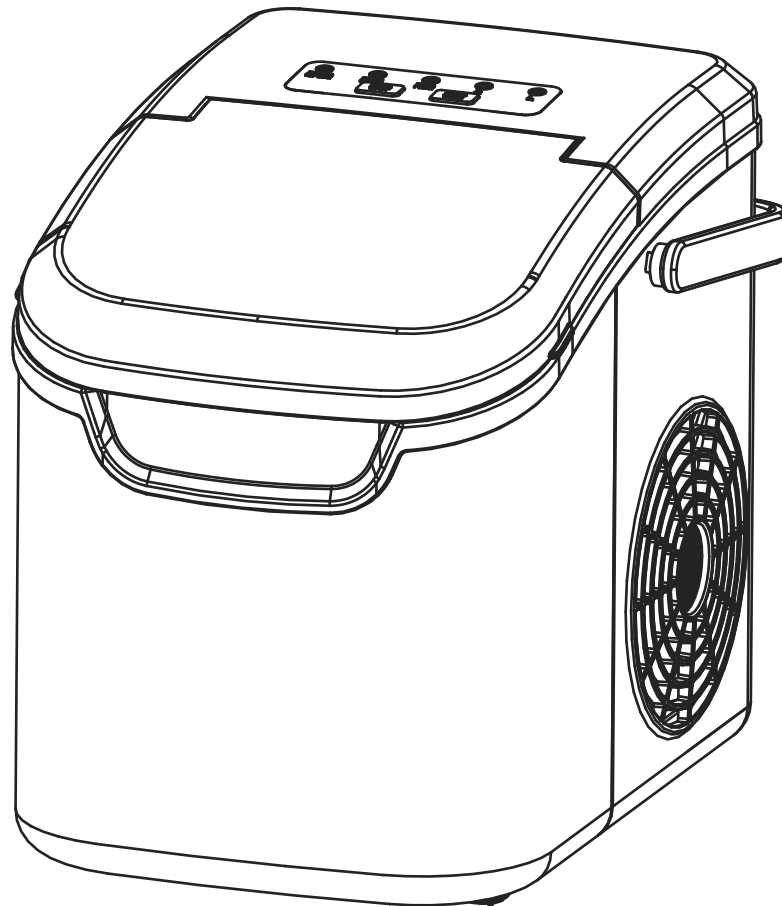


# USER MANUAL

## PORTABLE AUTOMATIC ICE MAKER

THANK YOU FOR PURCHASING THIS PRODUCT! PLEASE READ THE INSTRUCTION CAREFULLY BEFORE USING YOUR PORTABLE ICE MAKER.



**MODEL NO.: HZB-12/Q**

Tel: 213-4467172



# **Thank you for choosing our products as your life partner!**

Our customer service is always available for you to address concerns and problems.  
Your satisfaction is our ultimate goal.

Choosing us, enjoying your every moment.

We persists in providing every customer with reliable products and service.  
If you have any problem when using your products, please contact us  
via:



**Tel: 213-4467172**

**(8:30am-5:30pm P.S.T. Monday to Friday)**

# Q&A

## **1.How often should I clean my ice maker?**

The expected frequency of cleaning ice maker depends on how often you use it. We recommend you to clean it once a week at least. But if you don't use the ice maker regularly, please drain all the water inside and wipe the water inside.

## **2.How should I clean my ice maker?**

You can use clean towel to wipe the exterior and interior of the ice maker.

Because there may be scale accumulation in the internal water pipe, we recommend the use of citric acid solution for cleaning the internal water pipe of the machine. You can add a certain amount of water and neutral detergent to the sink and mix it, then long press the "ON/OFF" button for 5s to turn on the self-cleaning function. Please rest assured, the citric acid solution is not harmful to the human body, and you only need to drain the wastewater and wash it with drinking water once or twice.

## **3.Can I add juice, milk or other drinks to make ice?**

We recommend you not do that. Because some of the ingredients in these drinks may accumulate on the pump, causing blockage of the pump and affecting normal use.

