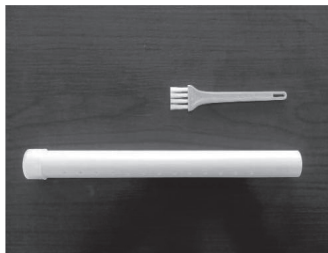
02. Remove the two screws on the holder of the pipe with a cross screwdriver, then remove the holder and the pipe.



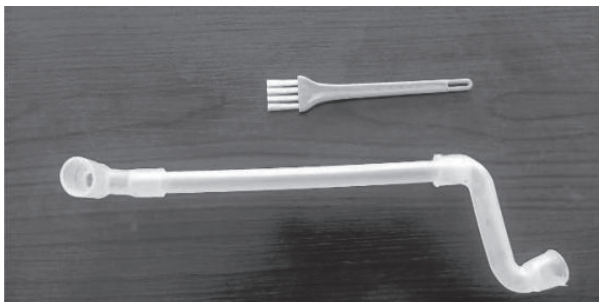
03. Wash the ice lattice surface with a soft brush or sponge dipped in vinegar or scale remover to clean up the scale.



04. Use a cross screwdriver to remove the fixing screw on the ice shower pipe, and then remove the left and right plug and the shower pipe at one time. Then clean the pipe inside and outside of the shower pipe with a brush.



05. Clean the pump head hose with a brush.



*Cleaning tools shown in the illustrations are not included.

4. Wash of the float ball (wash once every 2 months)

Remove the float ball assembly from the sink slot and wash the float ball assembly with a brush.



5. Cleaning of the sink and the ice storage bin

Dip in vinegar or scale agent with soft cloth, wipe the surface of sink and ice storage bin, clean the surface.

The sink should be cleaned every 2 months, and the ice storage bin should be cleaned once a week.

Warranty

Your Peace of Mind: Our Warranty Promise

We stand firmly behind the quality and craftsmanship of our product. To ensure you enjoy your purchase with complete confidence, we offer a comprehensive warranty designed with your best interests in mind.

What is Covered:

Your product will be covered by a one-year warranty from the date of purchase. The warranty covers any defects in materials or workmanship under normal use. If your product fails due to a manufacturing issue, please feel free to contact us via After-sale email or QR code, and we will repair or replace it at no cost to you.

What is Not Covered:

To maintain fairness, this warranty does not cover damage resulting from:

- Intentional damage
- Unauthorized repairs or modifications
- Normal wear and tear

Hassle-Free Support:

We believe warranty service should be simple and stress-free. If you believe your product is covered:

Reach out to us at email address [service@callsupports.com] or scan the After-sale QR code with your order number and a brief description of the issue.

Our team will guide you through the process, which may include providing photos or a short video for quick assessment. Upon approval, we will arrange for a replacement or repair promptly.

If you face any problem or have any concern, please feel free to contact us.

For the complete terms and conditions, please visit [callsupports.com] or scan the QR code below.



scan the After-sale QR code



Before consulting with after-sales customer service

If the ice maker is operating abnormally, please contact our customer service. Before doing so, please check the following:

1. Check the water supply

Loosen the inlet joint (6-way connector). If water flows out normally, the water supply is fine. If no water comes out, check your water source.

2. Check the power connection

Our ice machines are fully automatic, so some models do not have a power switch. Please check the power outlet to ensure it is working. If you are unsure, please consult an electrical technician.

3. Locate the Model and Serial Numbers

You will need this information when contacting support. The nameplate is located on the front panel, and the model and serial numbers are on the side panel.



Note:

A fee will be charged for door-to-door service if the issue is caused by the user (lack of water or electricity, environmental factors, etc.).

To prevent high-pressure water spray, do not completely loosen the inlet joint when checking the water supply.

Plastic parts are not covered by the warranty.

Troubleshooting

Fault code		Fault solving	
Code	Fault	Cause analysis	Handling measures
E1	The temperature probe is disconnected	E1-1.Poor contact with temperature probe terminals, E1-2.Damaged temperature probe terminals	E1-1.Check and correct the plug position E1-2.Replace the temperature probe
E2	Short circuit of temperature probe	E2-1.Damaged temperature probe terminal	E2-1Replace the temperature probe
E3	Deicing timeout failure	E3-1.Excessive water pressure causes the sink to overflow E3-2.The pump is not pumped (blocking,damaged) E3-3.The ambient temperature is too high,or the heat dissipation is affected. E3-4.Cold media leakage E3-5.The ice production time is too short or too long E3-6.The fan is blocked or the wiring is disconnected and damaged	E3-1.Add(purchase) pressure reducing valve E3-2.Clean up the water inlet switch, clean up the water inlet of the water pump, and replace the water pump. E3-3.Place the machine in a cool place with more than 15CM space around it. E3-4.Give it to the repairman E3-5.Set the ice-making time reasonably E3-6.Check and correct the blocking of the fan, correct the loose wiring, and replace the fan.
E5	Unusual ice-filled switch	E5-1.The skateboard fell off, E5-2.The magnetic ice-filled switch plug is loose or broken.	E5-1.Reinstall the skating board E5-2.Check and correct the position of the plug; replace the ice full switch.
E6	High temperature fault	The fan is not working. condenser blockage	Check if the fan is working properly Check if the condenser is blocked

Thank you

for selecting our high-quality appliance

 +1 888-968-7197 (US)
Mon-Fri 9AM-6PM EST

 service@callsupports.com

 www.callsupports.com



If you face any problem or have any concern, please feel free to contact us.