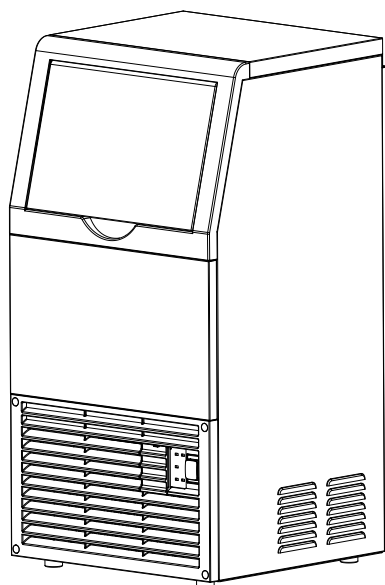


Commercial ice maker

The user manual



CIM-450F

NEED HELP? CONTACT US!



Have product questions? Need Technical Support?
Please feel free to contact us.

✉ After-sales e-mail: service@callsupports.com

🌐 After-sales website: Callsupports.com

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	Warning-To reduce the risk of injury, user must read instructions manual carefully.
	This product is subject to the provision of European Directive 2012/19/EC. The symbol showing a wheeled bin crossed through indicates that the product requires separate refuse collection in the European Union. This applies to the product and all accessories marked with this symbol. Products marked as such may not be discarded with normal domestic waste, but must be taken to a collection point for recycling electrical and electronic devices

The warning diagram and operation safety instructions

 Prohibition mark	 Warning mark	 Beware of fire	 Dangerous voltage
Indicates a prohibited act that could cause fatal injury or serious injury	Indicates matters that may cause personal injury or damage to items	Indicates that the material used is a combustible material, beware of fire	Indicates a high-voltage electric danger zone, beware of high-voltage electricity



Note: Be sure to keep this manual in a location that users can access at any time.

Safe operation precautions.

 Caution	After receiving the goods, you have to let the compressor's lubricating oil settle for 24 hours to start the use, otherwise it will easily damage the compressor.
	Do not use the ice machine in the open air. When the ice machine is wet by rain, it may cause electric leakage or electric shock.
	Never place this ice machine in a wet location or where it is subject to splashing water. Damage to the insulation of the ice machine may cause electric leakage or electric shock.
	Never spray water directly onto the ice machine. A wet ice machine may cause electric shock or short circuit.
	Be sure not to put volatile or flammable substances into the ice machine. Storage of such materials may cause an explosion or fire.
	The ice machine should only be installed by qualified engineers or maintenance personnel. Installing the ice machine by yourself may cause gas or liquid leakage, electric shock or fire.
	Never disassemble, repair, or modify the ice machine. If such work is performed by unqualified personnel, it may cause fire or personal injury due to work failure.
	Never ground the ice machine through a gas pipe, water mains, telephone line or lightning rod. This is considered unsafe to ground.

	Never insert metal materials such as iron pins or wires into the vents, passage holes or exhaust ports for air circulation in the tank. This may result in electric shock or personal injury due to accidental operation of moving parts.
	Be sure to place the ice machine firmly on a solid floor. If the floor is not strong enough or not placed properly, it will cause damage due to the ice machine being turned upside down or overturned.
	Be sure to use the dedicated power supply specified on the nameplate of this ice machine. Using a branch socket may cause a fire.
	Be sure to insert the power plug firmly into the outlet after removing the dust. A dusty socket or improperly inserted may cause a fire.
	Use a grounded outlet to prevent electric shock. In the unlikely event that there is no grounded outlet, the grounding device must be assembled by a qualified engineering technician. The socket should be in an easily accessible position after installation.
	If there is any abnormal temperature or alarm in the box for any reason, you must immediately transfer the contents of the box to a safe place to avoid your loss.
	This appliance contains flammable materials and must be disposed of and recycled by qualified personnel and agencies.
	Do not use mechanical equipment or other means to speed up the defrosting process except as recommended by the manufacturer.

