

Commercial Ice Machines

Instruction Manual



Congratulations on your new product!

For proper usage, please read the instruction manual carefully before operating the product.

Be sure to keep it in a safe place for future reference.

Congratulations!

Dear Customer,

We're so excited to have you with us – thank you for your purchase!

Our goal is to provide you with the best service possible. If there's anything missing or incorrect with your order, or if you have any questions about using your Commercial Ice Maker, please don't hesitate to reach out to us.

Email: service@callsupports.com

Phone: 1-888-968-7197

Help Center: [CallSupports.com](https://callsupports.com)

Our team is available 24/7 to assist you. Your satisfaction is our top priority!

We'd love it if you could share your experience with other customers. And if there's an issue, we're committed to resolving it for you. You can also refer to page 10 of the manual for a quick issue overview, or simply contact us directly.

Email: service@callsupports.com

Our Mission: To be the most trusted appliance brand by creating compact, practical appliances that enhance your life.

Thank you again for choosing us!

1.How often should I clean my ice maker?

The cleaning frequency depends on how often you use the machine. If you use it regularly, we recommend cleaning it at least once a week. Neglecting cleaning can lead to scale buildup, which can block the pump and eventually cause the machine to malfunction.

2.How should I clean the machine?

We recommend using lemon water or a diluted vinegar solution for cleaning. Afterward, drain the water and rinse the machine with clean water. Additionally, it's a good idea to drain the water at least once every three days (by pulling out the small hose on the side of the water tank). This helps reduce water hardness and ensures impurities are removed, which prevents scale buildup in the water tank.

3.Can I put milk or juice in the water tank to make ice?

It's not recommended. Our research shows that the high concentration of milk and beverages can easily clog the pump, reducing its lifespan. The protein in milk can also cause calcification, which chemically reacts with the PU water pipe inside the machine and can damage it, preventing the product from working properly.

4.Why do my ice cubes melt?

The ice maker is not a refrigerator. During hot weather, high ambient temperatures can cause the ice cubes to melt quickly. To help retain the ice's temperature, close the lid of the machine. However, if you won't be using the ice for an extended period, we recommend transferring it to a refrigerator to keep it from melting.

5.Why are my ice cubes thick and hard to release from the tray? What should I do?

This may be due to the ice-making time being set too long or the environment temperature being too low. You can reduce the ice-making time to 0 or -5 by pressing the minus button on the touch panel.

6.Why do my ice cubes smell like plastic?

The ice itself should not have any odor. If you notice a plastic smell, try cleaning the inside of the machine with lemon water, run a few cycles, and then rinse with distilled water.

7.Why is my machine leaking water?

This might be because the PUA tube inside the machine came loose during shipping. You can remove the cover and reconnect it yourself. If you're unsure how to do this, please contact our support team, and we will provide you with a professional video to guide you through the process.

8.Why is the machine displaying “E2”? Why is water flowing but it’s not making ice?

Please send us a video or picture of the issue, and our support team will assist you in troubleshooting.

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SAFETY PRECAUTION



Before using the appliance, please read the manual carefully. To reduce the risk of fire, electric shock, or injury, follow basic safety precautions, including the ones listed below:



DANGER:

- ◆ Read all instructions before using the ice-making machine.
- ◆ This ice maker must be installed properly according to the installation instructions before use.
- ◆ Plug the appliance into a grounded 3-prong outlet. Do not remove the grounding prong, do not use an adapter, do not use an extension cord.
- ◆ It is recommended to provide a dedicated circuit for this appliance. Use an outlet that cannot be turned off by a switch.
- ◆ The unit must be positioned so that the plug remains accessible. Do not run the cord over carpeting or other heat insulators. Do not cover the cord. Keep the cord away from high-traffic areas, and avoid submerging it in water. Ensure that the plug is fully inserted into the receptacle.
- ◆ Never clean appliance parts with flammable fluids. These fumes can create a fire or explosion hazard. Do not store or use gasoline or other flammable vapors and liquids near this or any other appliance, as the fumes could be hazardous.
- ◆ Unplug the appliance or disconnect the power before cleaning or servicing. Ensure that the power is disconnected before cleaning or servicing the appliance. Note: If the appliance requires servicing for any reason, we strongly recommend that a certified technician perform the service.
- ◆ Never unplug the unit by pulling on the power cord. Always grasp the

plug firmly and pull it straight out from the outlet.

- ◆ If the supply cord is damaged, it must be replaced by the manufacturer, a service agent, or similarly qualified personnel to avoid a hazard.
- ◆ Do not connect or disconnect the electric plug when your hands are wet.
- ◆ Do not attempt to repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.
- ◆ To prevent child entrapment, keep the appliance out of the reach of children.
- ◆ Never allow children to operate, play with, or crawl inside the appliance.
- ◆ Do not use the unit outdoors. Keep the appliance away from direct sunlight. Ensure there is at least 30 cm of space between the back of the unit and the wall, and keep the ventilation area clear. Keep the ventilation openings of the appliance and any built-in structure free from obstruction.
- ◆ Do not tip the unit over, as this may cause abnormal noise and irregular ice cube sizes. In severe cases, it could lead to water leakage.
- ◆ If the unit has been brought in from the outside during winter, allow it to warm up to room temperature for a few hours before plugging it in.
- ◆ Only use water to make ice cubes. Do not use any other liquids.