## **4.Why is my ice defective(Less ice or thin ice)?**

Every time the machine first starts working, the refrigeration circuit of the ice machine needs to run three or four rounds to get into perfect working condition. Therefore, the first four rounds may produce less ice or thinner ice. Please don't worry, this is normal. If the situation persists after this, please contact us and we will be responsible for the defective product.

## **5.Why does my ice taste terrible?**

If you use tap water to make ice, the taste of ice may be affected by the hardness of the water. So we highly recommend you to use drinking water or mineral water to make ice to improve the taste. If you still have this problem, please contact us to let us guard your usage experience.

## **6.Why is my ice so cloudy?**

The transparency of the ice is affected by the quality of the water. If your ice is cloudy, it may be because the water you are using is too hard. Using water that is too hard to make ice can affect the transparency of the ice, the life of the machine, and even your health. we therefore recommend that you use better water whenever possible.

## Q&A

### **7. Why does my ice melt so fast?**

The ice maker is not a refrigerator, so the ice cannot be stored in the basket for a long period. We recommend you to use the produced ice as soon as possible to enjoy the best taste of it.

### **8. Why does the ice freeze into a big block after I put it in the freezer?**

Because the ice is melting, there is water on the surface when you put it in the freezer. The water on the surface of the ice in the refrigerator condenses and sticks the ice together. This is normal.

**Please note: If you have other questions not listed here, please refer to the TROUBLESHOOTING part to solve your problem. If you are unable to get any help through this manual, please contact us, we will be happy to receive your feedback and provide satisfactory service.**

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# IMPORTANT SAFETY INSTRUCTIONS

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

This is the safety alert symbol:



All safety messages will follow the safety alert symbol and the word “DANGER” or “WARNING”

 **DANGER**

 **WARNING**



## These words mean:




Serious injury may occur if you don't immediately follow instructions.

All safety messages will tell you what the potential hazard is, how to reduce the chance of injury, and what could happen if the instructions are not followed.

# IMPORTANT SAFETY TIPS

When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons or property. Read all instructions before using any appliances.

- Do not operate this ice maker, or any other appliance with a damaged cord. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard. This ice maker must be positioned where the plug is accessible. Connect to properly polarized outlets only. No other appliance should be plugged in the outlet. Be sure that the plug is fully inserted into the socket.
- We do not recommend the use of an extension cord, as it may overheat and become a risk of fire. If you must use an extension cord, the cord must be of No.14 AWG with it rated watts no less than 1875W.
- Unplug the ice maker before cleaning or making any repairs or servicing.
- Exercise caution and use reasonable supervision when the appliance is used near children.
- Do not use your ice maker outdoors. Place the ice maker away from direct sunlight and make sure that there is at least 4 inches of clearance between the back of your unit and wall. The minimum clearance from each side of the unit must be no less than 4 inches.
- Do not use any liquid other than water to make the ice cube.
- Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
- Do not flip over.
- If the ice maker is brought in from outside in winter time, give it a few hours to warm up to room temperature before plugging it in.
- WARNING : This appliance must be earthed.
-  DANGER - Risk Of Fire Or Explosion. Flammable Refrigerant Used. Do Not Use Mechanical Devices To Defrost Ice Maker. Do Not Puncture Refrigerant Tubing.
-  DANGER - Risk Of Fire Or Explosion. Flammable Refrigerant Used. To Be Repaired only By Trained Service Personnel. Do Not Puncture Refrigerant Tubing.

-  CAUTION – Risk Of Fire Or Explosion. Flammable Refrigerant Used. Consult Repair Manual/Owner’ s Guide Before Attempting To Install or Service This Product. All Safety Precautions Must be Followed.
-  CAUTION – Risk Of Fire Or Explosion. Disposal Of Property In Accordance With Federal Or Local Regulations. Flammable Refrigerant Used .
-  CAUTION – Risk Of Fire Or Explosion Due To Puncture Of Refrigerant Tubing; Follow Handling Instructions Carefully. Flammable Refrigerant Used.
- The ice maker should be installed in accordance with the safety standard for Refrigeration Systems, ASHRAE15. The ice maker shall not be installed in corridors or hallways of public buildings.
- If problems that need servicing occur, such as the replacement of some components, the servicing shall be done by service personnel authorized by the factory to minimize the risk of possible ignition due to incorrect components or improper service.

