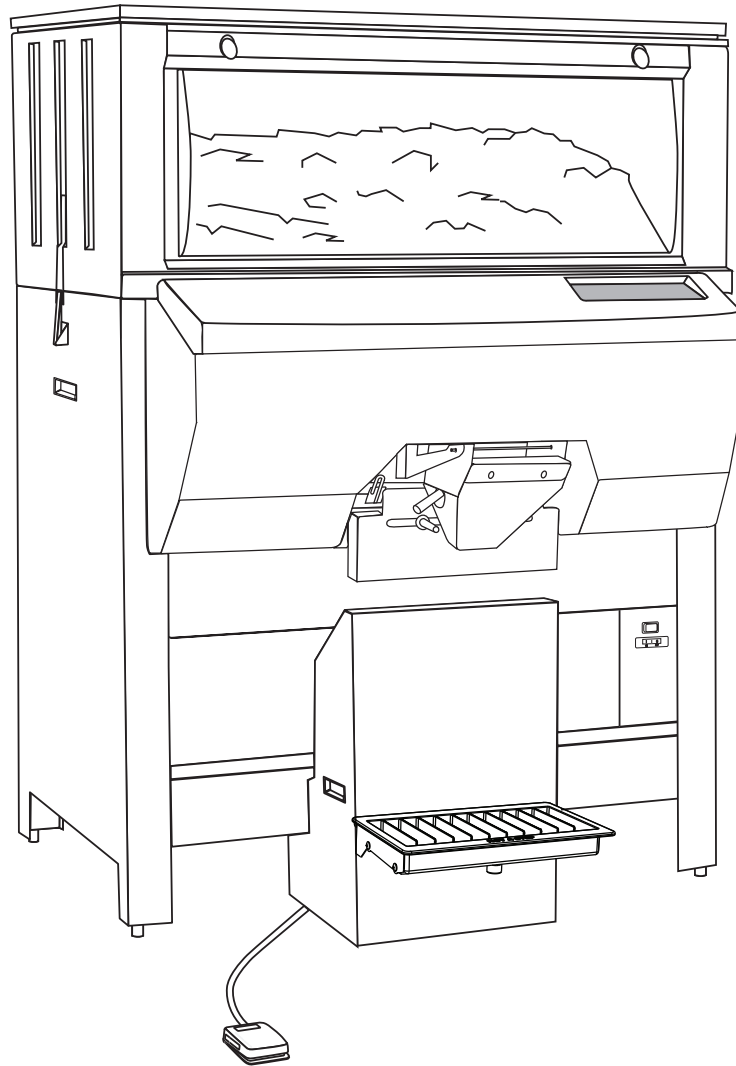


Ice Pro™ DB1000 Series Automatic Ice Bagging and Dispensing System

Order parts online
www.follettice.com

Installation, Operation and Service Manual
Serial numbers above D51557



**Following installation, please forward this manual
to the appropriate operations person.**

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Welcome to Follett

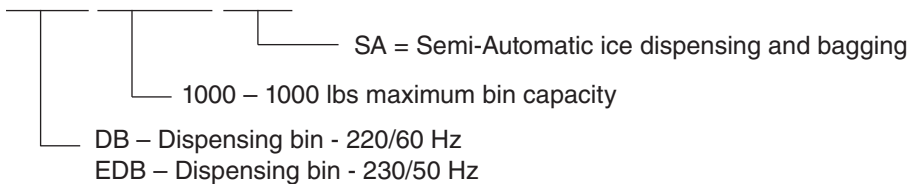
Follett ice dispensers enjoy a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this dispenser delivers that same degree of service, we ask that you take a moment to review this manual before beginning the installation of the dispenser. Should you have any questions or require technical help at any point, please call our technical service group, (877) 612-5086 or +1 (610) 252-7301.

Before you begin

After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. If damage is found, notify the shipper immediately and contact Follett Corporation so that we can help in the filing of a claim, if necessary.

Check your paperwork to determine which model you have. Follett model numbers are designed to provide information about the type and capacity of Follett ice dispensing equipment. Following is an explanation of the different model numbers in the DB1000 series.

DB1000SA



Important cautions

Storage area of dispenser contains mechanical, moving parts. Keep hands and arms clear of this area at all times. If access to this area is required, power to unit must be disconnected first.

Ice is slippery. Maintain counters and floors around dispenser in a clean and ice-free condition.

