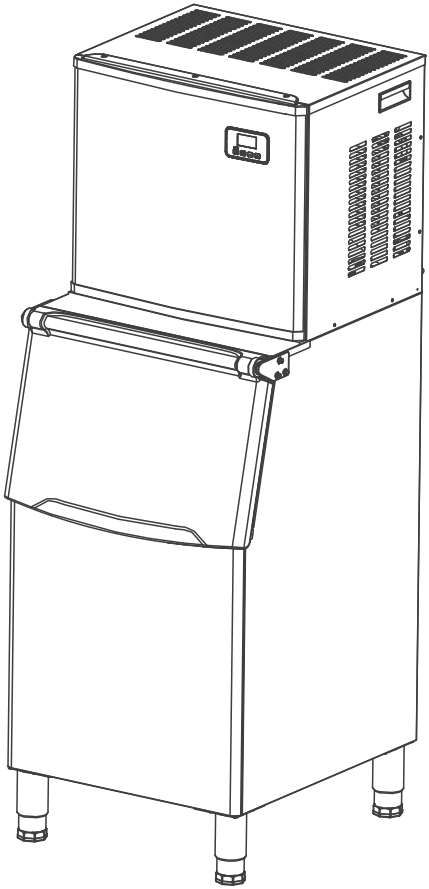
Ice Machine CIM 3

USER MANUAL



Model: HZB-160F

To ensure proper use of this equipment and your safety,
please read the following instructions carefully before operating this equipment.

CONTENTS

Important Safety

When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock, and personal or property injury. Please read all instruction manuals before using any equipment.

- Use this equipment only for its intended use as described in this user manual.
- Before using this ice machine, it must be properly installed in accordance with the installation instructions.
- The device must be placed so that the plug can be easily accessed. Do not run wiring on carpet or other insulation. Do not cover the wires, keep the wires away from the active area, and do not submerge them in water. Do not plug other appliances into the same outlet, and make sure the plug is fully inserted into the outlet.
- We do not recommend using an extension cord as it may overheat and become a fire hazard. If you must use an extension cord, use one with a minimum size of 14AWG and a power rating of at least 1875 watts.
- If the power cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person to avoid a hazard.
- When not in use for a long period of time, please unplug the power plug from the power outlet.
- Unplug or disconnect the power supply before cleaning or servicing the appliance. NOTE: If for any reason this product requires service, we strongly recommend that it be done by a certified technician.
- Never unplug the unit by pulling on the power cord. Be sure to hold the plug firmly and pull straight out of the socket.
- Do not use this unit outdoors. Avoid exposing the unit to direct sunlight. Ensure that there is at least 6 inches of space between the back of the unit and the wall, and keep the front side open. Keep vents in appliance enclosures or built-in structures unobstructed.
- Do not overturn the machine or it will make unusual noises and make ice cubes of unusual size. In serious cases, this may cause the machine to leak.
- If the device was brought in from outside during the winter, allow it to warm up for a few hours to room temperature before plugging it in.
- Do not use liquids other than water to make ice cubes. Do not clean the ice machine with flammable liquids. These fumes can cause a fire or explosion.

Warning

WARNING: This equipment must be grounded. Use a suitable power supply according to the nameplate.

WARNING: Keep vents in the device enclosure or built-in structure clear of obstructions.

WARNING: Do not damage the refrigerant circuit.

WARNING: This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless their use is being supervised or directed by those responsible for their safety.

WARNING: Children should be supervised to ensure they do not play with the device.

WARNING: This equipment must be grounded. Use a 110-120V/60Hz grounded power supply.

WARNING: Do not store explosive substances, such as aerosol cans with flammable propellants, in this device.

DANGER – Risk of fire or explosion due to the use of flammable refrigerants. Do not use a mechanical device to defrost the ice machine. Do not puncture the refrigerant pipes.

Caution - Risk of fire or explosion due to the use of flammable refrigerants. Please consult the service manual/user guide before attempting to install or service this product. All safety precautions must be followed.

Caution - Risk of fire or explosion. Dispose of property in accordance with federal or local regulations due to the use of flammable refrigerants.

Caution - Perforated refrigerant piping creates a risk of fire or explosion; follow operating instructions carefully due to the use of flammable refrigerants.
Ice machines should be installed in accordance with the ASHRAE 15 Refrigeration System Safety Standard. Ice machines should not be installed in hallways or hallways of public buildings.

If there is a problem with the unit that requires repair, similar parts should be replaced and repaired by a factory-authorized repair technician to minimize the risk of possible fire due to incorrect parts or incorrect repairs.

Important:

The wires in this power lead are colored according to the following code:
Green or green with yellow bar: Ground wire
White: Neutral wire
Black: Live wire

To avoid hazards due to device instability, it must be placed on a flat surface.