 Warning:

- ◆ This appliance must be properly earthed. Use the appropriate power supply as indicated on the nameplate.
- ◆ Keep ventilation openings in the appliance enclosure or built-in structure free from obstruction.
- ◆ Do not damage the refrigerant circuit.
- ◆ This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, unless they are under supervision or have received instruction regarding the safe use of the appliance from a person responsible for their safety.
- ◆ Children should be supervised to ensure they do not play with the appliance.
- ◆ This appliance must be earthed and powered by a 110-120V/60Hz grounded power supply.
- ◆ Do not store explosive substances, such as aerosol cans with flammable propellants, in this appliance.

FLAMMABLE REFRIGERANT

For your safety observe the following recommendations.

- ◆ This appliance contains a small quantity of R290/R600a ice-making machine which is environmentally friendly, but flammable. It does not damage the ozone layer, nor does it increase the greenhouse effect.
- ◆ During transportation and installation, ensure that the tubing of the refrigerant circuit is not damaged.
- ◆ When handling, moving and use of the refrigerator or freezer to avoid either damaging the refrigerant tubing or increasing the risk of a leak.
- ◆ Avoid using or manipulating sharp objects near by the appliances.
- ◆ Leaking refrigerant can ignite and may damage the eyes.
- ◆ In the event any damage does occur, avoid exposure to open fires and any device which creates a spark. Disconnect the appliance from the mains power.
- ◆ Thoroughly ventilate the room in which the appliance is located for several minutes.
- ◆ Notify Customer Service for necessary action and advice.
- ◆ The ice-making machine quantity contained in this appliance is listed above in grams; it is also noted on the Rating Plate of the appliance.



WARNING: During using, service and disposal the appliance, please pay attention to symbol similar as left side, which is located on rear of appliance (rear panel or compressor) and with yellow or orange color. It's risk of fire warning symbol. There are flammable materials in refrigerant pipes and compressor. Please be far away fire source during using, service and disposal.

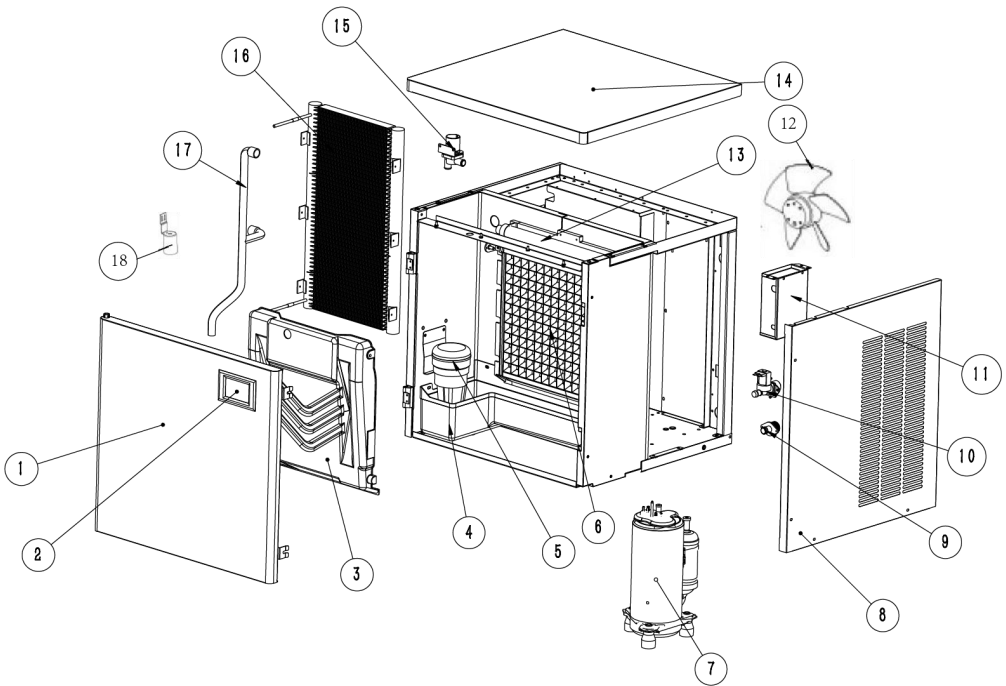


Note:

- ◆ Please keep the water or other conductive liquids away from the machine;
- ◆ Don't stick clubs into the machine;
- ◆ During the movement of the machine, it should be carefully carried at an angle of less than 45 degrees.
- ◆ Prohibit water discharge pipe or water supply pipe from being bent so that the pipes are damaged and water leaks out from the pipes.
- ◆ The distance between the air outlets and the wall should be over 30 cm. Besides, keep good ventilation and ensure the machine is dry and clean.
- ◆ Do not damage the refrigerant circuit.
- ◆ This appliance must be earthed. And use the 110-120V/60Hz earthed power supply
- ◆ Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance
- ◆ This appliance is intended to be used in household and similar applications such as Eg. staff kitchen areas in shops, offices and other working environments;

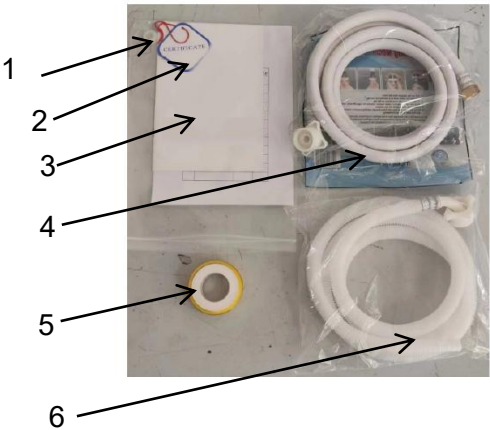
OPERATION & INSTALLATION

Main Unit Construction



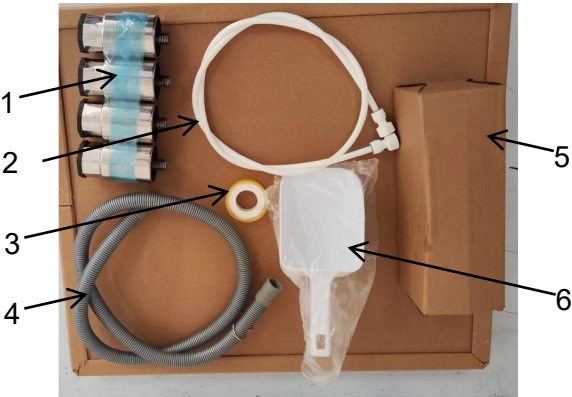
No.	Name	No.	Name
1	Front panel	10	water supply valve
2	Control panel	11	electric control panel
3	Evaporator cover	12	Fan motor
4	Water storage tank	13	spray pipe
5	Water pump	14	Top panel
6	Evaporator	15	drain valve
7	Compressor	16	condenser
8	Right panel	17	water pump outlet pipe
9	outfall	18	Water level sensor

Ice machine accessories



No.	Name
1	Sink plug
2	Quality certificate
3	Instruction
4	Water inlet pipe
5	PTFE tape
6	Water drainage pipe

Ice storage bucket accessories



No.	Name
1	Adjustable feet
2	Filter connection pipe
3	PTFE tape
4	Ice storage bucket drain pipe
5	Water filter
6	Ice shovel

Open the case, move the machine to a appropriate location. Check the packing list and the contents, if they are different, please inquire your dealer.

Operating Environment

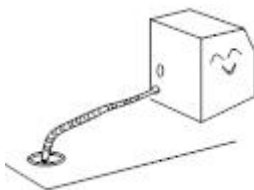
A. Environment temperature: SN、N、ST: $10^{\circ}\text{C} \sim 38^{\circ}\text{C}$

Environment humidity: relative humidity $\leq 90\%$

B. Water source is suitable for the sanitary standards, the water temperature and pressure is suitable. For getting the biggest efficiency, the inlet water temperature value should be $0.6 \sim 32^{\circ}\text{C}$, and the pressure should be $0.1 \sim 0.63\text{MPa}$.



C. There should be a sewer. While working, some of the water will be discharged, so the sewer is necessary. Furthermore, the sewer must be kept unblocked.



Ice Maker Installation

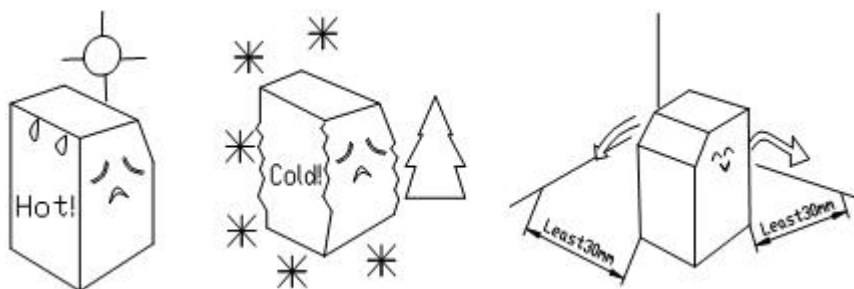
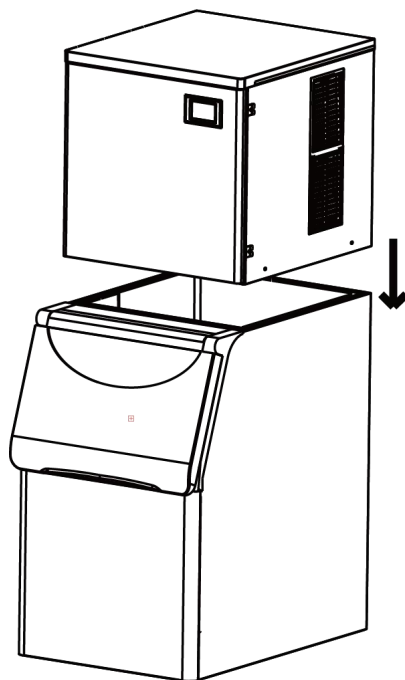
1. Take out the feet of the ice storage bucket and install them at the bottom of the ice storage bucket.
2. Two people carry the ice machine host and place it on the ice storage bucket,