Ice is food. Follow recommended cleaning instructions to maintain cleanliness of delivered ice.

Should local codes require a hard-wired connection and/or shielded wiring, eliminate the cord(s) and plug(s) and follow the appropriate wiring diagram.

Dispenser can accommodate most cube/cubelet ices up to 1" square. Crushed, flake, or nugget ice cannot be used. Use of these ices can jam dispenser and void warranty. For questions about ice compatibility, call Follett's customer service group toll free at (877) 612-5086 or +1 (610) 252-7301.

Always disconnect power before cleaning or servicing the dispenser.

Failure to remove all sanitizer may result in health hazard.

Specifications

Electrical

Each icemaker and dispenser requires separate circuit. Equipment ground required.

Standard electrical - 220V, 60Hz, 1 phase, Max. fuse – 5 amps, 15 amp circuit. Cord and plug provided.

Plumbing

Drain 1" PVC FPT for hopper drain

Note: Drains should be hard piped and insulated. Maintain at least 1/4" per foot (1cm per 31cm run) slope on drain line run

Clearance and access information

Door entry Installation sites must have an unobstructed path to installation location with door openings no less than 34.25" (870mm)

Service Clearance A minimum of 12" (305mm) to left of unit is necessary for service

Ice type

Dispenser can accommodate most cube/cubelet ices up to 1" square. Crushed, flake, or nugget ice cannot be used. Use of these ices can jam dispenser and void warranty. For questions about ice compatibility, call Follett's technical service group toll free at (877) 612-5086 or +1 (610) 252-7301.

Icemaker weight limit

Icemaker(s) mounted on thin top may not exceed 800 lbs (364kg)

Icemaker(s) mounted on thick top may not exceed 1300 lbs (590kg)

Container sizes

Standard unit accommodates bag sizes up to 20 lbs (9kg) / 27.35" (696mm)

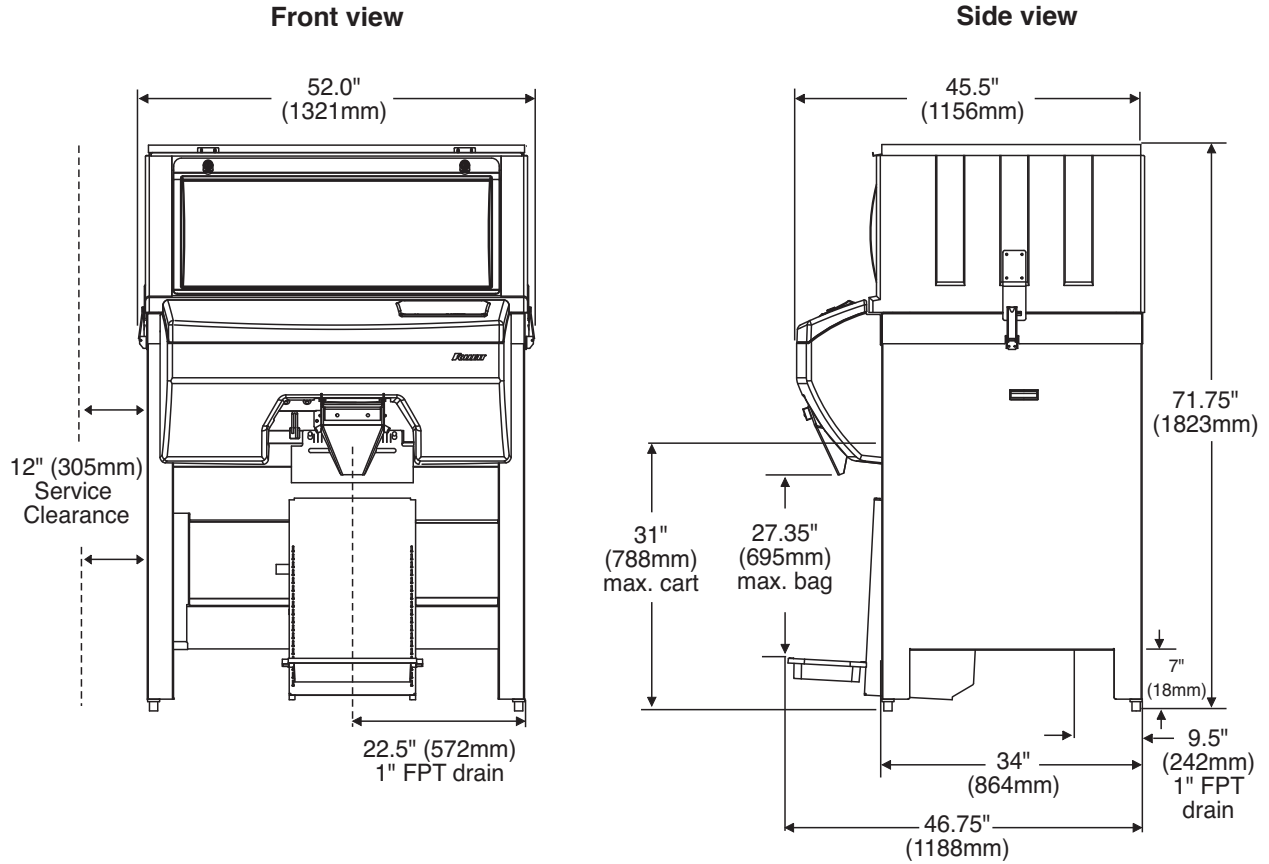
Standard dispense chute compatible with carts and containers up to 29.5" (750mm) high