Specification

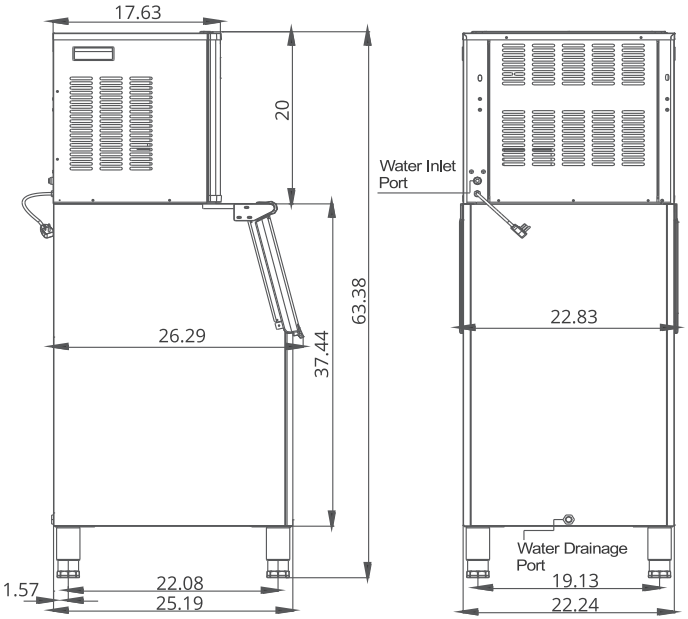


Figure 1

Model	HZB-160F
Supply voltage	1 PH, 110-120V/60Hz
Ice making rated current	8.8 A
Size/inches	26.3 x 22.8 x 63.4
Net weight	Ice Machine: 82 lbs; Freezer: 62 lbs
Ice making capacity	350 lbs/24 hours
Refrigerant capacity	R290 3.7 Oz/105g
Foaming agent	C5H10
Maximum ice storage	198 pounds
Working conditions	Room temperature 50-110 degrees Fahrenheit
	Water temperature 41-95 degrees Fahrenheit
	Water pressure 6-87 psi

Note: Tested at 70°F room temperature and 50°F water temperature.

Basic Information

Main Structure

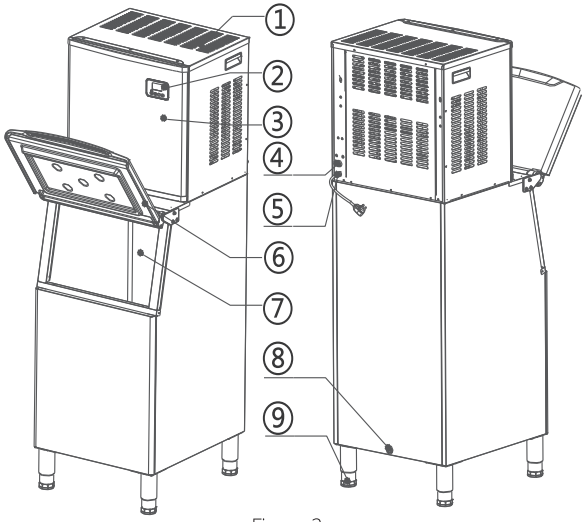


Figure 2

① Top vents: ensure smooth air flow and allow hot air to be expelled when making ice

② Operation part

③ Front panel

④ Water inlet

⑤ Power cord

⑥ Ice gate

⑦ Ice machine lining

⑧ Drain: Take out the white drain pipe from the packaging bag

⑨ Adjustable feet

Accessories:

- 3 meters long white drain pipe
- faucet quick connector
- 9.52mm diameter white water supply pipe (5m long)
- adjustable stand

Ice Making and Water Tank Parts

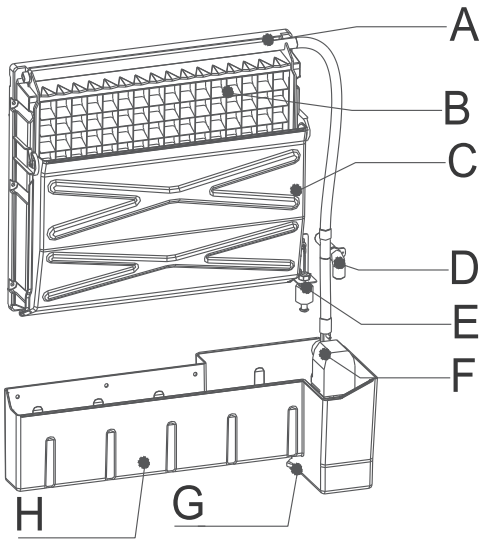


Figure 3

Ⓐ Water divider: There are seventeen small holes from which water will flow. If no water flows out, it can be disassembled for cleaning

Ⓑ Evaporator (ice making module)

Ⓒ Ice full detection board: used to detect whether the inner cabinet is full of ice, and check whether the ice making process is complete

Ⓓ Water supply part

Ⓔ Water level detection switch

Ⓕ Water pump

Ⓖ Drain cap

Ⓗ Water tank

Operation Panel

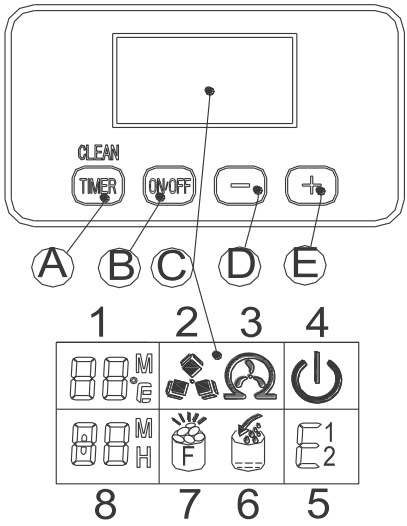


Figure 4

Ⓐ "Timer & Clean" button:
Press the button once quickly to enter the timer setting program; press and hold the button for more than 5 seconds to enter the cleaning program.