## IMPORTANT:

The wires in this main lead are colored in accordance with the following code:

Green or Green with a yellow strip:	Grounding
White:	Neutral
Black:	Live

To avoid a hazard due to instability of the appliance, it must be placed on an even or flat surface.

# GETTING TO KNOW YOUR UNIT

## General introduction

1. Ice Shovel

2. Ice full sensor

3. Ice basket

4. Top cover with transparent window

5. Air exhausting

6. Water drain cap: at the front bottom side of the unit.

7. MAXIMUM WATER LEVEL:

Remove the ice basket, and you can see the water level mark.

8. Handle

9. Ice scoop

10. Control Panel

A. Ice cube size: S(Small) or L(Large)

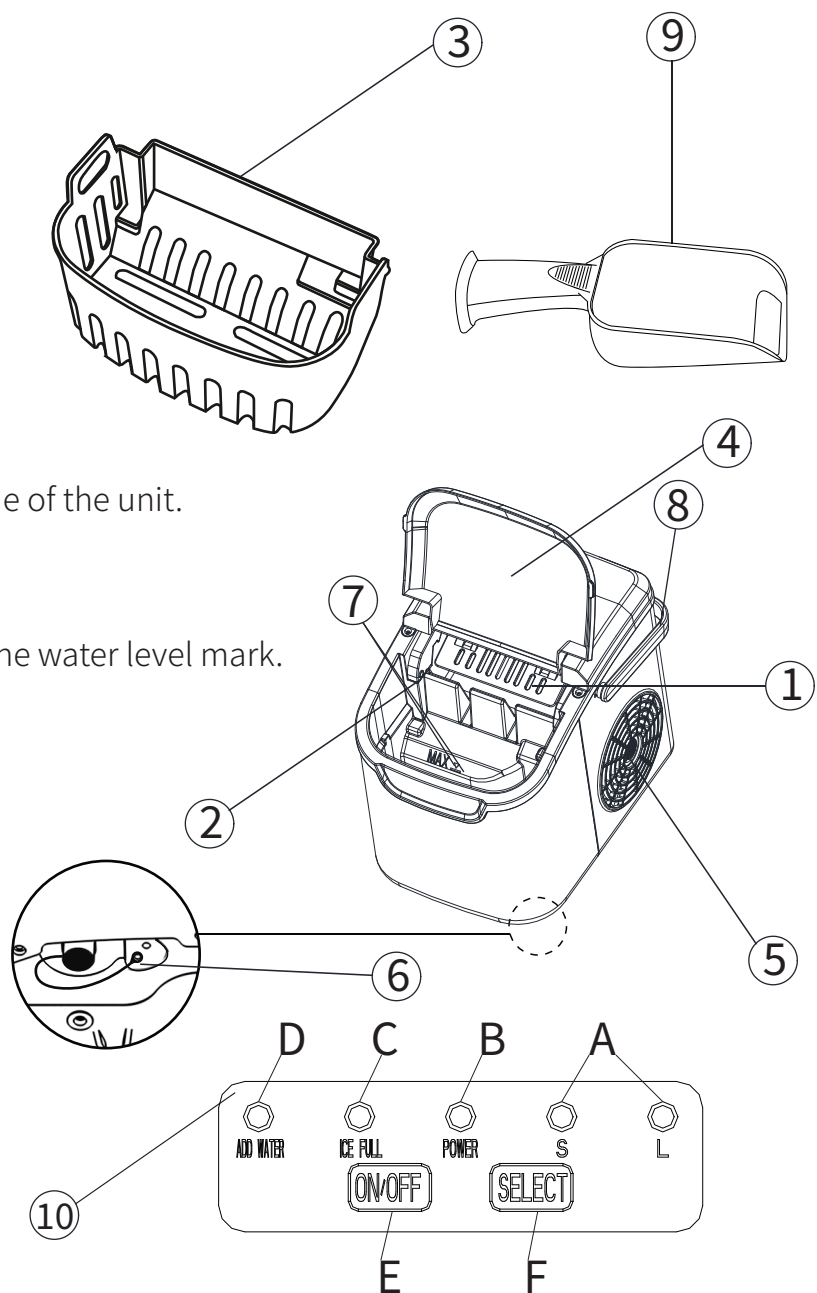
B. Power indicator

C. Ice Full indicator

D. Water shortage indicator

E. Button to turn on/off the unit.

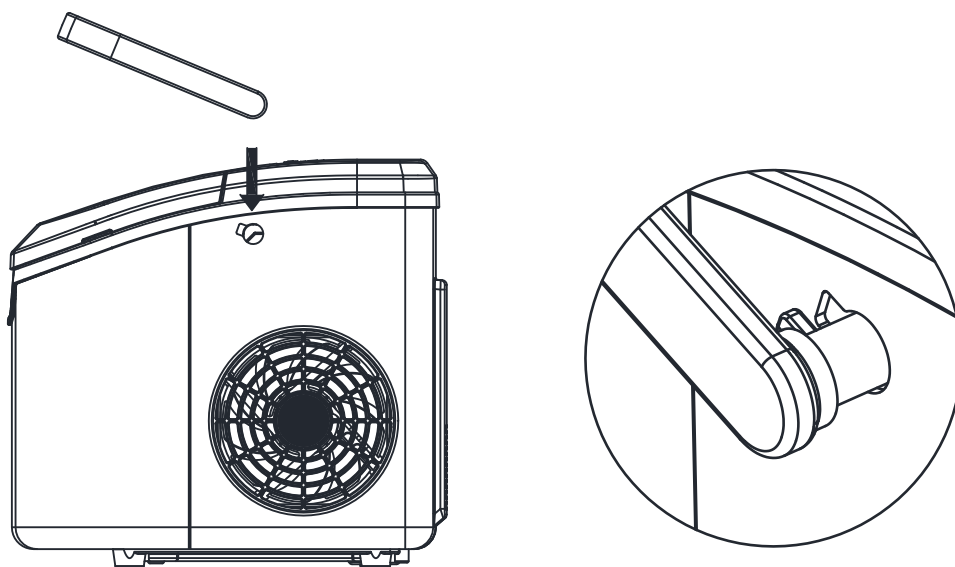
F. Button to select ice cube size.