Optional 6.5" (166mm) leg extension kit may be purchased to allow for up to 36" (915mm) high carts and bags up to 40 lbs (18kg) and 33.85" (860mm) high

Bag pins

Bag pins may be adjusted to accommodate bag hole centers from 5" (127mm) to 10" (254mm)

Dimensions and clearances



Notes

Special top required for icemakers weighing more than 800 lbs (364kg). Adds an additional 2.125" (54mm) to height. Contact factory.

Add 2" (51mm) to depth and 10 lbs (4.5kg) to shipping weight when drain pan accessory used.

Installation

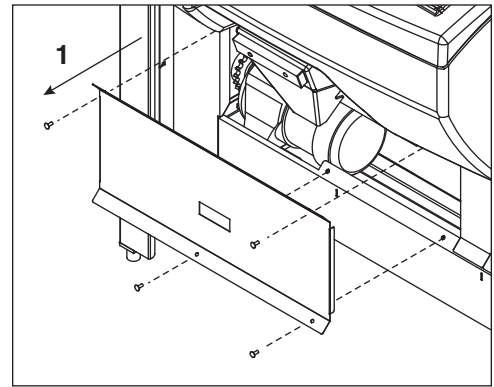
Door Entry

Some disassembly may be necessary to gain access through door openings with a width of 34.25" (850mm) to 45.5" (1156mm).

Note: Disassembly is **NOT** necessary for gaining entry through door openings larger than 45.5" (1156mm)

1. Remove lower splash panel with four screws (Fig. 1.1).

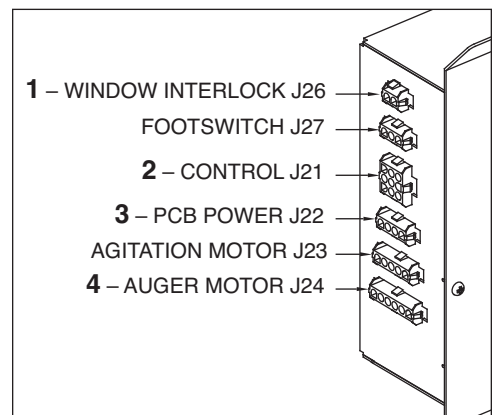
Fig. 1



2. Detach the following plugs from the left side of control box:

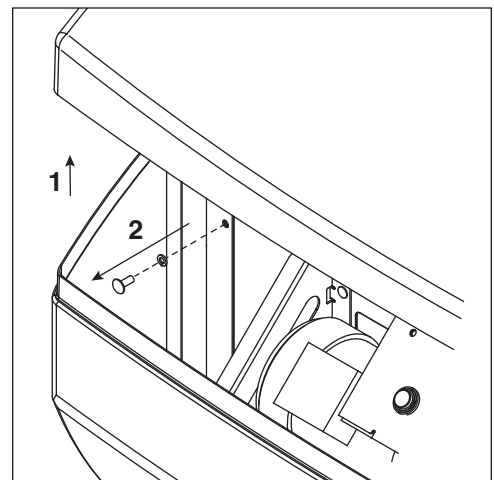
- a) Window interlock J26 (Fig. 2.1)
- b) Control J21 (Fig. 2.2)
- c) PCB power J22 (Fig. 2.3)
- d) Auger motor J24 (Fig. 2.4)
(model DB1000SA only)