Ⓑ "On/Off" button:
1) When the unit is off, press this button to turn on the unit;
2) In the self-cleaning program or normal ice making state, press this button to immediately turn off the unit; in addition, if the machine has set a timer, press this button to cancel the timer setting.
3) When the machine is making ice cubes, press and hold this button for more than 5 seconds, the machine will forcefully switch to the ice removal program.
4) When the machine automatically enters the cleaning state after the machine is turned on, press the "timed cleaning" button to stop the cleaning state and start ice making.

Ⓒ LCD display window
1. Ambient temperature display and ice making time countdown display. Displays ice making time, countdown in minutes, and ambient temperature in °F.
2. Ice making and de-icing symbols are displayed. When the machine is making ice, the symbol spins; when it is de-icing, the symbol flashes.
3. Automatic self-cleaning symbol
4. On/off symbol display
5. Error code. E1 means the temperature sensor is broken. E2 indicates abnormal ice making or refrigerant leakage.

6. Water inflow and water shortage. The flashing arrow indicates that the machine is adding water, and the entire symbol illuminates to indicate that the machine is short of water.
7. “Ice full” alarm. When you remove the ice, the machine will resume ice-making.
8. Set the display. The timer switch is displayed in units of H(Hours); the ice-making time setting is displayed in units of M(Minutes).

Ⓓ&Ⓔ: "-", "+" buttons:
This is used to adjust the duration of the ice-making process. The default setting is 0. Each time the "+" or "-" button is pressed, it increases or decreases by 1 minute. In addition, in order to adjust the delay time of the timer, with a default setting of 0, each press of the "+" or "-" button increases or decreases the amount of time by 1 hour.

Installation Steps

Unpack the Ice Machine

1. Remove the outer and inner packaging. Check that all accessories, including instruction manual, ice scoop, white water inlet tube, L-type 3-way quick connector to 3-way plug-in, adjustable feet 4pcs, 4-way to 3-way water quick connector and drain tube, etc. are in the package. If any parts are missing, please contact our customer service.
2. Remove the tape used to secure the door and inner cabinet, ice scoop, etc., and roughly clean the inner cabinet and ice scoop with a damp towel.
3. Place the ice machine on a flat surface away from direct sunlight and near other heat sources (e.g.: stove, stove, radiator). Make sure there is a minimum distance of 8 inches between the air outlet and the obstruction, and at least 2 inches between the left and right sides and the wall.
4. The ice machine may be upside down during shipment or transportation. Please wait 4 hours for the refrigerant to settle before inserting the ice machine.
5. Electrical appliances must be placed where the plug can be reached.

WARNING: Only connect to potable water supply and use potable water only.

Mainframe Assembly

1. Screw the four adjustable feet of the attachment into the freezer. (Note: The feet cannot be loose.)
2. Place the freezer on the floor and the ice machine on the freezer. (Note: do not shake after installation is complete).

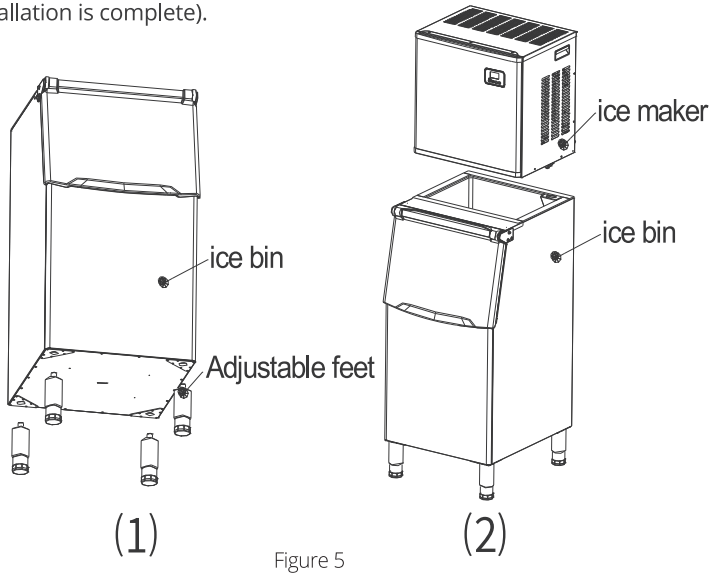


Figure 5

Installation Location Requirements

a.This product is not suitable for outdoor use. Maintain proper room temperature and inlet water temperature according to the above specification sheet. Otherwise, the ice making performance will be affected.
b.The unit should not be located near a heat source.
c.The unit should be located on a solid level foundation at normal countertop height.
d.There must be at least 2 inches of clearance at the rear and 10 inches at the front to allow for door opening and good airflow.
e.Do not place anything on top of the ice machine.

To ensure proper ventilation of the ice machine, the front of the unit must be completely unobstructed (at least 8 inches of free space). Leave at least 2 inches of clearance at the back and at least 2 inches at the top and sides for air circulation. If necessary, the installation should allow the ice machine to be pulled forward for servicing.

When installing the ice machine under the counter, follow the recommended spacing dimensions shown above. Place power, water, and drain fittings in the recommended locations as shown.

Choose a well-ventilated area with temperatures above 50 degrees Fahrenheit and below 90 degrees Fahrenheit. The unit must be installed where it is not affected by elements such as wind, rain, water spray or dripping water. The ice machine requires a continuous water supply at a pressure of 1-8Bar, as required by the specification sheet above. The temperature of the water entering the ice machine should be between 41 and 77 degrees Fahrenheit to function properly.

Electrical Requirements and Connections

WARNING: This unit must be grounded.

Electric Shock Hazard

Insert the plug into a grounded wall outlet.

