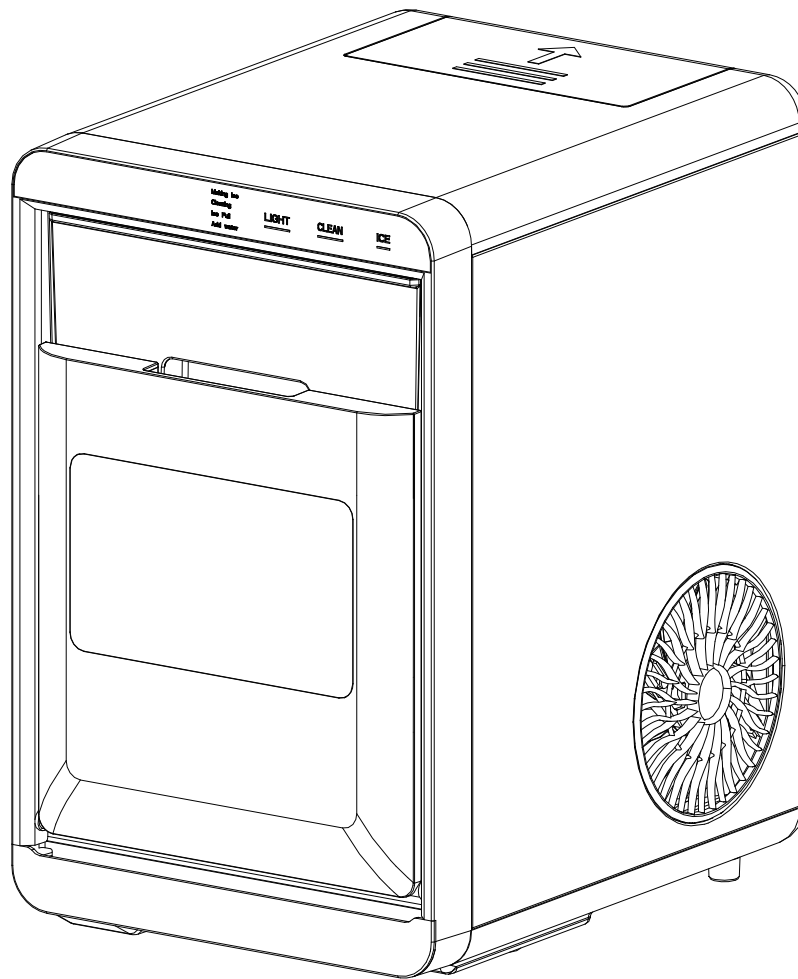


USER MANUAL

PORTABLE NUGGET ICE MAKER

MODEL NO.: HZB-20EN



Read this booklet thoroughly before using
and save it for future reference



FOR MORE HELP PLEASE
SCAN THE CODE

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

✉ Mail: service@callsupports.com

🔍 Help Center: CallSupports.com

☎ Phone: 1-888-968-7197

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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 the manual for your appliance.

All safety messages will tell you what the potential hazard is, how to reduce the chance of injury, and what can happen if the instructions are not followed. 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” as shown below:

 **DANGER**

 **WARNING**

These words mean:

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

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 appliance.

- Do not operate this, or any other appliance with a damaged cord.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- This ice-maker must be positioned so that the plug is accessible.
- Connect to properly grounded outlets only. No other appliance should be plugged into the same outlet. Be sure that the plug is fully inserted into the receptacle.
- Do not run the power cord over carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas, and do not submerge in water.
- 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, use No.14AWG minimum size and rated no less than 1875 watts.
- Unplug the ice maker before cleaning or making any repairs or servicing.
- Exercise caution and use reasonable supervision when 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 6 inches of space between the back of your unit and wall. Keep a minimum distance of 6 inches on each side of your unit free.
- Do not use other liquid to make the ice-cube other than water.

- Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
- Do not tip over.
- If the ice maker is brought in from outside in wintertime, 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. Dispose 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 the unit is with problem need to be maintained, that replacing 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.