Fig. 2



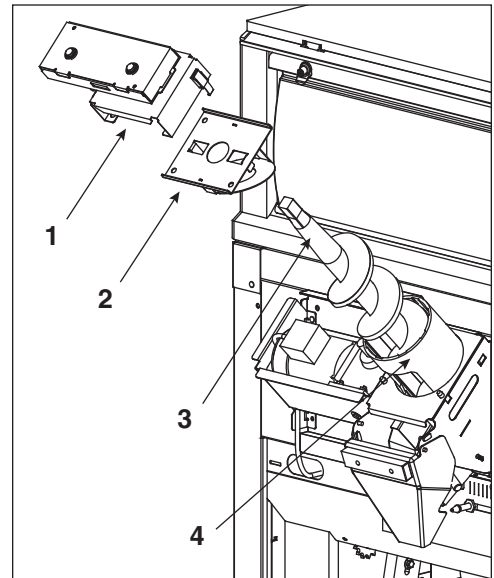
3. Remove control panel cover by lifting and detaching hook and loop tape (Fig. 3.1).
4. Remove lower cover with two thumbscrews, one from each side (Fig. 3.2).

Fig. 3



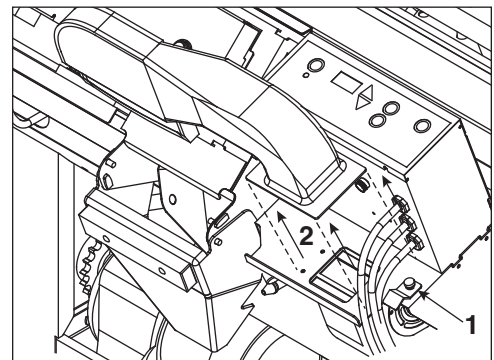
5. Remove transfer case with two latches (Fig. 4.1).
6. Remove ice deflection plate by lifting up (Fig. 4.2).
7. Remove auger by lifting up (Fig. 4.3).
8. Remove auger tube by lifting up. Note position of locating slot on lower end for reinstallation (Fig. 4.4).

Fig. 4



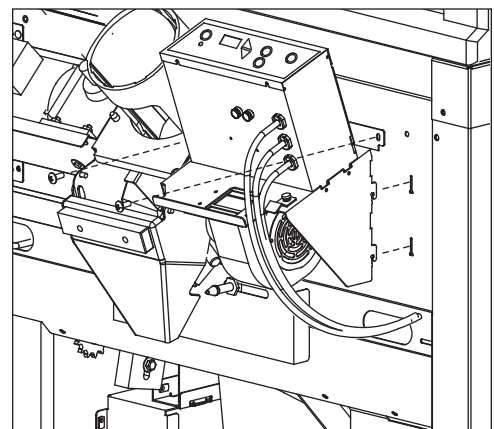
9. Remove blower duct by loosening thumb screw, rotating clip (Fig. 5.1) and lifting up (Fig. 5.2).

Fig. 5



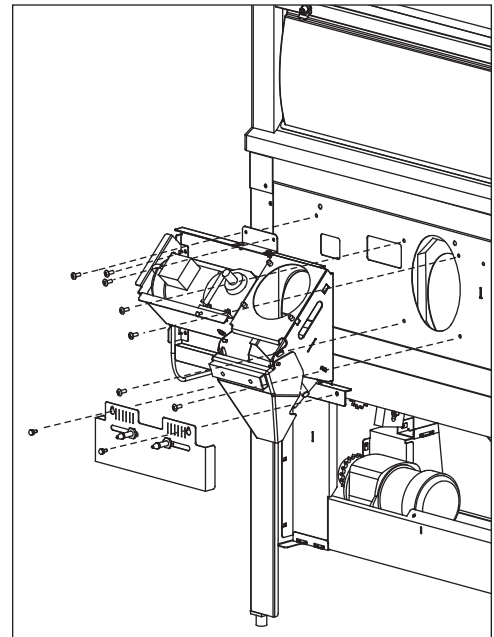
10. Remove control box/fan motor mounting assembly with two screws (Fig. 6).