Never remove the ground pin.

Use a separate power source or outlet. Never use an adapter.

Never use extension cords.

Failure to follow these instructions could result in death, fire or electric shock.

It is important to ensure proper electrical connections before moving the ice machine to its final location.

It is recommended to provide a separate circuit for your ice machine only. Use an outlet that cannot be turned off by a switch. If the power cord or plug is to be replaced, it should be done by a qualified service engineer.

This equipment requires a standard 110–120-volt, 60 Hz electrical outlet with a good grounding arrangement.

Recommended Grounding Method

For your personal safety, this equipment must be properly grounded. This equipment is equipped with a power cord with a grounded plug. To minimize the potential shock hazard, the cord must be plugged into a matching grounding-type wall outlet and grounded in accordance with the National Electrical Code and local codes and regulations. If a matching wall outlet is not available, it is the customer's personal responsibility to have a properly grounded wall outlet installed by a qualified electrician.

Ice Machine Water Pipe Connection

IMPORTANT: Be sure to use the new hose provided with the unit to connect to the main water line; an old hose cannot be reused.

1. Connect the water supply hose to the unit

First, peel off the tape on the water inlet on the back of the unit (as shown in "A" below), then press the outer ring with the fingers of the other hand. Then, insert one end of the white water hose into the water inlet, and push it in all the way, replace the clip to complete the plumbing connection.

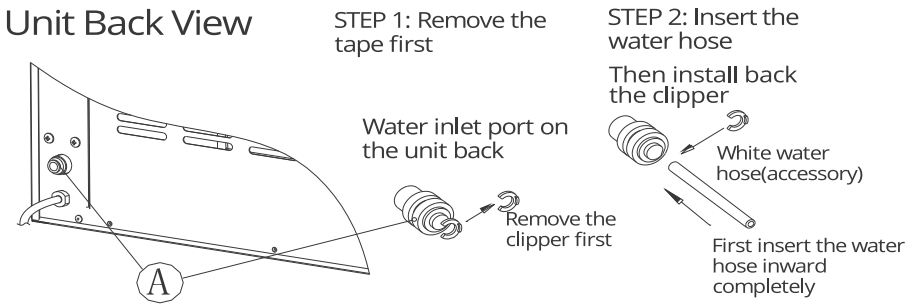


Figure 6

2. Connect the drain

Thread the attached white drain hose assembly into the freezer drain opening and connect the other end of the white drain hose assembly to the downpipe.

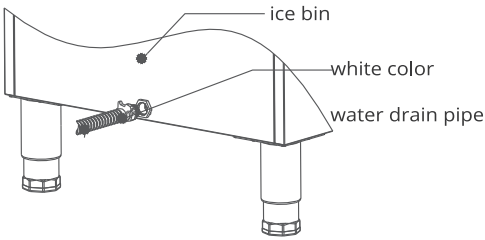


Figure 7

3. The ice machine is connected to the drain of the freezer

When the host is placed on the cabinet, the drain port of the host (position A in the figure below) needs to be connected to the hole of the drain baffle on the cabinet (position B in the figure below).

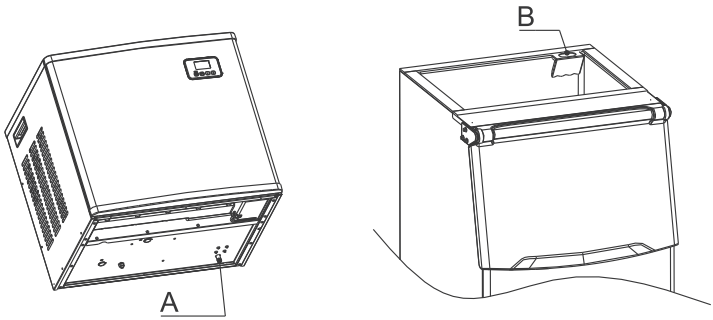


Figure 8

4. Connect the water pipe to the tap of the main water system

First, thread the water supply quick coupler onto the faucet; second, remove the clip from the water hose quick coupler, insert the other end of the hose fully into the quick coupler port, and replace the clip

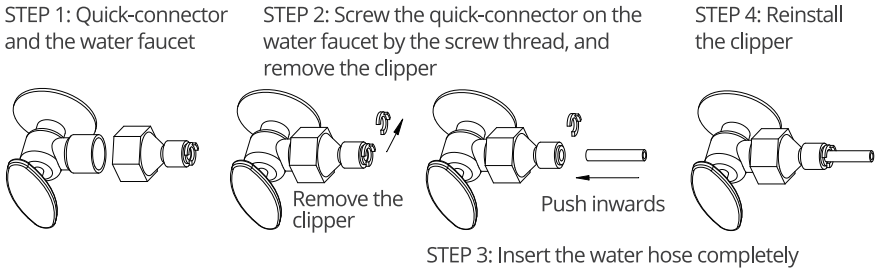


Figure 9

Important: The water pressure in the main water system must be at least 6-87 psi.

Instructions

Clean the Ice Machine Before First Use

Before using your ice machine, a thorough cleaning is highly recommended.

1. Open the ice removal door.
2. Clean with diluted detergent, warm water and a soft cloth.
3. Wash the inner tank of the freezer repeatedly until the inner tank is clean. It is also recommended that you discard the ice cubes made from the first ice making cycle after washing.
4. The exterior of the ice machine should be cleaned regularly with a mild detergent solution and warm water.
5. Dry the inside and outside with a clean, soft cloth.