IMPORTANT:

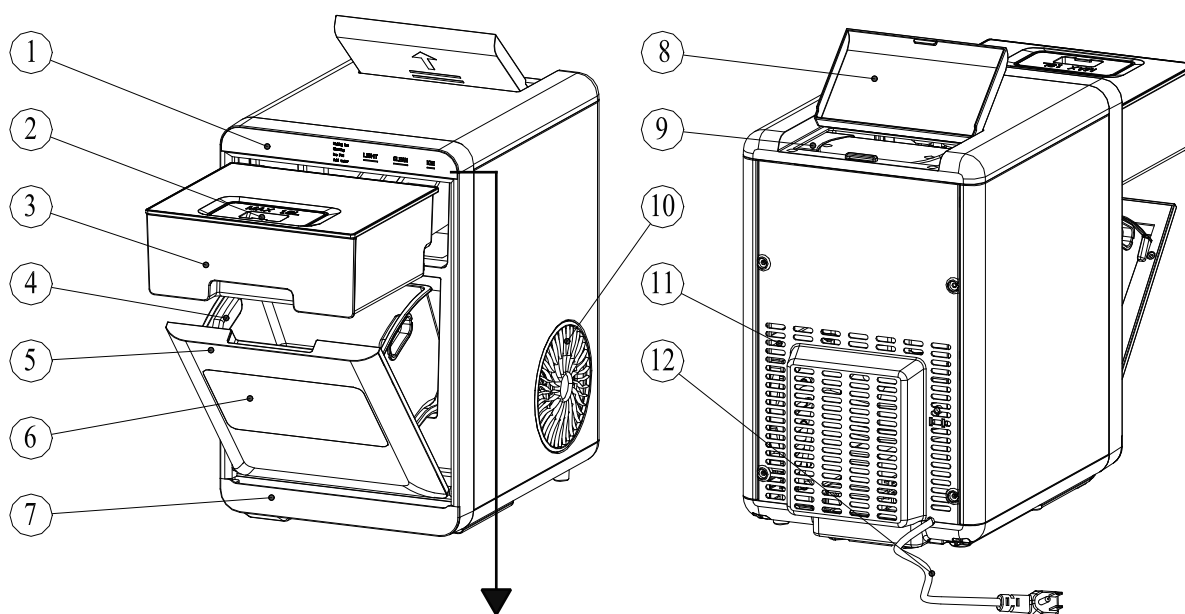
The wires in this mains lead are colored in accordance with the following code:

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

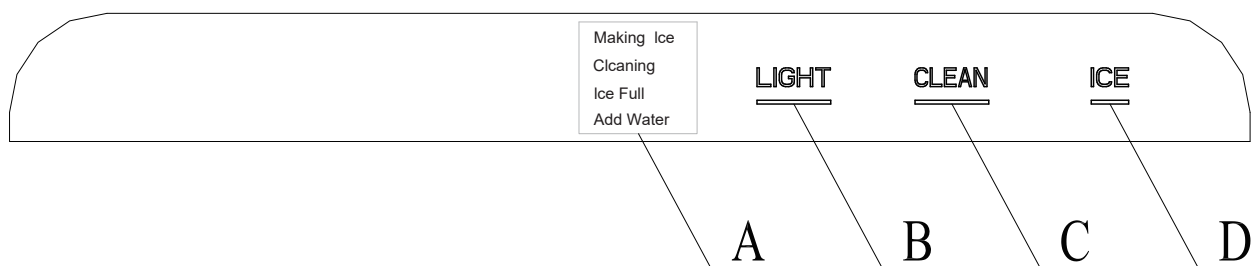
To avoid a hazard due to instability of the appliance, it must be placed at an even or flat surface.

GETTING TO KNOW YOUR UNIT

1. Control panel.
2. Cover for water tank.
3. Water tank.
4. Ice basket.
5. Flip door.
6. Window.
7. Drip tray.
8. Cover for secondary water tank.
9. Secondary water tank.
10. Hot air outlet.
11. Rear panel.
12. Power cord.



Control Panel



A: Status indicator B: LIGHT button C: CLEAN button D: ICE-MAKING button

You can operate this appliance by touch the button on panel as shown above, the main function includes: ice, clean and light.

BEFORE FIRST USE

Unpacking The Unit

1. Remove the exterior and interior packaging, and then check if all the accessories are included. If any part is missing, please contact our customer service.
2. Remove all the tapes on the unit; take out the accessory parts inside.
3. Clean the interior with lukewarm water and a soft cloth.
4. Locating your ice maker on a level counter table far from direct sunlight and other sources of heat (i.e.: stove, furnace, and radiator). Make sure that there is at least 6 inches between the back and sides of your ice maker with the wall.
5. Allow two hours for the refrigerant fluid to settle down before plugging your ice maker in.
6. The power plug must be accessible directly.