Fig. 6



11. Remove auger motor bracket with 8 screws (Fig 7).
12. Remove bag pin bracket with two thumbscrews (Fig. 7).

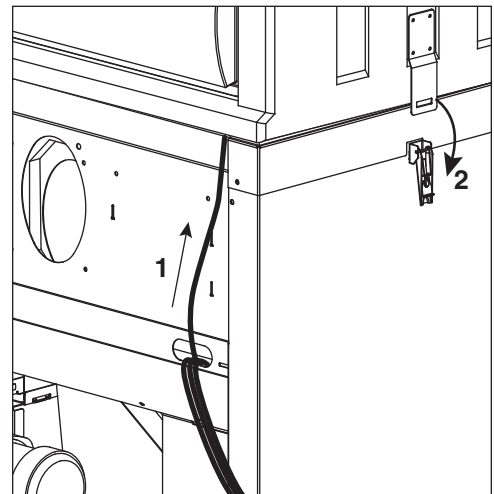
Fig. 7



13. The unit's width may be further reduced by removing the upper ice storage section (Fig. 8). This reduces unit width by 1.75" (45mm) to an overall width of 34" (864mm).

Fig. 8

- a) Remove window.
- b) Pull window interlock switch cable through wire trough in upper right corner of base (Fig. 8.1).
- c) Cut tie wrap.
- d) Release latch from each side of ice storage section (Fig. 8.2).
- e) Lift upper ice storage section from base.



Note: Reinstallation of auger tube requires locating slot be in the 7 o'clock position and upper end of auger be flush to auger motor bracket.

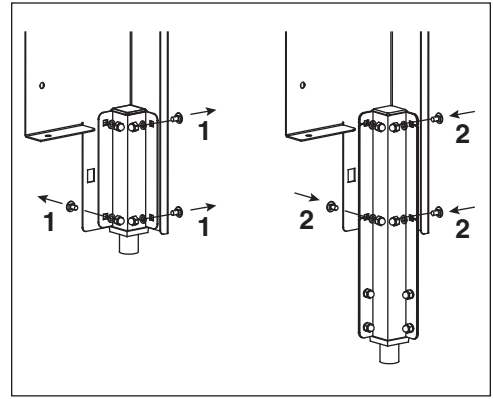
Locating unit

A minimum of 12" (305mm) to the left of the unit must be unobstructed for service clearance (see dimensions and clearances).

Leg extension accessory

1. Raise unit off feet.
2. Remove each standard foot channel with four carriage bolts (Fig. 9.1).
3. Remove foot insert and cap insert from standard foot channel.
4. Align each accessory extension foot channel to the eight holes of leg.
4. Use the four carriage bolts removed in step 2 and four carriage bolts supplied with leg extension accessory to attach each extension channel to the eight holes of each leg (Fig. 9.2).
6. Place foot insert and cap insert into extension foot channel.
5. Verify each leg is in fully retracted position prior to lowering unit on feet.
6. Follow leveling instructions below.

Fig. 9



Leveling

Leveling the unit is important for the proper operation of any top mounted icemaker. The dispenser is shipped with the legs in the fully retracted position. Each leg may be adjusted independently by turning clockwise to lower the leg or counterclockwise to raise the leg.

Utility connections

Drain

Drain connection is made to the 1" FPT PVC fitting (Fig. 10). Leave a minimum of 1/4" per foot (1cm per 31cm run) slope on drain line run. Insulate the entire run length to prevent condensation from forming on outside of drain line.

Note: Avoid excessive tightening force when connecting to this fitting.

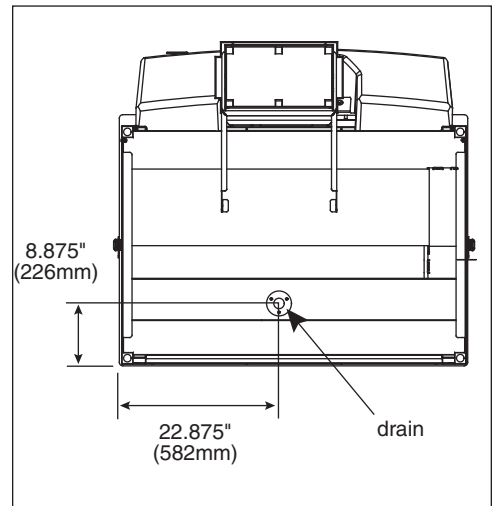
Note: Do not apply excessive heat if any sweating of fittings is necessary. Heat conduction through metal may melt threads in plastic drain.