and it is flush with the ice storage bucket.

3. Maintain the level of the main engine by adjusting the feet of the ice bucket machine.

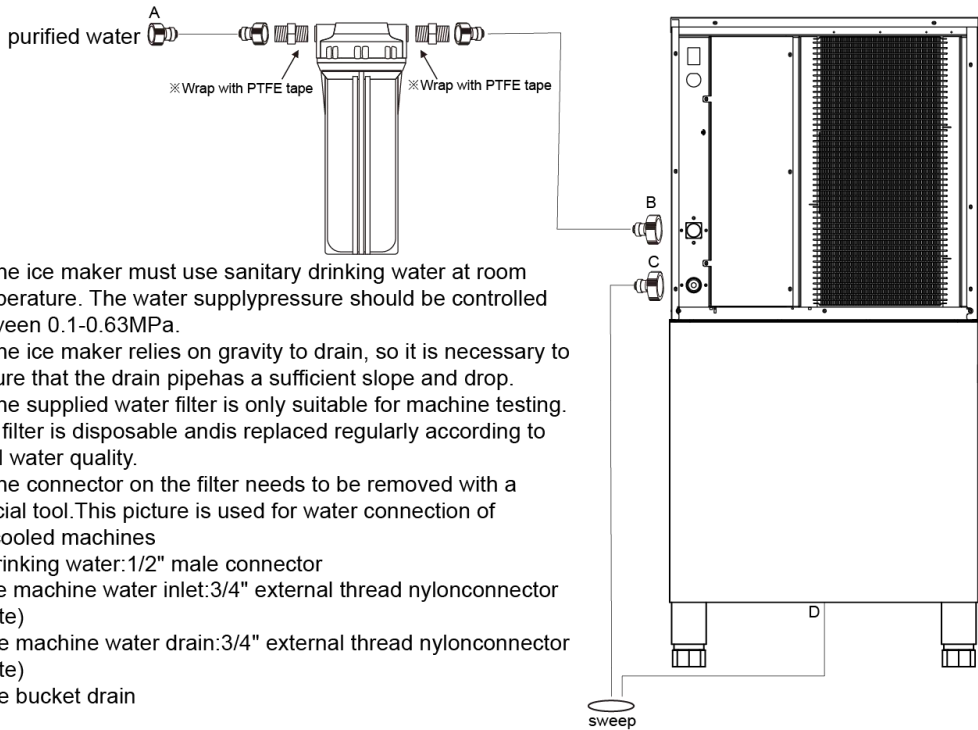
The ice maker is to be installed in accordance with the Safety Standard for Refrigeration Systems, ASHRAE 15. In addition, the ice maker shall not be installed in corridors or hallways of public buildings.

Please use it with the ice storage bucket provided by the manufacturer. Do not replace it at will.



The distance between the air outlets and the wall should be over 30 cm. Besides, keep good ventilation and ensure the machine is dry and clean. The position to place the ice maker must be far away from the heat source, such as a bake oven, electric cooker, etc.

4. Connect the water supply pipe



1. The ice maker must use sanitary drinking water at room temperature. The water supply pressure should be controlled between 0.1-0.63MPa.
 2. The ice maker relies on gravity to drain, so it is necessary to ensure that the drain pipe has a sufficient slope and drop.
 3. The supplied water filter is only suitable for machine testing. The filter is disposable and is replaced regularly according to local water quality.
 4. The connector on the filter needs to be removed with a special tool. This picture is used for water connection of air-cooled machines
- A. Drinking water: 1/2" male connector
B. Ice machine water inlet: 3/4" external thread nylon connector (white)
C. Ice machine water drain: 3/4" external thread nylon connector (white)
D. Ice bucket drain

Remove the water pipe from the accessory bag and connect the water pipe to the ice maker as shown above.

Once finished installation, check the connect part if it is leaks or not.

you should connect the water pipes according to the diagram on the rear panel.

The flow rate of condensate water is adjustable according to customers' need.

(Condensate flow relates to the speed of making ice)

5. Connect the water discharge pipe

The water discharge pipe is situated at the back of the machine, extended pipe's end to the sewer.