WARNING

Fill with potable water only. Only use drinking water.

Connecting The Unit



DANGER

***Improper use of the grounded 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 grounding plug which mates with standard grounding wall outlets to minimize the possibility of electric shock.
2. Plug your appliance into an exclusive, properly installed, grounding wall outlet. Do not, under any circumstances, damage the grounding means of the plug. Any question concerning power and/or grounding should be directed toward a certified electrician.
3. This appliance requires a standard 110-120Volt, 60Hz electrical outlet with good grounding means.

Cleaning And Maintaining

Before using your ice maker, it is strongly recommended to clean it thoroughly.

Unplug the unit before cleaning or making any maintenance.

1. Move the machine to the edge of the desktop, then put a container under the desktop, unplug the water drain cap to drain the water inside the unit.
2. Reinsert the water drain cap, take out the water tank.
3. Then use the water to rinse the inside parts, and drain out the water by unplugging the drain cap on the front bottom side.
4. The outside of the ice maker should be cleaned regularly with a mild detergent solution and warm water.
5. Dry the interior and exterior with a clean soft cloth.
6. When the machine is not to be used for a long time, drain water completely & dry the interior.

USING YOUR ICE MAKER

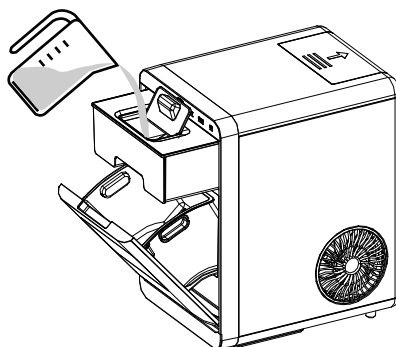
How To Obtain The Ice-cube

1. Pour potable water into water tank, 0.47 gallon (1.8liters) water at most at one time.

2. Open the flip door, pull out half of the water tank, flip open the cover of the water tank, then pour water, and push the water tank forward till it's in position.

Note: Please make sure that the water tank is pushed in place, otherwise it may show water shortage!

3. Plug in the power cord.



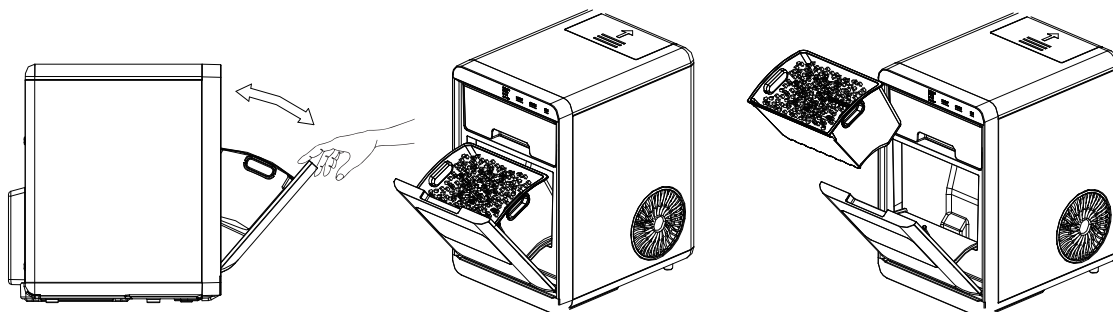
4. Before start making ice, please make sure the water drain cap has been inserted into the appliance; otherwise it will not work properly.

5. Press "ICE" button, the "Making Ice" indicator will on, it begins to work, press this button again, it will stop making ice.

TIPS: For the first time, or if the appliance has not been used for a long time, it is recommended to clean this appliance before you start to make ice.

6. While the ice-maker is on, verify water level periodically. If water pump can't pump out water, the ice maker will stop automatically, and the "Add Water" indicator will flash red light. Need to pour water into the water tank.

