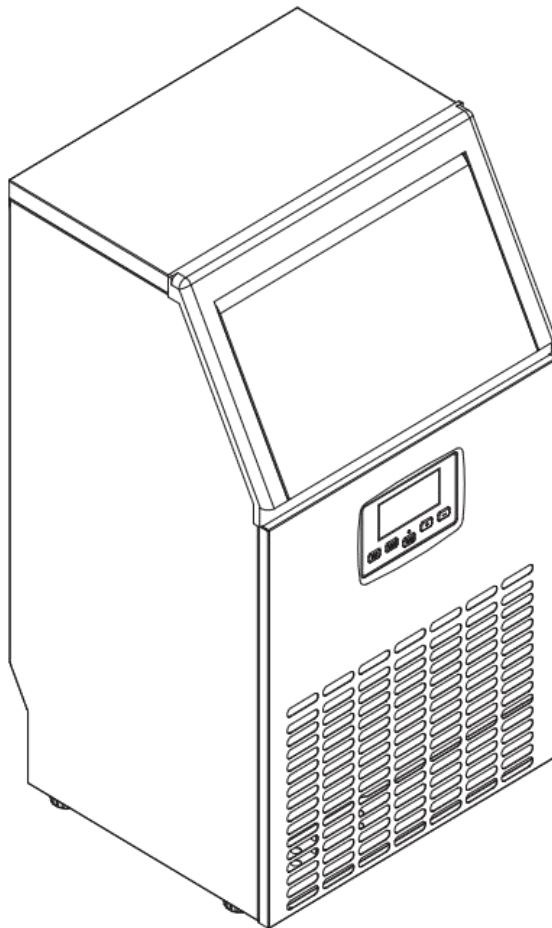


# SERVICE MANUAL



## ICE MAKER

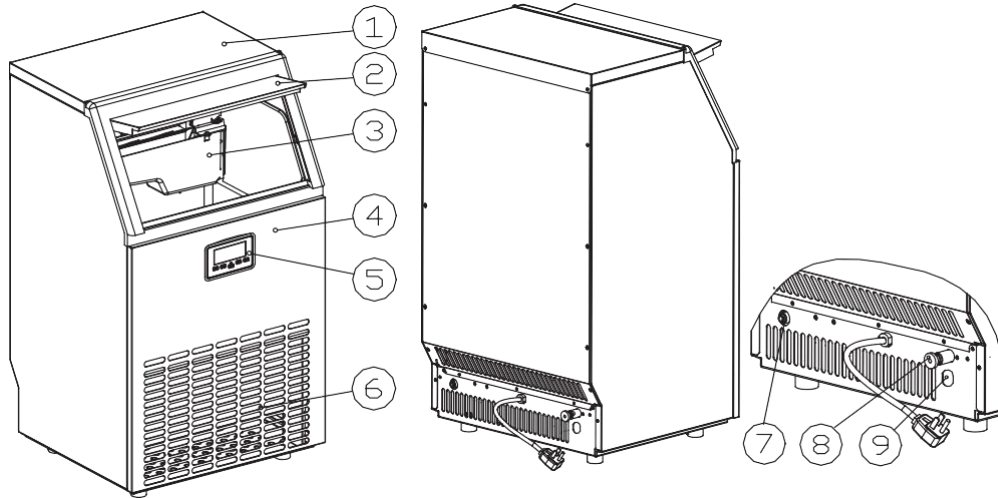
MODEL NO.: HZB-45AB



**CAUTION**

**DO NOT OPERATE MACHINE  
UNDER REPAIR**

# MAIN UNIT CONSTRUCTION



1. Top cover
2. Door for ice taking
3. Ice-making & its water tank assembly: Including ice-making evaporator, water tank, water pump and some detecting parts
4. Front panel
5. Operation panel
6. Air outlet: Must keep the air circulating smoothly, hot air will blow out when unit running.
7. Water inlet port for water supply: Use to connect the water supply pipe.
8. Water draining port Normal plugged with the cap. When need to drain the water, unplug the cap.  
And connect the drain pipe.
9. Water inlet port for bottle water supply: Use to no supply pipe, but has bottle water.

# Troubleshooting

**Descale your ice maker once a month or more frequently if you live in an area with hard water.**

**1) DAILY CLEANING**

The ice shovel, door, the water dividing pipe, and both sides of the door should be cleaned by yourself each day.

**2) SEMI-MONTHLY CLEANING**

The ice shovel, ice bin, water tank, the ice-full detecting plate, and the surface of the evaporator should be cleaned semi-monthly by the interior cleaning program.

**3) SEMI-ANNUAL CLEANING**

All the components & surfaces exposed to water or ice cubes should be cleaned by the serviceman with Nu-Calgon Nickle Safe Ice-machine Cleaner every 6 months. (See more details on the Owner's Manual.)

## **1. The light is off when adding water and there is a noise.**

① It may be the sound of the fan.

Adjust the angle of the water level needle.

## **2. The unit won't stop when the ice is full.**

① Move the unit to a place with weaker light to check if the problem can be solved.

② If not, you may need to replace the left bracket assembly, or use the forced 10-round ice-making function.

Press and hold the big and small ice switch button for 5 seconds to enter the 10-round ice-making program. It's about a basket of ice.