	Do not damage the refrigeration circuit.
	Except for the type recommended by the manufacturer, the appliance must not be used in the food storage room of the appliance.
	Use the new hose assembly that comes with the appliance and the old hose assembly cannot be reused.
	When handling toxic, hazardous or radioactive materials, use this ice machine in a safe place. Improper use may adversely affect your health and the environment.
	The disposal of the ice machine should be done by a special person. Never throw the ice machine away and let it be natural. This may cause the child to be shut down in the ice machine.
	There are no obstructions around the appliance or in the embedded structure, keeping the ventilation open.
	Unplug the power cord before cleaning, maintaining, or inspecting the ice machine to prevent electric shock or personal injury.
	Some models use flammable refrigerants and flammable foaming agents, beware of fire, (the product has a "beware of fire  " mark). When an abnormality occurs in the product, it must be repaired by qualified personnel and institutions.

	This appliance contains a flammable blowing agent, cyclopentane, which must be disposed of and recycled by qualified personnel and institutions.
	Children should be supervised to ensure that children do not play with the machine.
	When the ice machine malfunctions, unplug the power cord. Continued abnormal operation may result in electric shock or fire.

Electrical safety matters

- 1.The working voltage of the ice maker should be consistent with the famous brand. If the voltage is not in this range, please purchase a voltage regulator above 1000W.
- 2.Be sure to connect the ground wire and ground it safely. The ground wire should not be connected to the water pipe or gas pipe.
- 3.In order to protect the compressor, do not start the ice machine again within 10 minutes after power off or shutdown.
- 4.Please do not connect other electrical appliances to the same socket.
- 5.If the power cord is damaged, in order to avoid danger, it must be replaced by a person arranged by the manufacturer or a qualified professional.
- 6.The electrical control system has a voltage of more than 36V, do not open and touch when used, if you need to repair, please contact the manufacturer or have relevant qualified technical personnel to deal with.

WARNING: Do not operate the ice machine when a gas leak occurs in the environment in which the ice machine is located. Because the spark caused by the opening and closing of the plug or the temperature controller may cause a fire, the air source should be cut off and the window should be opened to allow air to circulate.

Installation Precautions

Requirements for handling and moving conditions:

When transporting, the cabinet should be kept as straight as possible, and the inclination should not exceed 45°at most. Do not invert and lie 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 the heat source

Avoid placing the ice machine near hot equipment such as gas stoves or stoves. Heating the ice machine 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.

 Be careful	After receiving the goods, you have to let the compressor's lubricating oil settle for 24 hours to start the use, otherwise it will easily damage the compressor.
	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.



Caution



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 ice machine by telephone line or lightning protection, because if lightning strikes, a large current will be generated, which makes this grounding very dangerous.

5.Nothing will fall to 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 instructions shall indicate the ice maker is to be installed in accordance with the safety standard for Refrigeration systems, ASHRAE 15. In addition, the instructions shall indicate the ice maker shall not be installed in corridors or hallways of public buildings.

Environmental conditions:

This equipment is designed in accordance with the following conditions:

1. Indoor use.
2. The altitude is not higher than 2000 meters.
3. The ambient temperature is in the range of 10 ° C to 32 ° C.
4. When the temperature is not higher than 31 °C, the maximum relative humidity is 80%, and the maximum relative humidity decreases linearly with increasing temperature.
5. The main power supply voltage fluctuation does not exceed $\pm 10\%$ of the rated voltage.
6. In accordance with the equipment installation level (over voltage level) transient over voltage.