**Please note: If you find any parts missing, please contact our customer service immediately.**

## ASSEMBLE HANDLE

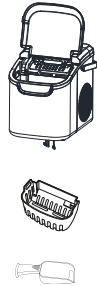
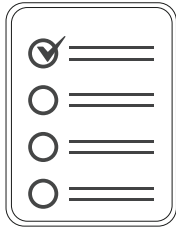
Rotate the handle to the same angle as the mounting hole on the machine. Make sure the handle is inserted into the machine.



### Attention:

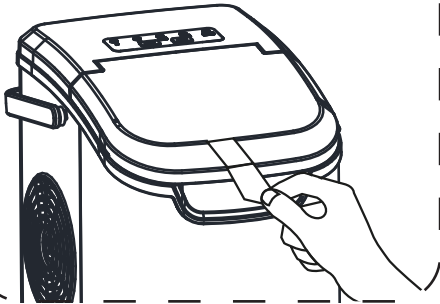
To protect your health and avoid the mold, when the unit is not to be used for a long period, please drain all the water totally and dry the interior.

# BEFORE FIRST USE



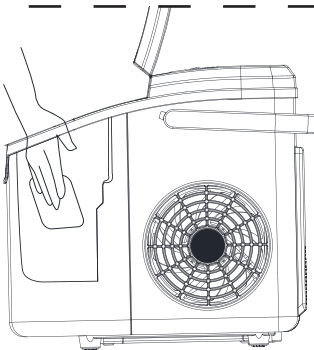
**1**

Please remove the exterior and interior packaging first, and then check the included accessories. Please contact our customer service if any accessories are missing.



**2**

Remove all the tapes on the unit and take out all accessories inside of it.