7. You can enjoy your ice cubes when the control panel shows "Ice Full" .

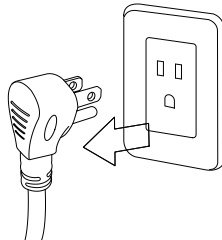


TIPS:

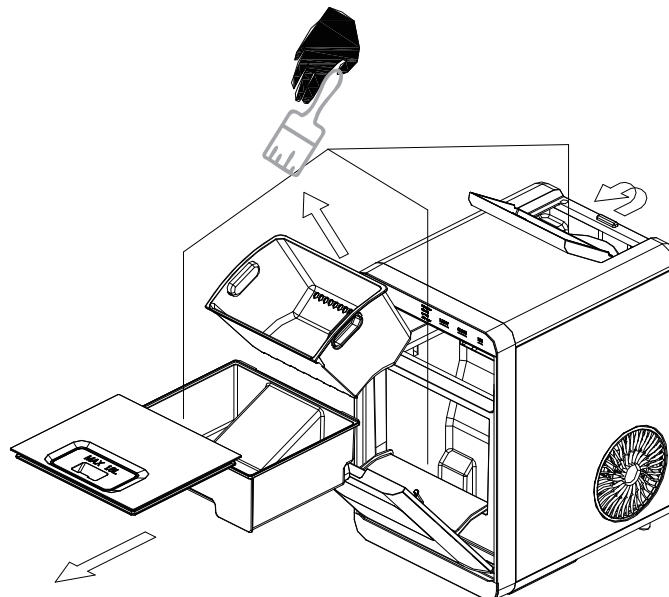
1. When there is water in the water tank and the "Add water" indicator is on, please push the water tank into the unit in place.
2. When the ice maker is not in use for a period of time, please drain the water inside the unit, because bacteria can easily breed in humid environments.
3. After using the ice maker continuously for more than one month, please thoroughly clean the entire unit before use. The cleaning steps refer to the System Cleaning/Sanitizing Procedure of this manual.
4. Please gently open the flip door, especially when the ice cubes in the basket is full.
5. When ice cubes fall into the gap between the flip door and the inner cavity accidentally, causing the door to fail to close, please remove the ice cubes first.
6. When putting the basket back into the unit, please ensure that it is accurately placed in the limit slot.
7. If the basket falls into the internal water reservoir of the unit due to not being placed in the limit slot, please first remove the water reservoir at the top of the basket, then you can take out the basket with your bare hands.

System Cleaning/Sanitizing Procedure

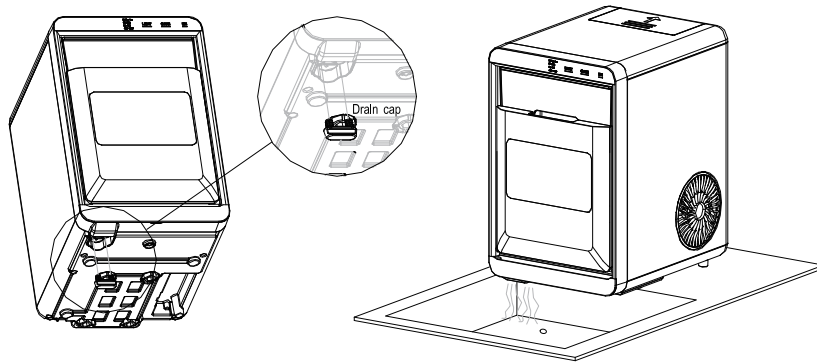
1. Unplug the nugget ice maker.



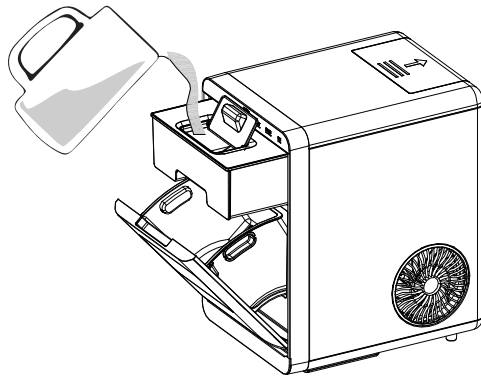
2. Clean the water tank and internal water tanks with a soft brush.