Operation of the Ice Making Process

Operation buttons and display area diagram:

Figure 10

1. Turn on the ice machine: Plug in the power supply. When the power supply flashes, press "On/Off"; the water outlet pipe will input the water in the water tank through the solenoid valve. The machine will start self-cleaning when there is enough water. The symbol will rotate on the LCD. It will drain after 50 seconds of cleaning. Add water after 50 seconds of draining, and rinse again after sufficient water is drained. Press "Timer/Clean". If it is in the process of cleaning, it will be canceled.

   After cleaning, start ice making. The symbol will appear in the LCD screen and the ice making symbol will rotate; the ambient temperature will be displayed in the upper left display window. "80F" means the ambient temperature is 80°F. After a few minutes, the flashing number will be displayed in the ambient temperature display area. This flashing number "10M" indicates that it will take another 10 minutes to complete this ice making cycle.

2. After each ice making cycle is complete, enter the de-icing process. The symbol flashes as the external pipe adds water to the water tank through the solenoid valve. The arrow on the symbol flashes until the water level reaches the standard; the symbol goes out, and the device enters the next ice making cycle. When the water level does not reach the standard water level, the symbol remains on, and the equipment stops working. The device needs to be restarted after water shortage, otherwise it will automatically start after 15 minutes.

Note: Each ice-making cycle takes about 11-20 minutes, and the ice-making time will vary according to changes in ambient temperature and water temperature. Particularly, in the first ice-making cycle, the ice-making cycle will be longer due to the high water temperature in the water tank. However, the ice making cycle will not exceed 35 minutes

3. Adjust the thickness of the ice layer: Press the "+" and "-" buttons on the control panel to adjust the thickness of the ice cubes; the number at the bottom left of the display window is the setting of the ice making time, the default is "0". Press the "+" button once to cause the ice making time to increase by one minute, and the ice will be thicker; press the "-" button once to cause the ice making time to be reduced by one minute, and the ice will be thinner. Reboot the machine and it will return to the default "0".

NOTE: The currently set time changes only for the next and subsequent ice making cycles.

4. When the sign is on, the machine stops working, when you remove the ice cubes, it will resume.
5. Turn off the unit: During the ice making of the machine, press the "On/Off" button on the control panel. This will cause the unit to turn off and enter standby mode. If you press "On/Off" for more than 5 seconds during ice making, the machine goes directly to the de-icing program, which can help remove ice from the ice plate. Press "On/Off" to turn off the machine.
6. Timing setting: (setting range: 1-24 hours)
   Timed shutdown: When the unit is running, you can set a timed shutdown.
   Timed power on: When the machine is in standby state, you can set the machine to turn on at a regular time.

How to Set Timing

Press the timing button. The default timing time is "1H" shown in the display window. Press the "+" button to adjust the timing time you need; each time the "+" button is pressed, the time increases by 1 hour; press the "-" button to reduce timing. During the time adjustment process, the "H" in the lower corner of the number will flash, then, after 5 seconds of flashing without pressing, the "H" letter will change from flashing to a steady light, indicating that the timer program has been completed.

When the standby state displays “5H”, this means that the unit will automatically start after 5 hours; when the ice making state displays “5H”, it means that the machine will automatically shut down after 5 hours. An "H" on the display indicates that the machine currently has a timing function, and the number in front will decrease. When it becomes zero, the timer is complete, and the machine enters the mode you need.

How to cancel a timer

When the machine has a timer running (the display window will display XX H), press the "timer" button. The number and "H" on the screen will disappear, indicating that the timer is canceled.

When the machine has a timer running, the display area in the lower left corner will display the timer time and the ice-making setting time, and the display content will switch every 5 seconds.

7. Automatic self-cleaning program

Turn on the ice machine. Plug in the power supply; the power supply will flash. press "On/Off"; the water outlet pipe will input the water in the water tank through the solenoid valve. The machine will start self-cleaning when there is enough water. The symbol will rotate on the LCD. It will drain after 50 seconds of washing; add water after 50 seconds of draining, and rinse again after enough water has drained.

When the machine is working for the first time or the machine has been shut down for more than 24 hours, it will enter the automatic cleaning program after it is turned on. It will enter the automatic cleaning program after making ice more than 20 times.

Press the "Timer/Clean" button. If the machine is in the process of cleaning, the cleaning will be canceled.

Wiring Diagram

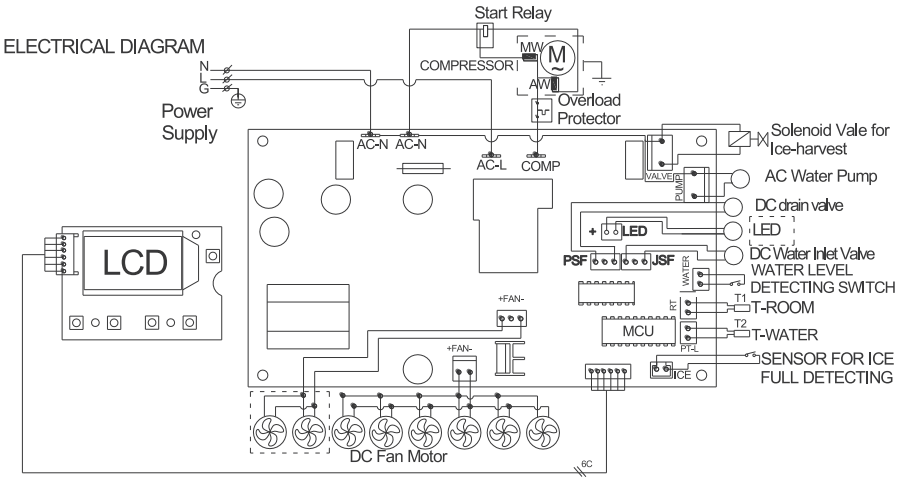


Figure 11

Note: Some devices do not have the part inside the dotted line.