Electrical

Make electrical connections in accordance with local and NEC codes. Each icemaker and dispenser requires separate circuit. Equipment ground required.

Standard electrical – 220V, 60Hz, 1 phase. Max. fuse – 5 amps, 15 amp circuit. Cord and plug provided.

Fig. 10



Foot pedal

The foot pedal is installed to the dispenser at the factory. Remove packaging and place on floor near bag stand on front of dispenser.

Bag wicket

Note: Bags must be placed behind rear stainless chute.

1. Move chute lever to down position (Fig. 11.1).
2. Transfer bags from wicket to bag pins by removing cardboard backing and sliding 15 to 20 bags onto pins at a time until posts are full (Fig. 11.2).
3. Return chute lever to up position (Fig. 12).

Sanitize

Follow cleaning and sanitizing instructions.

Icemaker

Follow icemaker manufacturer's recommendations for installation.

Note: Icemaker(s) mounted on thin top may not exceed 800 lbs (364kg). Icemaker(s) mounted on thick top may not exceed 1300 lbs (590kg).

Adjustments

The installer should make the following initial adjustments to ensure proper operation of the dispenser.

Bagger starter kit (DB1000SA models only)

The Ice Pro model DB100SA includes 250 bags.

1. Begin using the bags by locating the bagger starter kit and following the the instructions for bag wicket on page 10.
2. Follett recommends ordering new replacement bags immediately and confirming delivery date.

Bag stand

The bag stand platform may be raised or lowered to accommodate multiple bag sizes (Fig. 13). The bottom of bags should touch platform when adjustment is complete.

1. Lift bag stand platform up and out of receiving slot on bag stand base.
2. Insert bag stand platform in and down into next receiving slot above bottom of bag.

Dispense duration (model DB1000SA only)

In timed mode, the dispense duration dial of the control panel adjusts the length of time the unit dispenses ice.

1. Rotate dial clockwise to lengthen dispense duration. Rotate counterclockwise to shorten dispense duration.
2. Verify timed mode is selected.
3. Press start button to test length of duration. Adjust as necessary.

Fig. 11

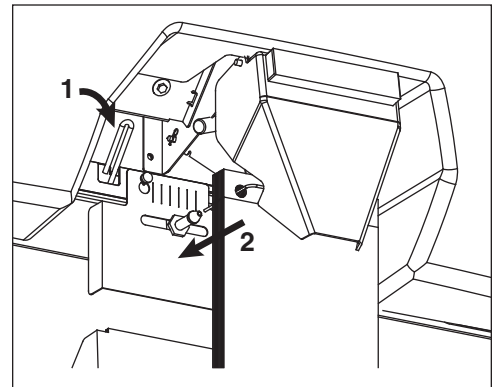


Fig. 12

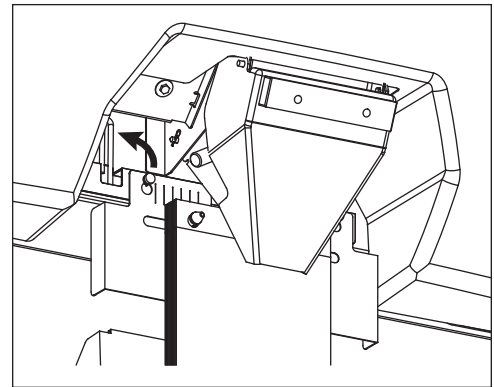
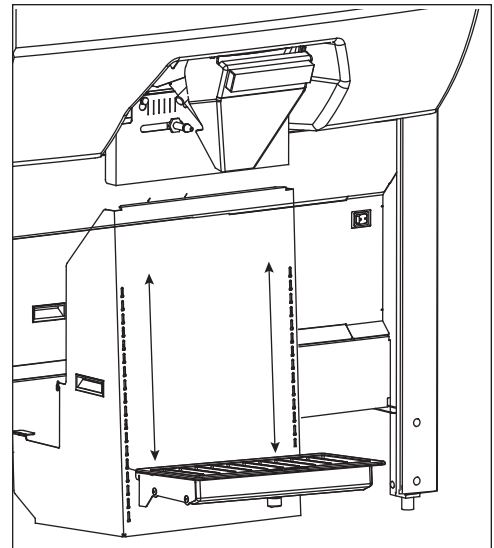


Fig. 13



Review operation procedures with appropriate operations person.