This appliance is used for similar purposes such as:

- a kitchen area in a store, office or other workplace;
- Farmers as well as hotels, motels and residential environments; Family hotel environment;

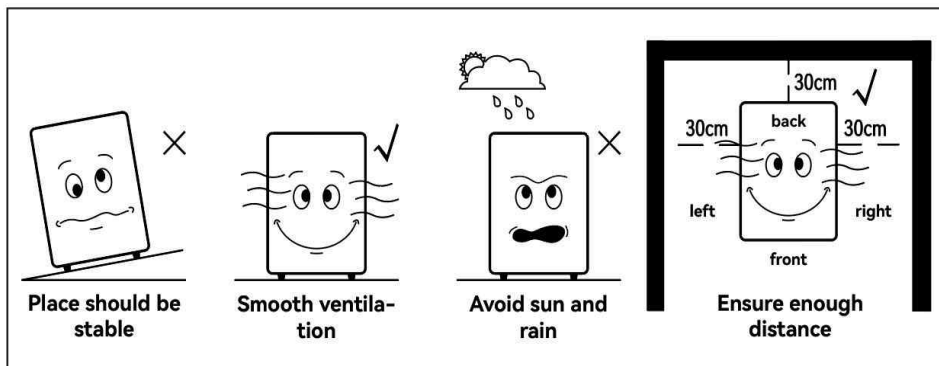
Catering industry and similar non-retail applications. This appliance is not intended for general household use.

Correct operation

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

1. Connect the ice maker to a special socket (the power supply is consistent with the famous brand).
2. The ice machine needs to run for a long time to stabilize the temperature in the ice storage room, and minimize the number of door opening during this period.

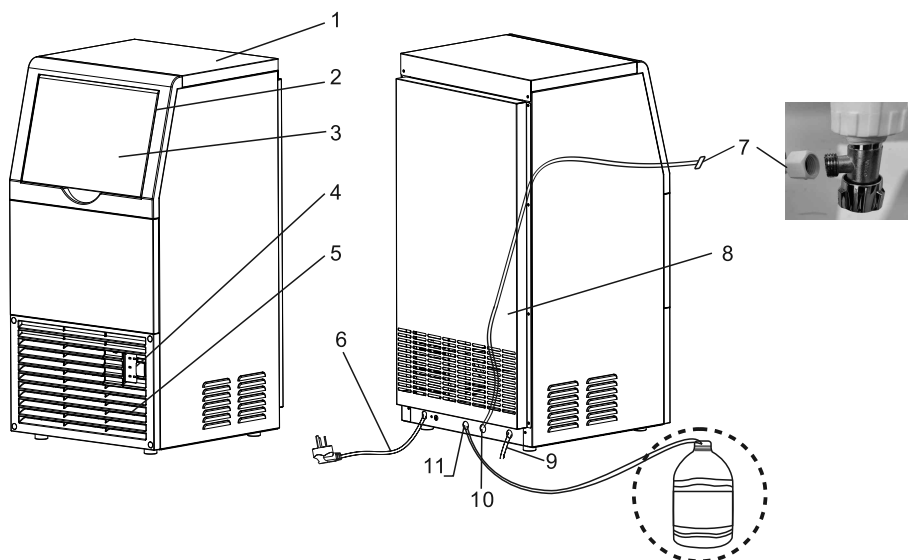
3.The ice machine is surrounded by a cooling system for cooling the system. It is forbidden to block the items.Maintaining a distance of 30 cm between the machine and surrounding objects is more conducive to the machine's efficient operation and reliability.



4.After completing the inspection of the operation of the ice machine, turn on the power of the ice machine and let the machine start making ice.

- Use an independent water source for the ice machine and check it regularly to prevent low water pressure, fluctuations or filter clogging.
- Do not store any debris in the ice storage room, or freeze or freeze any food in the ice storage room and keep the ice shovel clean.
- When the ice storage bucket is plasticized, it should be lightly opened and closed. Do not drop the door. After the ice is finished, please close the sliding door of the ice storage bin.
- The ice machine should be kept away from heat sources. It is strictly forbidden to use in high temperature or low temperature environment. Try to avoid direct sunlight, so as not to affect the heat dissipation of the machine.
- Do not directly wash the surface of the ice machine by splashing water. Otherwise, it may cause short circuit or electric leakage.
- After using the ice machine for a period of time, if it is left for a long time, it should be energized every 4 months for 4 to 6 hours.