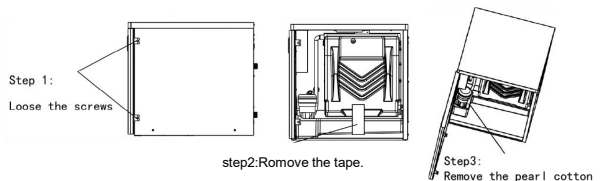
Installation requirements:

- 1.The surface of the machine is covered with a metal protective film, which needs to be removed before use
- 2.In order to extend the service life of the ice maker, it must be placed upright for at least 6 hours before being powered on .
- 3.The host of this product should be placed directly above the ice storage bin, and the left, right, and back of the ice maker host should be aligned with the ice storage bin
- 4.Pay attention to personal safety when placing the main unit of the ice maker, and the main unit should not tilt more than 15 °and be at least 30cm away from obstacles
- 5.Please install the water inlet and outlet pipes of the ice maker host according to the installation diagram on the back of the host
- 6.The ambient temperature of this product should not exceed 38 °C , and the inlet water temperature should not exceed 32 °C
- 7.If there is an E04 alarm, please check the ambient temperature and water temperature in a timely manner and make corresponding adjustments
- 8.Before use, the protective tape needs to be removed. The specific steps are as follows

step1:Loose the screws .

step2:Remove the tape.

step3:Remove the pearl cotton.



Power Supply

- a.Select the proper power supply according to the voltage and power on the nameplate.
- b.Connect the power wire and supply, ensuring the yellow and green wires were connected with the ground wire firmly.



Caution:

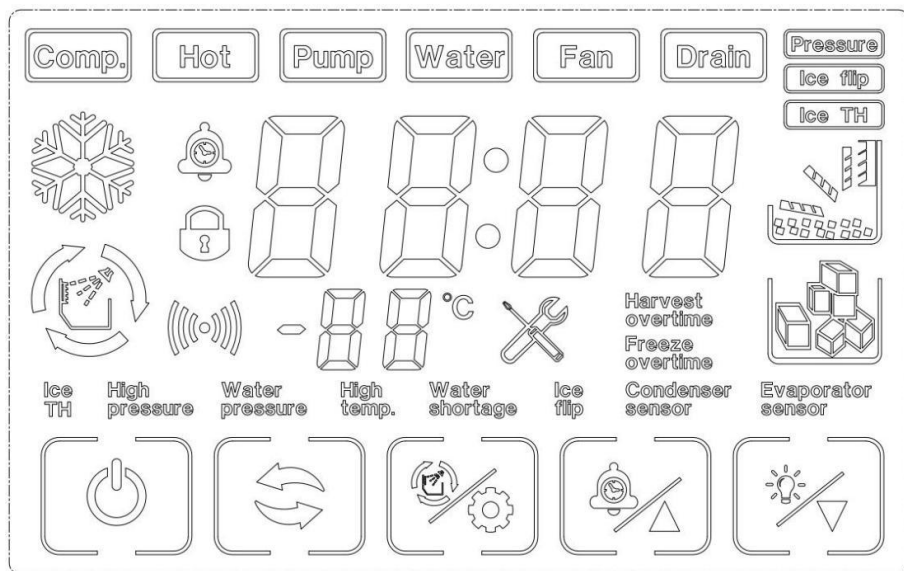
- For safety, ensure the ground connection is in good condition.
- All the exterior wires and other appliances must confirm with national standard.

C.If the voltage fluctuation range is extensive ($\pm 10\%$ over the rated voltage), it will cause many faults, such as the machine can't be started, the electronic control board is damaged, or the compressor being damaged. Therefore, you must use a suitable automatic voltage regulator.

Electric Control Board Operation:

Place the machine in an appropriate location, connect the water supply as required, and plug in the power.

Some models have a red switch on the back or left side—please turn it on.



Instruction: when the machine is in the “lack-water protection” condition (E05) , it can restart automatically after the sink is filled with appropriate water. If other faults cause the machine to stop, press the start button or supply power again after forty-five minutes, and the machine will start again.

Key Function Description

Power switch



1. In the off state, click this button to turn on the ice maker.
2. In the startup state, click this button to turn off the ice maker.
3. In the setting state, click this button to exit the setting state and save the parameters.
4. In the reservation state, click this button to turn off the ice maker.
5. Click this button to make an appointment during the appointment time.
6. In the flush state, click this button to turn off the ice maker.

Mode



1. Under the pressure balance state, click this button to enter the ice making and pre-cooling state.
2. In the pre-cooling state, click this button to enter the ice-making state.
3. In the ice making state, click this button to stop the ice making and enter the deicing state.
4. In the deicing state, click this button to enter the ice pre-cooling state.
5. In the deicing state, click this button. If the ice baffle has been turned over, it will enter the stop state.
6. In the setting state of the appointment time, click this button to close and cancel the time setting.
7. In the cleaning state, click this button to enter the ice making state.
8. In the shutdown state, click this button to enter the drainage mode.

Clean/Setup



1. In the shutdown state, click this button to automatically open and enter the

flushing operation state.