Give manual to appropriate operations person.

Cleaning and sanitizing

Solution A – Cleaning solution:

Combine 1 oz (30ml) bleach with 2 gal (8L) hot water or use an equivalent sanitizer and mix for 200 ppm.

Solution B – Sanitizing solution:

Combine 1/4 oz (7ml) bleach with 2 gal (8L) hot water or use an equivalent sanitizer and mix for 50 ppm.

Cleaning brush

A cleaning brush is included with the Ice Pro – it should be mounted for easy access on either side of the bin in the bracket provided.

Exterior care

The stainless steel exterior of the bin can be cleaned with a stainless cleaner such as 3M Stainless Steel Cleaner & Polish or equivalent.

Interior care

The polyethylene liner should be cleaned and sanitized periodically with cleaning solution prescribed below.

Recommended semi-annual cleaning (every 6 months)

1. Disconnect power from ice machine and dispenser.
2. Remove all ice from storage area.
3. Remove ice storage window (Fig. 14.1).
4. Remove control panel cover by lifting and detaching latch and loop tape (Fig. 14.2).
5. Remove transfer case with two latches (Fig. 15.1).
6. Remove ice deflection plate by lifting up (Fig. 15.2).
7. Remove auger by lifting up (Fig. 15.3).
8. Remove auger tube by lifting up. Note position of locating slot on lower end for reinstallation (Fig. 15.4).
9. Remove blower duct by loosening thumb screw, rotating clip and lifting up (Fig. 15.5).
10. Remove ice chute assembly (Fig. 15.6).
11. Remove drain pan from bag stand (Fig. 15.7).
12. Clean all components and bin storage surfaces with supplied brush and Solution A. Rinse thoroughly with clean water. Sanitize all components and bin storage surfaces with Solution B.
13. Pour a solution of one cup (8oz/237ml) household bleach mixed with one gallon (3.8L) hot water into drain to help prevent algae growth in drain lines.

Fig. 14

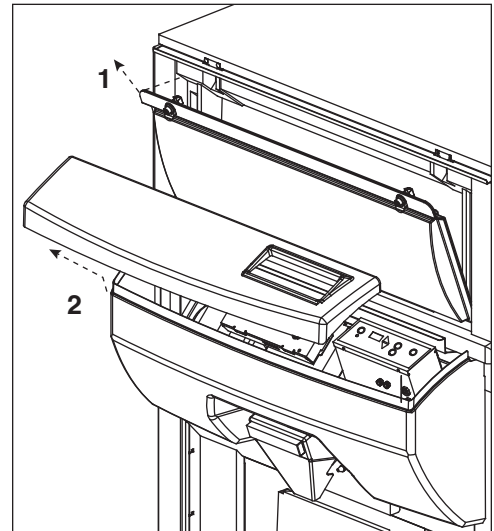
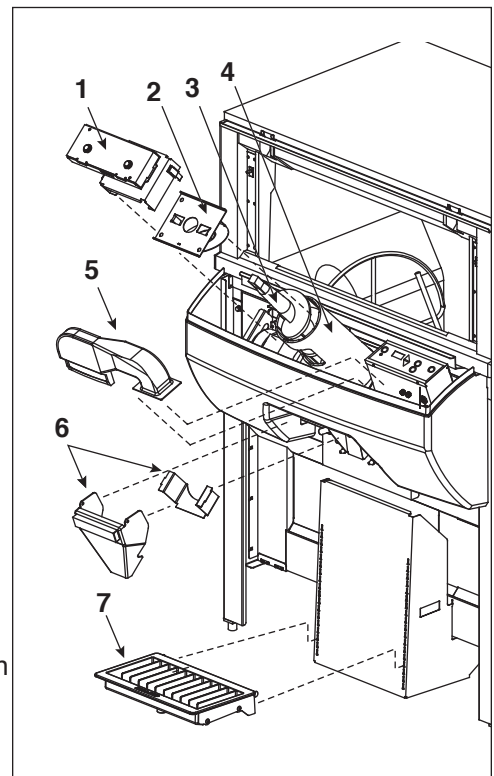