Installation instructions



1	Top cover
2	Door for ice taking
3	Tank tank and ice assembly:including evaporator,pump,water inlet switch,water level switch
4	Operation panel
5	Air outlet:The air circulation must be kept smooth,and hot air will be blown out when the unit is running
6	Power cord
7	Tap water supply connector
8	Machine inlet pipe:one end is connected to the filter,and the other end is connected to the machine inlet
9	Drainage pipe:connect the machine drain and drain the water into the drain (Insertion and unplugging of PE tube in the interface)
10	Insertion of PE tube:The insertion of the white PE tube
11	Insertion of PE tube:Pumping from water bottle This feature is only available in models with dual water inlets.

Due to the product is updated and classified continuously,the machine you get may not be as the same as the picture completely in the manual.Please give your understanding.We will improve it continuously.

- 1.It should use the filtered drinking water with normal temperature to make ice.
- 2.The pressure of water supply should be controlled between 130-550 k pa.If the water pressure is over high,please install a relief valve.Do not let the hose be under high pressure.
- 3.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.
- 4.Connect the inlet of the filter to the tap of the drinking water.
- 5.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.

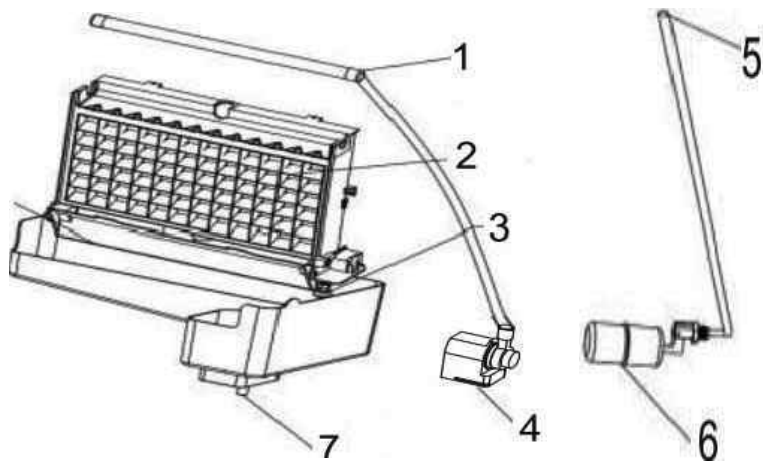
Warning

It's merely permitted to connect to the drinking water

Environmental conditions for machine placement

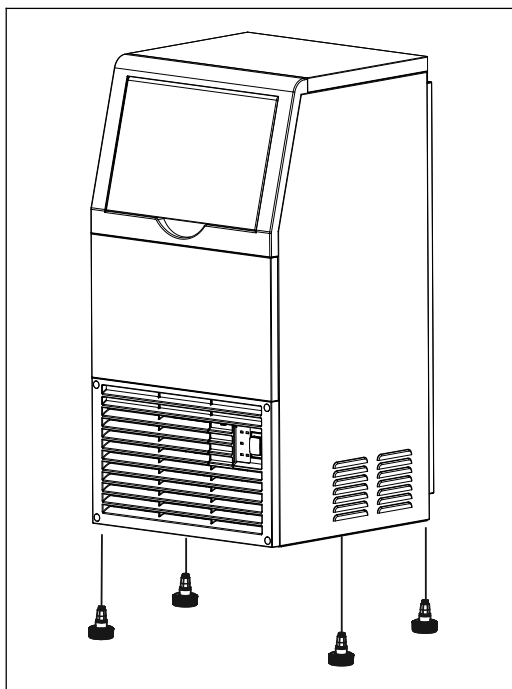
- 1.The ice machine is not suitable for outdoor use.The normal ambient temperature is between 50°F and 100.4°F,and the water temperature is between 41°F and 80°F).High temperature will seriously reduce he amount of ice production.
- 2.The ice machine should not be installed in an environment without sewers and water seepage is not allowed.It is strictly forbidden to put it in parallel high temperature equipment(such as refrigerators and ovens).
- 3.The air-cooled ice machine relies on air circulation dissipate heat.Therefore,the front,rear,left and right need to reserve more than 5.9in of space to facilitate heat dissipation.