Reservation/addition



1. In the shutdown state, click this button to automatically power on and enter the reservation setting state.
2. In the setting state of the reservation time, click this button to increase the time by 10 minutes. Long press this button to continuously increase the time.
3. In the ice making state, click this button to change the temperature display into the ice making gear setting.
4. In the ice gear setting state, click this button, the gear will be increased by 1.

Light/minus



1. In the ice gear setting state, click this button, the gear will be reduced by 1.
2. In the setting state of reservation time, click this button, the time will be increased by 10 minutes, long press this button to continuously reduce.
3. If not in the setting state, click this button to turn on/off the blue light.

Cleaning Function Description



1. The shutdown state is displayed on the operation screen. Click this button  to enter the cleaning mode.



2. After entering the cleaning mode, the ice machine will repeat the process of

water and drainage for many times, and the whole process lasts about 45 minutes.

3. After cleaning, the ice machine enters the ice making mode.

Ice Thickness Adjustment Function Description



1. When the ice machine is in the ice making state, first press any button to release the anti-miscontact state .



2. Press the button%, the original temperature display position becomes the ice making gear display.
2. Press the button% again at this time, the ice making gear increases by 1 gear, and ice making time increases by 1 minute. Press the button to reduce the ice making gear by 1 gear, and reduce the ice making time by 1 minute. Ice making ranges from -5 to 5.
3. After setting the ice making gear, there is no need to operate the screen, and the program will automatically save the ice making gear. It is recommended not to set the thickness below 0.

Ice Making Principle

Water Inlet Process

Initially, turn on the faucet, power supply, and water valve to fill the water tank. The water supply will automatically stop once the tank has been filled with the appropriate amount of water.

Ice Making Process

After a few minutes, the water pump will begin operating, pumping water evenly

through the ice molds. Over time, ice will form within the molds. Once the ice maker operates for the preset duration, the ice will start to drop.

Ice Removal Process

The water pump will stop, and the water valve will open, allowing water to enter the tank. The heating valve will introduce refrigerant gas into the ice molds, causing the ice to melt. After approximately two minutes, the ice blocks will fall into the ice bin. These falling blocks will hit the baffle, which has a sensor switch on the right side. When the bin is full, the ice-making process will stop. This completes one cycle, and the next ice-making cycle will begin.

Automatic Ice Making Stop

When the ice bin becomes full, the continuing falling ice blocks will get caught between the baffle and the evaporator. As the baffle remains open and cannot return to its original position, the ice maker will automatically stop after a few seconds. Once the trapped ice block is removed, the baffle will return to its normal position, and the ice maker will resume operation.

Operation Check

- a. If the ice maker loses water supply during operation and the water tank is not filled with the correct amount of water, the machine will enter standby mode and will be unable to make ice. Once the water supply is restored, restarting the machine will allow it to resume normal operation.
- b. The condenser fan motor is temperature-controlled. When the condenser surface temperature is low, the fan motor will stop to conserve energy. When the temperature increases, the fan motor will start again. As a result, the fan motor operates intermittently during the ice-making process.
- c. In low ambient temperatures, the ice dropping process may be delayed. If this occurs three times consecutively, the machine will stop automatically, and the red light in the electrical box will flash alternately with the other four lights. Restarting the machine will restore normal operation. It is therefore recommended that the machine not be used in low ambient temperatures.

DAILY CLEANING AND MAINTENANCE

Ice Maker Cleaning Procedure

Before Cleaning:

- Unplug the ice maker from the power supply. (Exception: Ice maker self-cleaning program.)
- Do not use alcohol or fumes for cleaning or sanitizing the ice maker, as this may cause cracks in the plastic components.
- If the ice maker has been unused for an extended period, it must be thoroughly cleaned before its next use.
- Ensure that no cleaning solution remains inside the ice maker after the cleaning process.

Cleaning Suggestions

Daily Cleaning:

Clean the ice shovel, door, and water dividing pipe daily.

At the end of each day, rinse the ice shovel and wipe both sides of the door with a clean cloth.

Semi-Monthly Cleaning:

Every two weeks, clean the ice shovel, ice bin, water tank, ice-full detecting plate, and evaporator surface using the interior cleaning program.

Semi-Annual Cleaning:

Every 6 months, thoroughly clean all components and surfaces exposed to

water or ice, such as the ice storage bin, water tank, door, evaporator, water pump, silicone tube, and water dividing pipe, using an appropriate cleaner.

Note: Some areas may require more frequent cleaning and sanitization due to water quality differences.

Exterior Cleaning:

Clean the door and cabinet with a mild detergent and warm water solution (e.g., 28g of dish washing liquid mixed with 7.5L of warm water).

Avoid solvent-based or abrasive cleaners. Use a soft sponge and rinse with clean water. Wipe the surfaces with a clean, soft towel to prevent water spots.