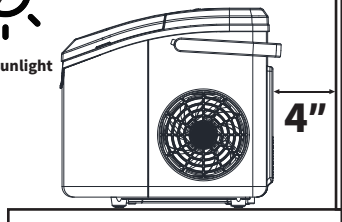


**3**

Clean the unit with lukewarm water and a soft cloth.

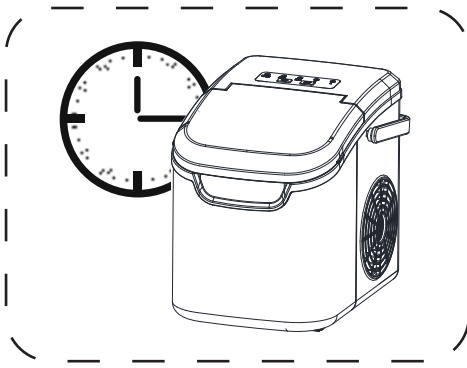


Avoid sunlight



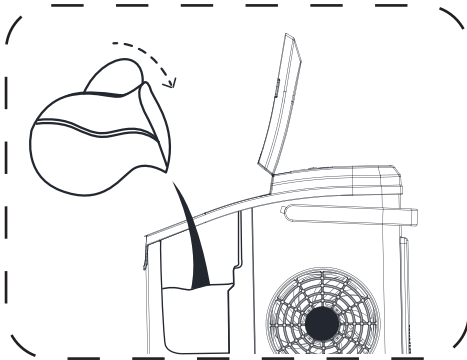
**4**

Place your ice maker on a horizontal counter top that is far from direct sunlight and other heating sources. Please make sure there's at least 4 inches between your ice makers and walls.



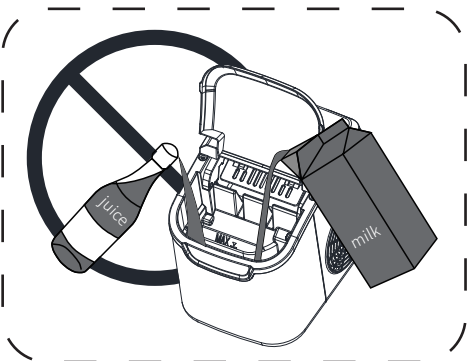
**5**

Before you use the ice maker, let it sit for four hours to settle down the refrigerant. Otherwise it may cause irreversible damage to your ice maker.



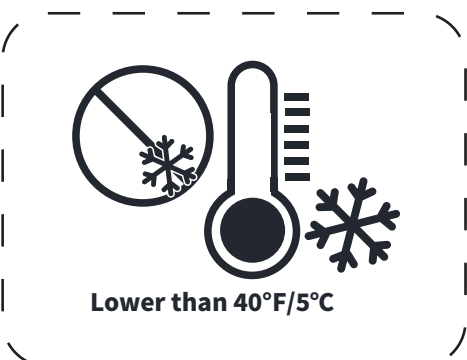
**6**

For your health, before you start to enjoy your ice, please add the appropriate amount of drinking water to the sink, turn on the self-cleaning function and drain the wastewater. If you do not know how to operate, please refer to Page 11.



**7**

In order for you to enjoy your ice and warranty better, please do not try to make ice with drinks, juices, milk, etc, which may cause irreversible damage to your ice maker.



**8**

Please do not use your ice maker in temperatures below 40°F.

# CONNECTING YOUR ICE MAKER

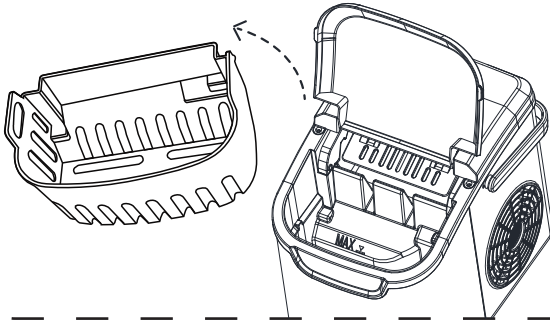
## DANGER

**\* Improper use of the grounding plug can result in the risk of electrical shock. If the power cord is damaged, please call our customer service.**

1. This unit should be properly grounded for your safety. The power cord of this appliance is equipped with a three-prong plug which matches with standard three-prong wall outlets to minimize the possibility of electric shock.
2. Plug your appliance into a specialized grounding wall outlet that is properly installed. Do not, under any circumstances, cut or remove the third (grounding) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician.
3. This appliance requires a standard 110-120 volt, 60Hz electrical three-prong grounding outlet.