Normal Sound

Your new ice machine may be making unfamiliar sounds. Most of the new sounds are normal. Hard surfaces like floors, walls, and cabinets can make things sound louder than they actually are. Below are some of the kinds of sounds that may be new to you and their sources.

- For each ice cycle you will hear a swishing sound as the control valve opens to allow water to flow into the tank.
- A rattling noise may emanate from the flow of refrigerant or from the water pipes. Items stored on top of the ice machine can also make noise.
- High-efficiency compressors may produce pulsating or high-pitched sounds.
- Water flowing from the tank to the evaporator plate may make a splashing sound.

Preparing Your Ice Machine for Long-Term Storage

If the ice machine is not going to be used for an extended period of time, or if it is to be moved elsewhere, it will be necessary to drain all water from the system.

1. Allow all ice cubes to drain from the ice machine's evaporator.
2. Turn off the unit and unplug the power cord.
3. Shut off the water supply to the main water system.
4. Disconnect the water supply hose from the water inlet valve.
5. Pull out the water tank drain pipe marked "H" in Figure 3 to drain the water in the water tank. When all the water has drained, refit the drain hose to the tank.
6. Then drain all the water from the drain ("7" in Figure 2) located on the back of the unit.
7. Disconnect the drain from the main drain or floor drain and re-cover the drain cap.
8. Leave the door open for circulation and to prevent mildew.
9. Keep the water supply hose and power cord disconnected until ready to use again.
10. Dry the inside and wipe the outside of the device.
11. Place a plastic bag over the device to keep dust and dirt out.

Cleaning and Maintenance

WARNING: Before performing any cleaning or maintenance operations, unplug the ice machine from main power. (Exception: Ice Machine Self-Cleaning Program).
Do not use any alcohol or fumes to clean/sanitize the ice machine. This can cause cracks in the plastic parts.
Have the condenser inspected and cleaned at least once a year by a trained service technician for the unit to function properly.
This equipment must be cleaned with a water jet.

CAUTION

If the ice maker has been left unused for a long time, before the next use it must be thoroughly cleaned. Follow carefully any instructions provided for cleaning or use of sanitizing solution. Do not leave any solution inside the ice maker after cleaning.

Regular cleaning and proper maintenance will ensure efficiency, optimum performance, hygiene and longevity. The maintenance intervals listed are based on normal conditions. If you have pets, or the device is used outdoors, or any other special considerations, you may want to shorten the interval.

What not to do
Do not place anything that is not ice in the ice bin. Not only are things like wine and beer bottles unsanitary, but labels can slip off and clog drains.

External cleaning
Doors and cabinets can be cleaned with a mild detergent and warm water solution, such as 28 grams of dishwashing liquid mixed with 7.5 liters of warm water. Do not use solvent-based or abrasive cleaners. Use a soft sponge and rinse with clean water. Wipe with a soft, clean towel to prevent water spots.

Stainless steel models will discolor when exposed to chlorine and should be cleaned. Clean stainless-steel models with mild detergent, warm water and a damp cloth. Never use abrasive cleaners.
Note: Stainless steel models exposed to chlorine and moisture, such as in areas like spas or swimming pools, may have some stainless steel discoloration. Chlorine discoloration is normal.

Internal cleaning

For ice bins

Ice storage bins should be sterilized occasionally. Clean the ice box before using the ice machine for the first time, and again after an extended period of inactivity. Typically, it is convenient to sanitize the storage bin after the ice making system has been cleaned and the storage bin is empty.

1. Disconnect power to the unit.
2. Open the door and with a clean cloth, wipe the inside with a sanitizing solution made from 28g of household bleach or chlorine and 7.5L of hot water (95°F to 115°F).
3. Rinse thoroughly with clean water. Wastewater will be drained through the drain.
4. Reconnect the power to the device.

Ice scoops should be cleaned regularly. Wash like any other food container.

⚠ WARNING

DO NOT use solvent cleaning agents or abrasives on the interior, These cleaners may transmit taste to the ice cubes, or damage or discolor the interior.

Ice making parts cleaning

During use, please clean the main system of the ice machine regularly.

1. Repeat the above steps to clean the water tank and other internal parts of the device.
2. When the compressor and water pump are running normally, if there is no water flowing from the water distribution pipe, or the water flow is very small, please drain the water distribution pipe cleanly. Clean each small hole on the water distribution pipe shown in the picture below, make sure nothing is blocking each small hole, and put it back in place (turn off the power before cleaning, then remove the front panel).