Notice: Stainless steel models exposed to chlorine gas or moisture (e.g., in spas or swimming pools) may experience discoloration, which is a normal result of chlorine exposure.

Interior Cleaning:

For Ice Storage Bin:

Clean the ice storage bin before initial use or after long periods of inactivity.

Disconnect power to the unit, open the door, and wipe down the interior with a sanitizing solution made of 28g of household bleach or chlorine mixed with 7.5L of hot water (95°F to 115°F).

Rinse thoroughly with clean water and drain the wastewater through the

drain pipe.

Reconnect power and proceed with normal operation.

The ice scoop should be washed regularly as any other food container.

Warning:

Do not use solvent-based cleaning agents or abrasives on the interior, as they can damage the unit or leave undesirable residues that affect ice quality.

Ice-Making Parts Cleaning:

Repeat the cleaning process for the water tank and other internal components.

Pay special attention to the water dividing pipe on the evaporator. If water does not flow properly or flows insufficiently, carefully clean the water dividing pipe.

Ensure that all small holes are not clogged.

If ice cubes are stuck to the evaporator, do not forcefully remove them. Press the "ON/OFF" button for more than 5 seconds to activate the ice-melting process. Once the ice cubes fall off, turn off the unit and unplug the power cord to clean the evaporator surface.

For the Water Tank and Ice-Full Detecting Plate:

Clean the water tank and ice-full detecting plate with a mixture of neutral cleaner and water. Spray the solution onto the surfaces and wipe them clean with a cloth.

Rinse with clean water and dry with a clean towel.

Drain the cleaning water from the tank by pulling out the water drain pipe, and reinstall it securely after draining.

After cleaning, turn the unit back on, and discard the first batch of ice.

Ice-Making Assembly System Cleaning:

Ice-Machine Cleaner:

Hard water minerals can form scale deposits within the system. Regular cleaning helps remove mineral buildup. Depending on water hardness (4–5 grains/liter), cleaning may be required every 6 months.

Steps for Cleaning:

- Turn off the ice maker and disconnect the main water supply.
- Open the door, scoop out all the ice cubes, and store them elsewhere or discard them.
- Prepare the cleaning solution by mixing the ice-machine cleaner with water (refer to the detergent instructions).
- Warning: Wear rubber gloves and safety goggles when handling ice-machine cleaner. Avoid using liquid containing alcohol as it may cause plastic parts to crack.
- During cleaning, attention should be paid to ventilation. Chlorine gas produced by disinfectants is a health hazard. Please handle it in a ventilated place.
- Start the cleaning cycle by pressing the “TIMER CLEAN” button on the control panel for more than 5 seconds. This will start the self-cleaning program, which runs for 30 minutes, during which the water pump rinses the system.

- After the cleaning cycle completes, drain the cleaning solution through the water tank's drain pipe, shake the unit to remove excess water, and reinstall the drain pipe.
- Repeat the cleaning process for a total of two cycles.
- Once finished, clean the ice storage bin as per the instructions, and return the unit to its regular ice-making mode. Discard the first batch of ice.

Warnings:

Do not use solvent-based or abrasive cleaners for any part of the ice maker, as these may damage surfaces, affect the taste of the ice, or discolor the unit.

What Should Not Be Done:

Do not store non-ice items such as wine or beer bottles in the ice storage bin, as they are unsanitary, and their label may slip off and obstruct the drain pipe.

Preparing the Ice Maker for Long-Term Storage

If the ice maker will not be used for an extended period or is being relocated, it is essential to drain all water from the system to prevent any issues during storage.

- 1.Ensure that all ice cubes have been ejected from the evaporator of the ice maker.
- 2.Turn off the unit and unplug the power cord.
- 3.Shut off the water supply at the main water source.

4. Disconnect the water supply hose from the water inlet valve.
 5. Pull out the water drain pipe from the water tank, to drain the water from the tank. Once all water has been drained, reinstall the water drain pipe.
 6. Drain any remaining water from the water drain port located at the back of the unit.
 7. Disconnect the water drain pipe from the main drain pipeline or floor drain and secure the drain cap in place.
 8. Open the door to allow air circulation and to prevent mold.
 9. Leave the water supply hose and power cord disconnected until the unit is ready to be used again.
 10. Wipe down the interior and exterior of the unit to ensure it is dry.
 11. Cover the unit with a plastic bag to protect it from dust and dirt.
- By following these steps, you can ensure that your ice maker remains in optimal condition during storage.