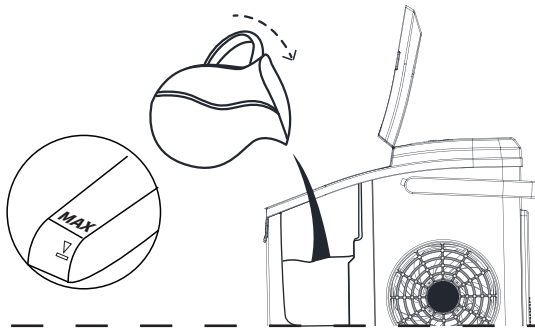
# USING YOUR ICE MAKER

1



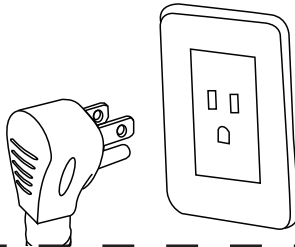
1. Open the top cover and take out the ice basket.

2



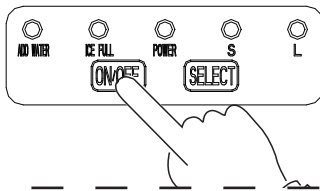
2. Pour potable water to the water tank to the "MAX" mark (Do not exceed the "MAX" mark).

3



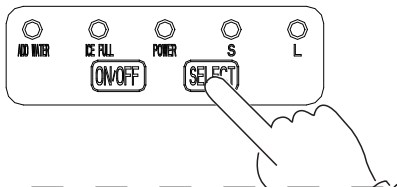
3. Insert the plug into the correct socket, and the POWER indicator will flash.

4



4. Press the "ON/OFF" button for once to start making ice. The power indicator will always be lit.

5



5. Press the "SELECT" button to select the size of ice cubes.

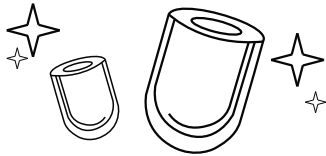
6



6-13mins

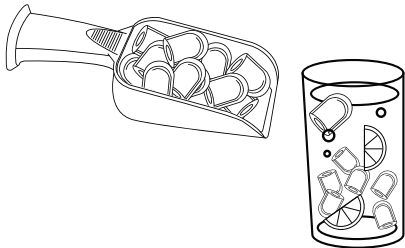
6. Wait 6-13min. (The time depends on the temperatures of water and room, and the size of the ice cubes.)

7



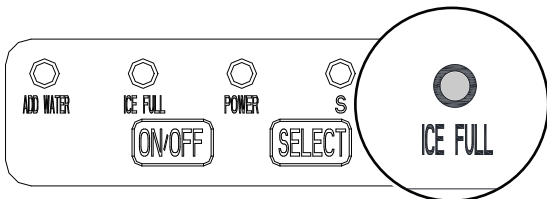
7. When the green POWER indicator flashes, the first round of ice is made. (It's normal for the first four rounds of ice to be defective, but the ice after that is perfect)

8



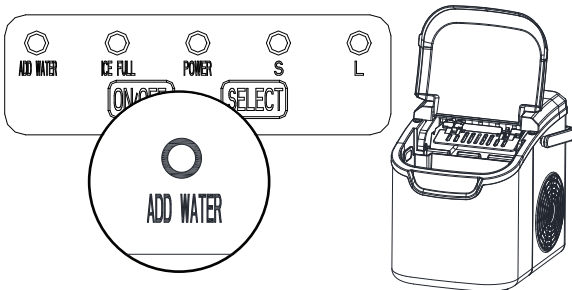
8. Take the ice out before it melts.