## **3. The unit shows water leakage while there is enough water and the unit does not make ice.**

① Start the unit, after the ice box is turned over, check whether water is pumped into the ice box.

If water is not pumped, the water pump is broken.

② Please screw in the two water flow detection screws.

if it still cannot be solved, replace the mainboard with a new one.

#### **4. The light of the mainboard keeps flashing.**

- ①The mainboard is damaged.  
Replace it with a new one.

#### **5. The ice basket is empty, but the unit keeps reminding that the ice is full.**

- ①First clean the two ice-filled probes, then cover the lids to block the see-through window.  
If the ice-filled probes disappear, move the unit to a place where the light cannot be directly exposed.
- ②If the ice-filled probes do not disappear, replace the stand assembly.

#### **6. The unit cannot be turned on.**

- ①There is no power output.  
Replace a mainboard first. If the unit still cannot be turned on, replace the key board as well.

#### **7. The motor is running, but the fan won't run and the machine isn't pumping water.**

- ①The ice tray is broken.  
Replace the ice tray assembly.

#### **8. The unit does not work and there is water in the unit.**

- ①Move the machine to a place where the light is darker, and then clean the two ice-filled probes on the left and right of the machine.  
If the unit still does not work, use a hair dryer to blow hot air against the two probes for 1-2 minutes.
- ②The mainboard is damaged, replace it with a new one.

#### **9. The control panel does not light up while the function works.**

- ①The panel is damaged. Replace it with a new one.

#### **10. Too much noises.**

- ①It may be caused by the scraper being a little biased.

Adjust the fixing bolts of the motor.

Or firstly add white vinegar and wash it twice in the cleaning mode, then open the back plate to shorten the water pipe of the evaporator by 20mm, and clean the scale in the water pipe at the same time.

### **11.The unit cannot cool down completely.**

- ①Check whether the compressor has started.

If the compressor starts, there is a high probability that there is liquid leakage.

- ②If the compressor does not start, the compressor wire may be loose or the compressor may be broken.

### **12. Put the ice in the basket while it's not frozen yet.**

- ①If the ice has not formed for more than 7 minutes, it may be that the refrigerant is insufficient.

- ②If the water is poured back within 5 minutes, check if the warning light is on.

### **13. The unit cannot make ice normally while it can frost.**

- ①Make sure that there are more than half of the water in the water tank.

If the water cannot fill up, it may be that the water valve is not opened. Or the water pressure is too low.

Replace the water valve first.

### **14. No place to drain.**

- ①Use iron wire to poke down through the small hole. It can pierce through to drain.

### **15. Ice cubes stick together.**

- ①The ice making cycle is too long.

Stop the ice maker, and restart it when the ice blocks melt. Select the small size ice cube selection.

- ②Water temperature in the inner tank is too low.

Replace the water. Temperature of water recommended at 40°F -90°F .

## **16. The cooling effect is not good.**

- ①The gear can be set lower, and then check whether the compressor will stop.  
If the compressor stops but the temperature cannot be reached, it may be a problem with the thermostat. Replace it with a new one.

## **17. The machine is not working properly.**

- ①If it looks like that there is no electricity, first check if there is any problem with the wiring at the hinge position of the door.  
If there is no problem, replace the mainboard with a new one.

## **18. The “” symbol is always on.**

- ①No water supply  
Check the main water supply pressure or check whether the water supply hose is blocked or not, adding the water pressure or cleaning the hose necessary.
- ②The floating ball of the water level detecting switch is blocked, and can't be raised up. Clean the water tank and the water level detecting switch.
- ③Water flows out from the water tank.  
Place the unit on the level position, not on the slope.
- ④Water flows out from the water drain pipe of the water tank.  
Pull out the pipe and install it back to the slot of the water tank properly.

## **19. The unit enters the ice-making process, but no water flows in the unit, and the whole “” symbol is on.**

- ①Water supplying hose breakdown, or water flows in very slowly.  
Check the main water supply pressure or check whether the water supply hose is blocked or not, adding the water pressure or cleaning the hose necessary.

## **20. The water pump is working, but no water flows out from the water dividing pipe**

- ①The little holes on the water dividing pipe are blocked.  
Clean these little holes.

## **21. The transparency of the ice cube is not very good**

- ① Water quality is bad.

Change the water supply, or use the water filter to soften or filter the water.

## **22. The ice cube shape is irregular**

- ① Water quality is not good or the water tank is very dirty.

Clean the water tank, and change with new water.

- ② The little holes on the water dividing pipe are some blocked

Clean the water dividing pipe, and make sure all nine holes are unclogged

## **23. Ice cube is too thin.**

- ① The ambient temperature is too high

Move the unit to low-temperature space, or lengthen the time of each ice-making cycle.

- ② Air circulation around the unit is not good

Make sure there is more than 20CM space between the unit back & front and the obstacle.

## **24. Ice cube is too thick**

- ① The ambient temperature is too low

Reduce the time of each ice-making cycle.

## **25. “” indicator is on**

- ① The ice storage bin is full of ice cubes.

Take out some ice cube

## **26. Ice making cycle is normal, but there is no ice cube produced**

- ① The temperature of ambient or the water in water tank is too high

Move to the place with temperature lower than 90 Fahrenheit, and change to the low-temperature water.

- ② Refrigerant leakage

Need the technical serviceman to maintain

- ③ The cooling system tube is clogged.

Need the technical service person to maintain