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



- 1.Screw the foot to the bottom of the ice maker.
- 2.Each foot must be screwed to the end and fastened to avoid bending.
- 3.Place the ice machine in a firm and flat position.
- 4.Adjust the height of the foot to make the ice maker level.

Operation&Usage Instruction

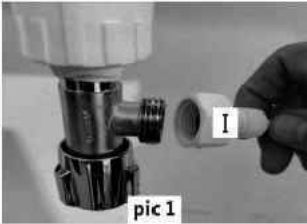
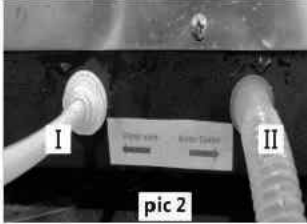
Place for 24 Hours

During the logistics and transportation of the machine,it may cause the lubricating oil inside the compressor to flow into the refrigeration pipeline due to improper stacking or handling,resulting in a serious shortage of oil in the compressor.Once the power is turned on,the compressor may be burned in a short time.Therefore,it is strongly recommended that customers place the correct"place for 24 hours"after receiving the goods,so that the lubricating oil can be returned to the compressor,and then installed and used.

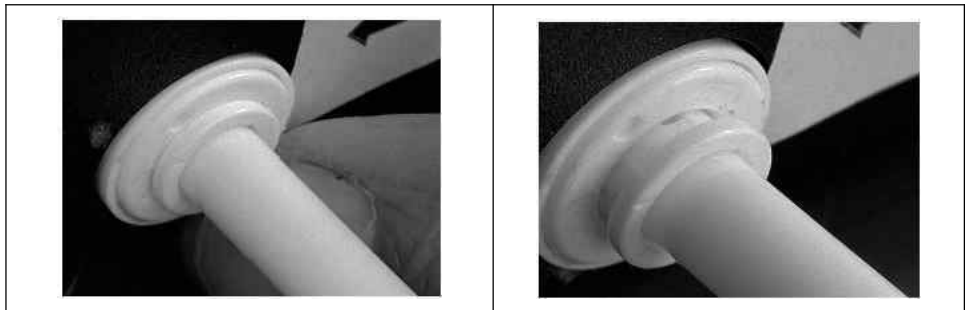
Operation Instruction

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 the machine and extends the lifespan of the equipment.

Inspect and install the inlet pipe drain line

	
Connect to the tap water connector	Connection of PE water inlet pipe and drainage pipe

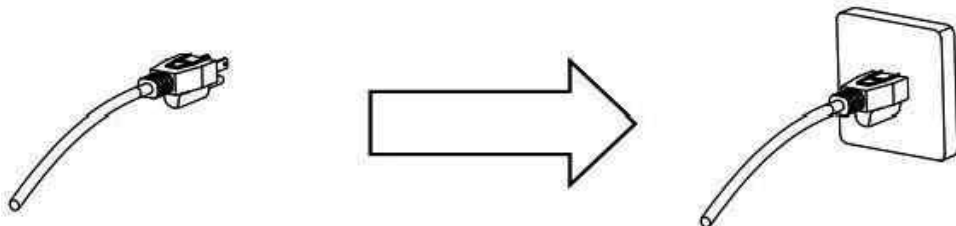
- 1.The ice machine must use drinkable room temperature filtered water.
- 2.The water pressure of the water supply must be controlled between 0.1 and 0.5MPa.If the pressure exceeds,install a reducing valve.Do not squeeze the water inlet hose.
- 3.The water inlet hose is a 0.25 inch PE straight pipe with a 1/2 internal thread (15mm)connector at one end.There is a silicone sealing ring inside so there is no need to wrap the raw material belt.
- 4.The ice machine is drained by gravity.Therefore,it is necessary to ensure that the drainage pipe has sufficient slope and drop.



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

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

Check and securely plug in the power cord



DANGER: improper use of earthing plugs can lead to hazards. If the power cord is damaged, please call our service hotline.