TROUBLE SHOOTING

Panel	Possible Cause/Solution	
E01 Ice flip	Possible Cause	1. De-icing plate is missing or misplaced; 2.The polarity of the magnetic induction element is reversed; 3.Abnormal ice full switch;
	Solution	1. Reset the ice removal plate; 2. Replace the ice removal plate /tull ice sensor; 3. Contact after-sales service
E03 Harvest overtime	Possible Cause	1. The ice cube setting is too thin; 2.The water tank is insufficient 3. The ambient temperature is too low; 4.De-icing solenoid valve failure;
	Solution	1.Check and set the water thickness parameters(Recommended gears 0-2) 2.Check the water inlet system, or if the water sufficient 3. Use membrane materials to block the ventilation inlet area proportionally; 4.Check if the ice is stuck; 5.Check if the machine is placed horizontally; 6.Contact after-sales service
E04 High Temp.	Possible Cause	1.The ambient temperature is too high; 2.The cooling effect of the condensing system is poor; 3. The cooling fan is damaged;
	Solution	1.Improve environmental ventilation or displacement or turn on air conditioning; 2.Clean the condenser; 3. The distance between the machine and the obstruction should be at least 30cm; 4.Check if the fan is working; 5. Contact after-sales service

E05 Water Pressure	Possible Cause	1.No water supply; 2. The water supply pressure is too low; 3. Water tank leaks; 4.The water level sensor fails; 5. Malfunction of the inlet valve;
	Solution	1.Check the water source or whether the water filter is blocked; 2.Check the water supply pressure or whether the water filter is blocked; 3.Check whether the bottle cap at the bottom of the water tank is tightened and sealed; 4.Check for scale on the water level switch; 5.Contact after-sales/video guidance/confirm the point of failure;
E06 High Pressure	Possible Cause	1.The condenser temperature is too high; 2.The refrigeration system is blocked; 3. Pressure switch failure; 4.The main control board is abnormal;
	Solution	1.Improve environmental ventilation or displacement or turn on air conditioning; 2.Check the condensation heat dissipation system; 3.Contact after-sales/video guidance/confirm the point of failure;
E11	Possible Cause	1. The ring temperature is too high; 2. Poor dissipation effect of the condensing system; 3.Leakage of refrigeration system;
	Solution	1.Check if the water pump is started and running 2.Clean the condenser; 3.The distance between the machine and the obstruction should be at least 30cm; 4.Contact after-sales/video guidance/confirm the point of failure;

TECHNICAL PARAMETER AND WIRING DIAGRAM

1. Technology parameters are on the nameplate.
2. The electrical schematic diagram is on the inner side of the board .

Normal Sounds

Your new ice maker may produce sounds that are unfamiliar to you, but most of these sounds are completely normal.

Hard surfaces such as the floor, walls, and cabinets can amplify these noises, making them seem louder than they actually are. Below are descriptions of the sounds you may hear and what might be causing them:

Swooshing sound: This occurs when the water valve opens to fill the water tank for each cycle.

Rattling noises: These may come from the flow of refrigerant or the water line. Items placed on top of the ice maker can also create additional noises.

Pulsating or high-pitched sound: This is typically made by the high-efficiency compressor.

Splashing sound: This noise happens when water flows from the water tank to the evaporator plate.

Splashing sound (again): You may hear this when water flows from the evaporator back into the water tank.

Gurgling sound: As each cycle ends, you may hear the refrigerant flowing inside the ice maker.

Air being forced over the condenser: You might hear this sound coming from the condenser fan.

Ice falling sound: During the harvest cycle, you may hear ice cubes dropping into the storage bin.

Continuous water flow: When you first start the ice maker, you might hear water running continuously as the ice maker is programmed to complete a rinse cycle before it begins producing ice.

These sounds are all part of the normal operation of your ice maker.

WARRANTY

We offer a limited 1-year warranty (the "warranty period") on all products purchased new and unused directly from our company, with the original proof of purchase, provided that a defect has arisen wholly or substantially due to faulty manufacture, parts, or workmanship during the warranty period. This warranty does not apply in cases where damage is caused by factors other than manufacturing defects, including, but not limited to:

- (a) Normal wear and tear;
- (b) Abuse, mishandling, accidents, or failure to follow operating instructions;
- (c) Exposure to liquid or infiltration of foreign particles;
- (d) Servicing or modifications of the product by anyone other than our authorized team;
- (e) Commercial or non-household use.

Our warranty covers all costs related to restoring the proven defective product through repair or replacement of any defective parts and necessary labor to return the product to its original specifications. A replacement product may be provided instead of repairing a defective one. Our exclusive obligation under this warranty is limited to repair or replacement. A receipt indicating the purchase date is required for any warranty claim, so please keep your receipts in a safe place. While product registration is appreciated, it is not required to activate the warranty, and it does not eliminate the need for the original proof of purchase.

The warranty becomes void if repairs are attempted by unauthorized third parties and/or if spare parts other than those provided by us are used.

After the warranty period has expired, you may arrange for service at an additional cost. These are our general warranty terms, but we always encourage our customers to contact us with any issues, regardless of warranty status. If you encounter a problem with one of our products, please contact us, and we will do our best to resolve the issue for you.

Thank you for choosing our high-quality appliance. Please take the time to read this user manual thoroughly before use.

Need help? Contact us!



If you have any questions, please contact professional service for assistance.

Mail: service@callsupports.com

Phone: 1-888-968-7197

Help Center: [CallSupports.com](https://callsupports.com)