9



9. When the ice in the ice basket blocks the sensor, the "ICE FULL" indicator lights up and the machine stops making ice.

10



10. When the water level in the sink is too low, the "ADD WATER" indicator lights up. Please repeat step 2 and restart your ice maker.

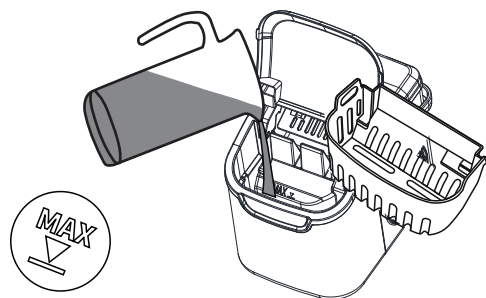
# CLEANING AND MAINTENANCE

## SELF-CLEANING MODE(30-minute program)

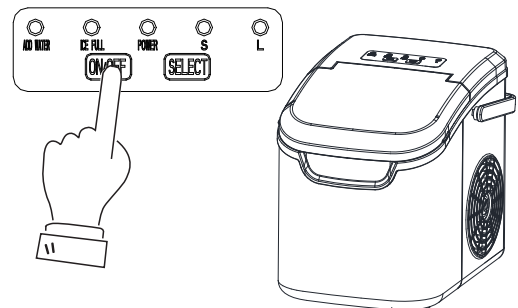
### PLEASE NOTE

Please note: This process can only clean the dust or dirty water. If you want to clean the scale in the water pipes and tank, please refer to REGULAR MAINTENANCE as shown on Page 12.

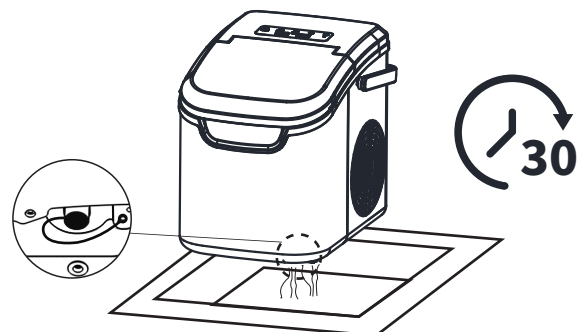
- 1 Take out the ice basket and add water to the “MAX” level.



- 2 In standby mode, press the “ON/OFF” button for 5sec to start self-cleaning mode.



- 3 After 30min, the self-cleaning mode is done. Please drain all the wastewater.



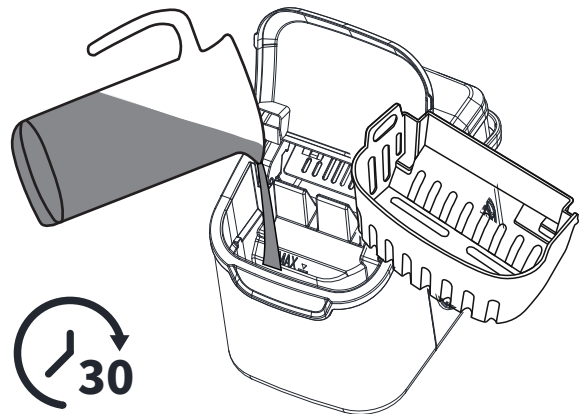
## REGULAR MAINTENANCE

### PLEASE NOTE

To maximize the service life of the product, we recommend that you do this at least once a week.

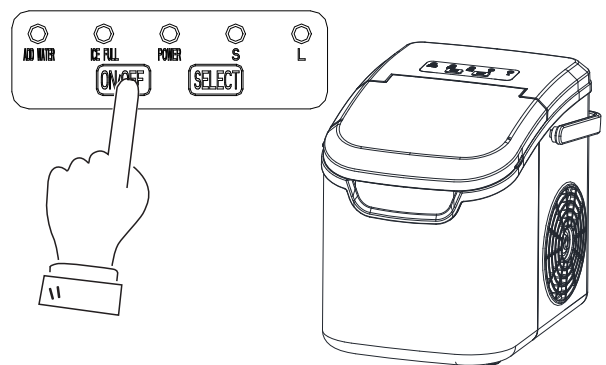
**1**

Add an appropriate amount of citric acid, white vinegar or professional ice machine cleaner. Add an appropriate amount of water. Then let it sit for 30min.