3. Take off the bottom drain cap and drain out the water to a sink.

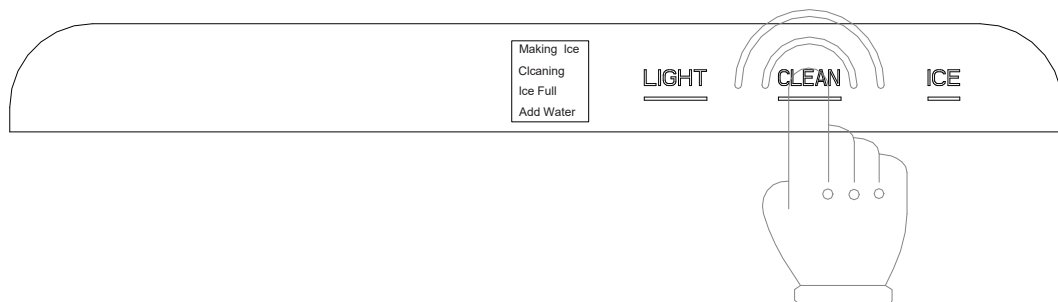


4. Produce a solution by diluting one teaspoon of household white vinegar with five cups of water for daily cleaning.



5. Pour the fluid into the water tank (1.8L at most) and plug in the ice maker.

6. Press the "CLEAN" button to initiate the cleaning process for about 20 minutes, then the "Cleaning" indicator will be off.

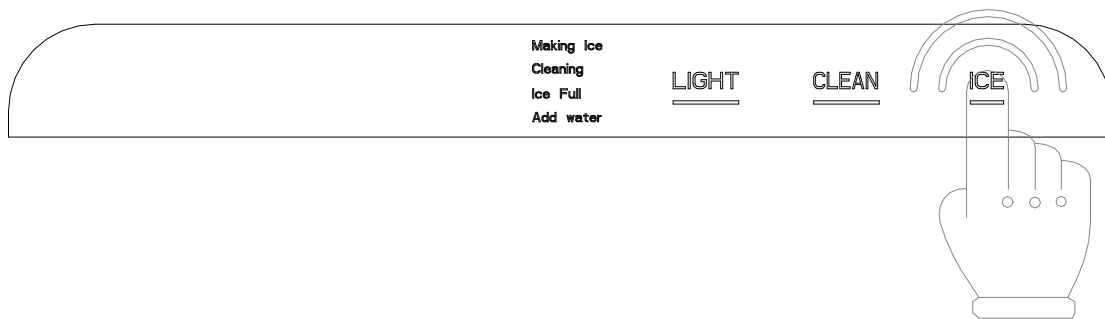


Note: For monthly cleaning of removing mineral deposits, after the "Cleaning" indicator is off, please unplug it and leave the solution in the unit for more than 12hours, then proceed to the following operations.

7. Take off the drain cap and drain out the water to a sink.

8. Repeat the step 6 to 7 with fresh water for two more cycles to rinse the interior, then insert the drain cap back.

9. When completed, fill the unit with fresh water and press the "ICE" button to start ice making process.



Note: Change water in the water tank every 24 hours to ensure a reasonable hygiene level. If the unit isn't to be used, drain all water & dry the water tank.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
"Add Water" indicator flashes	There is no water in the water tank. (Lack of Water)	Stop the ice maker, fill water, and press "ICE" button again to restart the unit.
	Water tank is not in place.	Push the water tank forward till it in position, and press "ICE" button again to restart the unit.
"Ice Full" indicator lights up	There is too much ice.	Suggest you to obtain the ice-cube.
	(No ice cube inside).	Verify by a qualified technician.
"Making Ice" indicator lights flash	The system is under repair	It will automatically resume work. When this problem occurs frequently, please clean the machine carefully.
ICE button lights and "Making Ice" button flashes	Ambient temperature or water temperature in inner tank is too high.	Please run the ice maker below 90 Fahrenheit degree ambient and pour colder water into the water tank.
	Refrigerant liquid leakage.	Press the ICE button twice, restart ice making program. If this problem shows up again, verify it by a qualified technician
	Cover motor is broken	
	Pipe in the cooling system is blocked.	
Making ice too slowly	Hot Air outlet has been blocked by something.	Hot Air outlet must be guaranteed to have more than 6 inches of ventilation distance.
	Water temperature in inner tank is too high.	Water temperature requirement between 45-90°F
	Refrigeration system malfunctions.	Verify by a qualified technician.
Water leakage	Drain plug not in place	Put the drain plug in place.
	Pipe Joint in the appliance may loose	Verify by a qualified technician.
	The seal has reached service life	Verify by a qualified technician.

Congratulations!

Dear Customer,

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

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

Email: service@callsupports.com

Phone: 1-888-968-7197

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

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

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

Email: service@callsupports.com

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

Thank you again for choosing us!