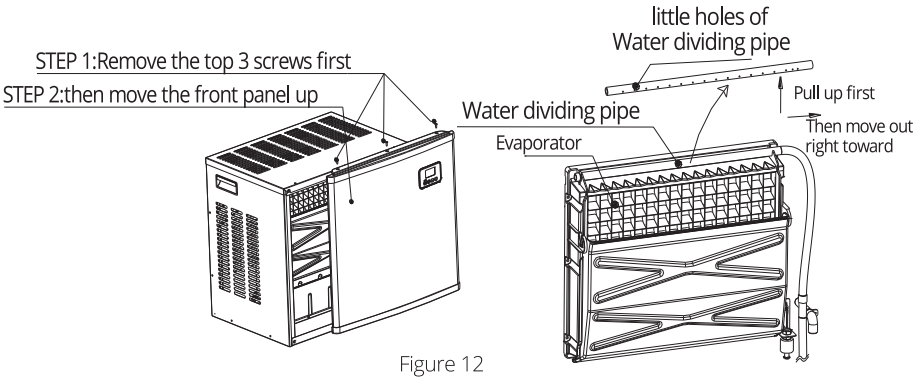


Figure 12

3. When there are ice cubes on the surface of the evaporator, but it is not easy to fall, do not use mechanical means to forcibly remove them; simply press the "On/Off" button for more than 5 seconds, the device will enter the ice melting process. After a while, the ice cubes will fall. Then, turn off the unit, unplug the power cord, and clean the surface of the evaporator.
4. For water tank and full ice detection board
   The water tank and full ice detection plate are very important to keep the ice cubes hygienic. Place a mixture of neutral detergent and water in a clean water nozzle and spray onto all interior surfaces of the water tank and ice detection plate. Wipe these surfaces as much as possible with a clean cloth. Then, spray the surface with clean water and wipe with a clean, dry cloth. Then drain the clean water from the tank by removing the drain hose from the tank. When all the clean water has drained, reinstall the tank drain hose.

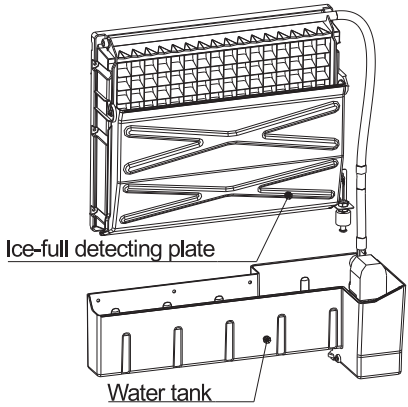


Figure 13

Recommendation: Clean internal parts and reinstall into their respective locations; discard the first batch of ice when the machine is back in service.

Use Nu-Calgon Nickel Safe Ice machine Cleaner to Clean the Ice machine System

Minerals removed from water during the freezing cycle can eventually form hard, scaly deposits in the water system. Regular cleaning of the system will help remove mineral deposits. How often you need to clean your system depends on how hard your water is. For hard water of 4 to 5 grains/liter, you may need to clean the system every 6 months.

1. Turn off the ice machine. Keep the ice machine connected to the water supply and drain.
2. Open the door and scoop out all the ice cubes. Either throw them away or keep them in the freezer or cooler.
3. Remove the front panel of the ice machine.
4. Make a cleaning solution. Mix Nu-Calgon Nickel Safe Ice Machine Cleaner with water to make a cleaning solution.

WARNING

Wear rubber gloves and safety goggles（and/or face shield）when handling Ice Machine Cleaner or sanitizer.

5. Using a plastic or stainless steel container with a capacity of more than 5 liters, mix 400 ml of Nu-Calgon Nickle Safe Ice machine Cleaner with 3.8 liters of warm water at approximately 120 ℉-140 ℉, then divide them into two in 2 cups. It is best to maintain the temperature of each cup of cleaning solution.
6. Check to make sure the tank drain is properly seated in the groove in the tank wall. Then pour a cup of Nickle Safe Ice machine Cleaning Solution into the water tank. Wait about 5 minutes.
7. Turn on the ice machine, and then press the "Scheduled Cleaning" button on the control panel for more than 5 seconds to enter the self-cleaning program. When the water is sufficient, the machine will start to clean automatically and the symbol on the LCD will rotate to display the countdown time of "90". Stop working after 90 minutes. Press "Scheduled Cleaning". If it is in the process of cleaning, it will be canceled.

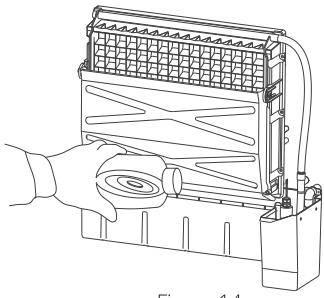


Figure 14

8. After the self-cleaning procedure is completed, remove the drain cover of the water tank and drain the cleaning fluid into the lower ice storage bin. Drain all cleaning fluid completely. Then, reinstall the drain cap back into the tank's slot.
9. Repeat steps 6 - 8 to clean the ice making system again.

WARNING

The ice machine cleaner contains acids.
DO NOT use or mix with any other solvent-based cleaner products.
Use rubber gloves to protect hands. Carefully read the material safety instructions on the container of the ice machine cleaner.

10. Turn on the faucet of the main water supply and let water flow into the unit. Press the "Scheduled Cleaning" button on the control panel again for more than 5 seconds to enter the self-cleaning program.

11. When the water is sufficient, the machine will start to clean automatically, and the symbol on the LCD will rotate to display the "90" countdown time; it will stop working after 90 minutes. Press "Scheduled Cleaning". If it is in the process of cleaning, the cleaning will be canceled. Through this process, it will flush the manifold, evaporator, water pump, silicone hose and water tank etc.
12. After a self-cleaning procedure is completed, pull out the drain of the water tank and drain the cleaning fluid into the lower ice storage bin, while gently shaking the device to drain all the water completely. Then reinstall the drain hose to the tank.
13. Repeat steps 10-11 two more times.
14. Follow the procedure above to clean the ice storage bin.
15. When this special cleaning routine is complete, you can go back to normal ice making mode. It is recommended to discard the first batch of ice cubes.