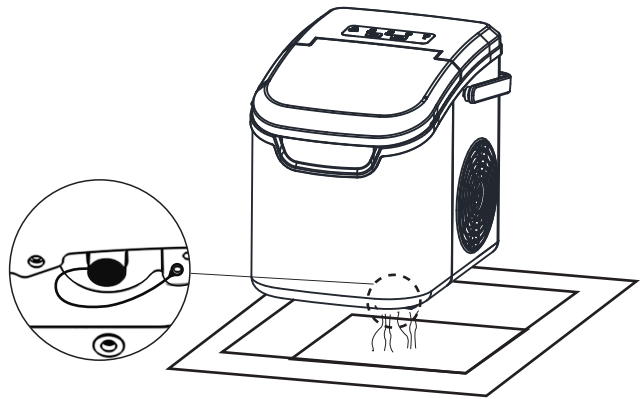
**2**

In standby mode, press the “ON/OFF” button for 5sec to start self-cleaning mode.



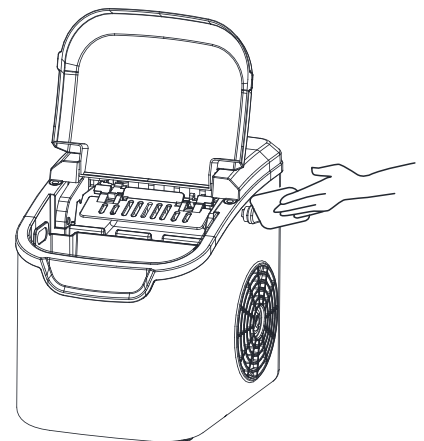
3

After 30min, the self-cleaning mode is done. Please drain all the wastewater.



4

Clean exterior with soft cloth using mild dishwasher soap.



### Attention:

1. To avoid affecting the taste of your ice, please repeat above steps for 2-3 times with potable water.
2. To protect your health and avoid the mold, when the unit is not to be used for a long period, please drain all the water totally and dry the interior.

# TROUBLESHOOTING

The POWER indicator is not on after being plugged in	Outlet failure	Insert the plug into a powered outlet
	Power cord fault	Please contact our customer service
	The main control panel is in poor contact	Please contact our customer service
The fan is not working	The fan is broken	Please contact our customer service
Ice shovel (Component 1, Page 4) does not turn over normally after starting	The micro switch is broken	Please contact our customer service
The "ADD WATER" indicator is on when there is water in the tank	Program error	Please re-plug your ice maker
	The water level is too low for the pump to carry water successfully	Please add water to "MAX" Mark
	The water pump is blocked	Please follow the instruction of REGULAR MAINTENANCE as shown on Page 12
	The water pump is broken	Please contact our customer service
	The water sensor is broken	It can be replaced, please contact our customer service
The "ICE FULL" indicator is on when there's no ice in the basket	Program error	Please re-plug your ice maker
	The detection sensor is blocked by ice or other matters	Remove the obstruction
	The detection sensor is broken	Please contact our customer service

	Ice is full in basket.	Remove ice from ice basket.
	There is no ice in the basket.	Continuously press "SELECT" button for 5 seconds, the unit will make ice for 10 cycles even when the ICE FULL indicator is on.
The ice sticks together	The water temperature is too low	The recommended water temperature range is 40°F-90°F
No ice produced with normal ice making process	Refrigerant is leaked	Please contact our customer service
	Refrigerant cooling system is blocked	Please contact our customer service
	The ambient temperature is too high	The recommended room temperature range is 50°F-105°F

If you have any problem when using your  
ice maker, please contact us:

**Tel: 213-4467172**

**8:30am-5:30pm P.S.T. Monday to Friday**

**ROWAN ELECTRIC APPLIANCE LLC**