For your safety, the equipment should be properly grounded. The power cord of the ice maker is plugged into the socket.

Do not cut the power cord. Many problems with the use of the power cord should follow the electrician's instructions.

Operating Instructions



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

1. Rocker switch has three states: ICE, OFF, CLEAN. ICE means ice-making starts; OFF means power off; CLEAN means cleaning mode.

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

3. Ice thickness: Thickness adjustment levels is 00-05, default level is 03. Press to cycle through levels, and the setting is saved for future use. 00 is the thinnest, 05 is the thickest. Adjust according to personal preference or equipment condition. Add 2 minutes for each additional gear. The ice making time will be affected by the ambient temperature, and high ambient temperature will increase the ice making time

III. Various Displays and Working States

1. Power-on: All indicators and display screen light up for 3 seconds, then go 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 shuts down—all indicator lights turn off, and the digital screen does not display "OFF."

The switch is in the OFF position. Press and hold the De-icing button for 5 seconds. The display will show 00. 00 indicates the mode for water from the tap. Press the Ice Thickness button to switch to 01, which indicates the mode for water from the water pump.

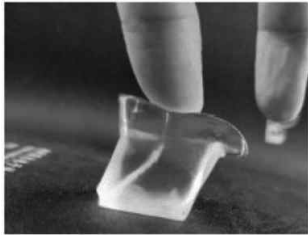
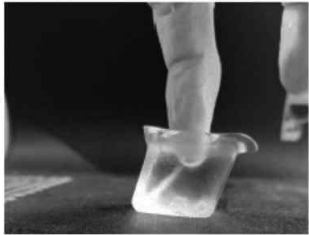
Instructions for adjusting ice thickness

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

Figure ① is the appropriate ice thickness, which is the target of ice thickness adjustment.

Figure ② is too thick ice thickness, and you need to click the - button to reduce the ice thickness. Generally speaking, reduce 1 gear and observe the thickness of the ice every time. If the thickness of the ice is still too thick, then reduce by 1 gear until the ice thickness is suitable.

Figure ③ is too thin ice thickness, and you need to click the + button to increase the ice thickness. Generally speaking, add 1 gear and observe the thickness of the ice every time. If the thickness of the ice is still too thin, then add another gear until the thickness of the ice is appropriate.

①	②	③
		
Ice cube is too thick	Suitable thickness of ice	Ice cubes are too thin

Precautions

Please follow the requirement of this manual to maintain your machine in order to increase the reliability and longevity of this machine, also good maintenance can avoid the over 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.

	Any kinds of maintenance are not including to the warranty.
	The filter elements should be changed regularly.
	Please cut off the water head and electricity before you clean or check the machine.

	If there is much dirt and scale in the machine,or the circuit of pipes are blocked,please dial the telephone of after-sale service.But,it will cost fees for the door to-door service.
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	The air-cooled condenser warping blade is very sharpen.Be careful of getting hurt when you clean it.
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safety use guide of ice

Routine maintenance and inspection is especially important if the ice is to be used as edible ice.

If the ice machine has been used for a long time, the ice produced may become entrapped with scale, mold or rust due to temperature, water quality or aging. Therefore, it is important to keep the inside of the refrigerator clean through routine maintenance. If you find foreign matter in the bottom of the refrigerator or in the ice during operation or maintenance, please stop using the ice maker and contact the seller immediately.

1. Ice Scoop (clean once a day)

soak the ice scoop in warm water (30~40°C) containing a disinfectant solution for more than 3 minutes, then rinse with tap water and wipe dry.

2. Refrigerator door (clean once a day)

since the door of the refrigerator is susceptible to bacterial contamination, make sure to keep it clean by wiping it with a soft cloth with warm water.