Cleaning Advice

1. Daily cleaning

You should clean the ice shovel, door and water distribution pipe yourself every day. At the end of each day, rinse the ice shovel and wipe the sides of the door with a clean cloth.

2. Clean once every two weeks

According to the internal cleaning plan, clean the ice shovel, freezer, water tank, full ice detection plate and evaporator surface every two weeks.

3. Cleaning once every six months

For all parts and surfaces exposed to water or ice, such as ice storage bins, water tanks, doors, evaporators, pumps, silicone hoses, water distribution pipes, etc., clean with Nu-Calgon Nickel Safe Ice machine Cleaner every 6 months. They should be cleaned by maintenance personnel according to the Ice Component System Cleaning Procedure.

General Troubleshooting

Problem	Possible Cause	Solution
The screen displays the "E1" code	Temperature sensor failure	Requires technical maintenance personnel to maintain
The screen displays the "E2" code	Machine does not make ice or leaks gas	Requires technical maintenance personnel to maintain
The entire "  " symbol is always on	There is no water in the device	Main water pressure too low or water supply hose clogged. Check them and increase water pressure and clean supply hoses
	The float ball of the water level detection switch is blocked and cannot be raised	Cleaning the water tank and water level detection switch
	Water flows out of the side of the tank	Place equipment in a horizontal position, not a slope
	Water comes out of the drain of the tank	Remove the pipe and install the right side of the return tank
The appliance enters the ice making process, but there is no water flow in the appliance, the entire "  " symbol is on	There is no water in the tank, or there is a problem with the water supply, or the silicone tube of the tank is not in the correct position	Main water pressure too low or water supply hose clogged. Check them, increase the water pressure, clean the water supply hose, the silicone tube of the tank should be clamped in the groove of the tank
The water pump works, but there is no water coming out of the manifold	The hole in the drain pipe is clogged	Clean these little holes
Water circulation pump not working	Some particular substance in the water tank is blocking the pump blades	Clean the tank and pump
The transparency of the ice cubes is not very good	Poor water quality	Use a water filter or water purifier to soften or filter the water
Irregularly shaped ice cubes	Poor water quality or dirty tank	Clean the water tank and replace with new water
	The small hole in the shunt tube is somewhat clogged	Clean the water distribution pipe to make sure all nine holes are unobstructed

Problem	Possible Cause	Solution
Ice cubes are very thin	Ambient temperature is too high	Move equipment to a low temperature space, or extend the duration of each ice cycle
	Poor air circulation around the device	Make sure there is more than 8 inches of space between the front and rear of the device and obstacles
The ice cubes are too thick	Ambient temperature is too low	Reduce time per ice making cycle
The "Ice Full" symbol lights up	Ice bin full of ice cubes	Take out some ice cubes
The ice cycle is normal, but no ice is produced	The ambient temperature or the water temperature in the tank is too high Refrigerant leak	Move to a place where the temperature is below 90 degrees Fahrenheit and switch to cold water
	Blocked cooling system pipes	Requires technical maintenance personnel to maintain
	The ambient temperature or the water temperature in the tank is too high	Requires technical maintenance personnel to maintain

Dispose of the Product Properly

This sign indicates that this product should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, waste should be recycled responsibly to promote sustainable reuse of material resources. To return your used device, please use the returns and recycling system or contact the retailer where you purchased the product. They can use the product for environmentally safe recycling.

Warranty

This device is covered by a limited manufacturer's warranty. The manufacturer will repair or replace any part of this equipment that is defective in material or workmanship within three years from the date of original purchase, provided that the equipment is used under normal operating conditions as intended by the manufacturer.

Warranty Terms

During the first three years, any part of this equipment that is defective due to material or workmanship will be repaired or replaced at the manufacturer's discretion, free of charge, to the original purchaser. The purchaser will be responsible for any removal or shipping costs.

Warranty Exclusions

Warranty will not apply if damage is caused by any of the following:

- Damaged when transporting or moving the device
- Improper power supply, such as low voltage, defective household wiring, or improper fuses
- Accidents, alterations, misuse or abuse of electrical appliances, such as the use of unapproved accessories, insufficient indoor air circulation, or abnormal operating conditions (extreme temperatures)
- Fire, flood, war, riot, hostilities or acts of God such as hurricanes, floods, etc.
- Damage caused by the use of force or external influence
- Partially or completely disassembled equipment that is excessively worn by the user

Get Service

When making a warranty claim, please have the original purchase checklist with the purchase date ready. Once your device is confirmed to be eligible for warranty service, all repairs will be performed by an Acekool authorized repair facility. The buyer will be responsible for any removal or shipping costs. Replacement parts will be new, but either remanufactured or refurbished at the manufacturer's discretion. For technical support and warranty services, please email support@acekool.vip.

After-Sales Information

Model: HZB-160F
Email: support@acekool.vip
Phone: 1-866-658-5891 (US)
Monday-Friday from 7 a.m.- 3 p.m. EST
Made in China

C ETL CM LISTED US
Intertek
3149457

Model: HZB-160F
Email: support@acekool.vip
Website: https://www.acekool.vip
Made in China

材质：105g铜版纸
印刷：彩印
印刷尺寸：142.5X210 mm
装订：骑马钉