3. Refrigerator, ice scoop holder, and case (clean weekly).

Important information

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

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

Cleaning of the major components

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 (cleaning each 2 months)

2.1 Remove the two screws above the pump support bracket with a cross screwdriver, then pull out the pump pumping pipe joint from the pump put the scale on an uneven surface



Figure 1



Figure 2

2.2 Remove the front cover filter(Figure 1), and the filter can be removed directly.

2.3 Rotate the cap counterclockwise and remove the cap(Figure 2).

2.4 After removing the sealing lid, remove the rotor. The rotor is fixed in the proper position by a magnet, and can be removed only by holding the water leaf with a clip or fingernail(Figure3).

2.5 clean it up and put the water pump back in again.

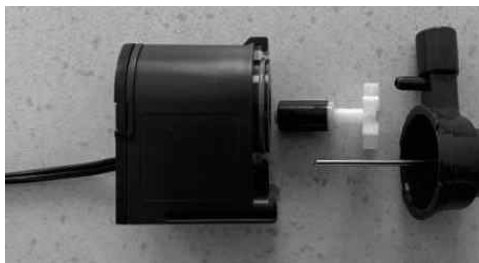


Figure3

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

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



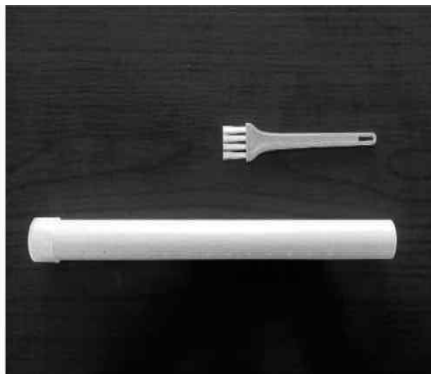
3.2 Remove the two screws on the holder of the pipe with a cross screwdriver, then remove the holder and the pipe.



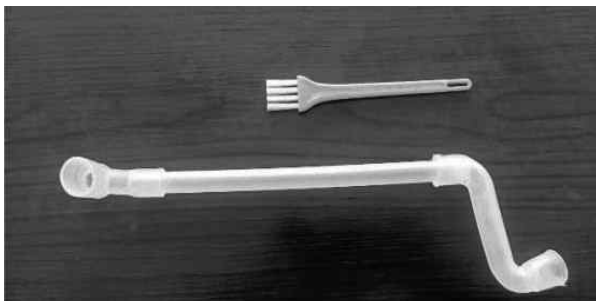
3.3 Wash the ice lattice surface with a soft brush or sponge dipped in vinegar or scale remover to clean up the scale.



3.4 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.



3.5 Clean the pump head hose with a brush.



(Cleaning tools that appear on the way do not contain)

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 storage refrigerator

5.1 Dip in vinegar or scale agent with soft cloth,wipe the surface of sink and refrigerator, clean the surface.

5.2 The sink is cleaned every 2 months, and the refrigerator is cleaned once a week.

Before consulting with after-sales customer service

If the ice maker is operating abnormally, please contact after-sales customer service. However, you need to confirm the following situation.

1.If the water head is normal or not.

The correct way to check it is to loosen the inlet joint(6 branch connector) behind the machine. if it leaks normally when you loosen the joint to a required value, it means normal. otherwise, there is no water.

2. Confirm the machine if it is electrified or not.

our ice machines are all fully automatic. so, some of models don't have electric switch. You can ask for a electric technician to help you check. Mainly, you should pay attention to the socket.

3. The model number and serial number.

There is a nameplate on the front board, and there are model number and serial number on the side board.

	It will cost fees for the door to door service if the hitch caused by the users(for example,no water,no electricity,environment,etc)
	To prevent from high-pressure water spraying,do not loosen the joint of the inlet completely when you check the water head.
	Plastic parts are not in including to the warranty.

Warranty	
1.	Our company agrees the warranty of the product within 1 year.The labor cost and the replacement of components are free within the warranty.
2.	All the plastic parts are not including to the warranty.
3.	Our warranty is limited liability.Except the machine itself,any kinds of joint liability is not in the warranty.
4.	The routine maintenance,cleaning,and all the hitches from the incorrect operation are not in the warranty.
5.	All the warranty services should be finished by the machine dealers or related institutes.

Troubleshooting of this series of machines

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