Fig. 15



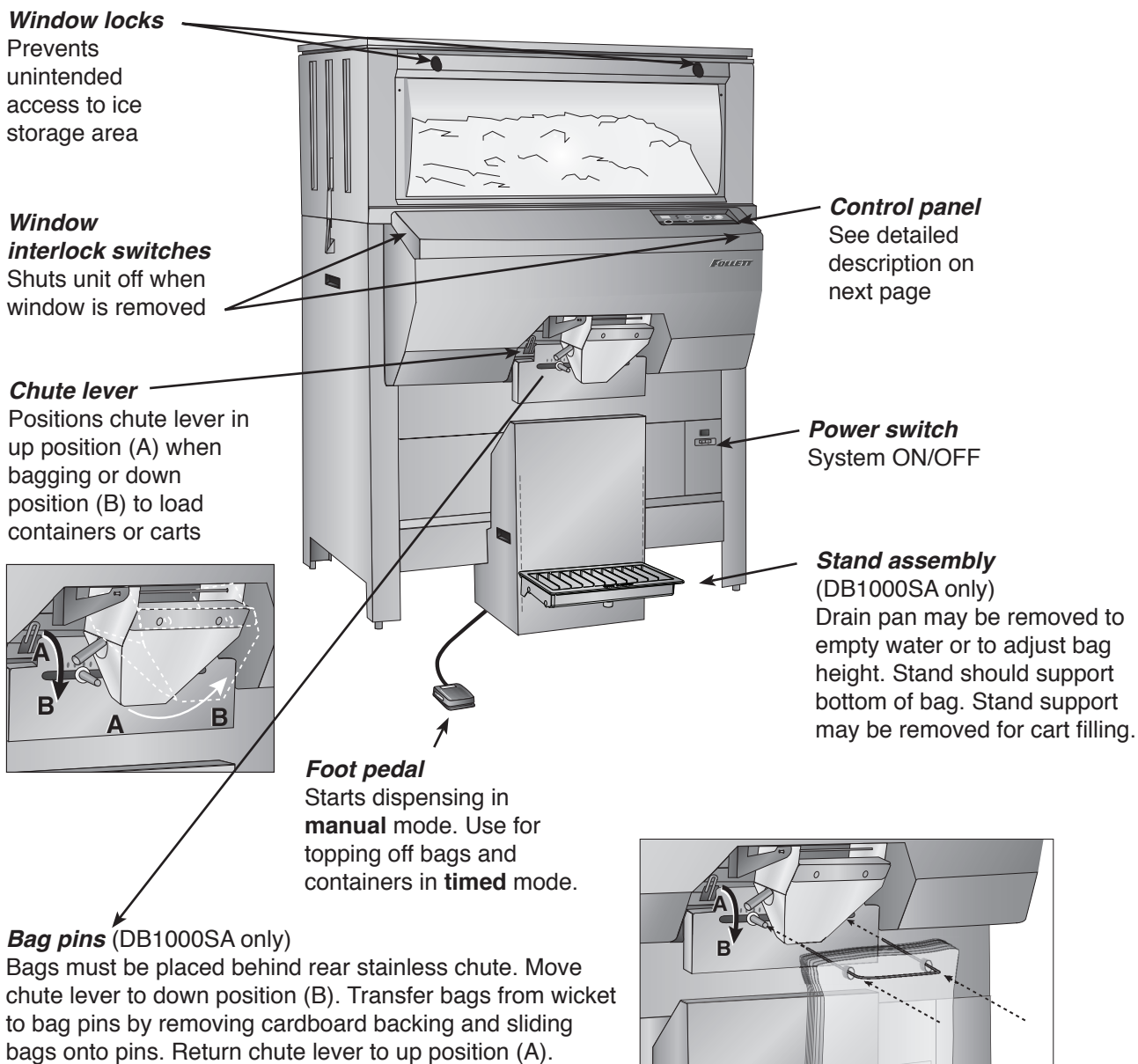
Operation

How the dispenser works

Follett's Ice Pro bagging and dispensing system is available in manual or semi-automatic ice dispensing and bagging configurations. The semi-automatic model includes a blower to puff bags open for high volume, hands-free dispensing, bag holder pins for use with wicketed bags and programmable dispense timer.

Ice is stored above a dispense auger in the dispenser storage area. An automatic agitation cycle keeps the ice from congealing by periodically activating the agitator. When the start button is pressed, the dispense motor is activated. This causes the auger assembly in the storage area to move ice to the dispense chute where it drops by gravity into a container.

System overview



Control functions

Model DB1000SA – Semi-automatic ice bagging and dispensing system controls

1. Open bag

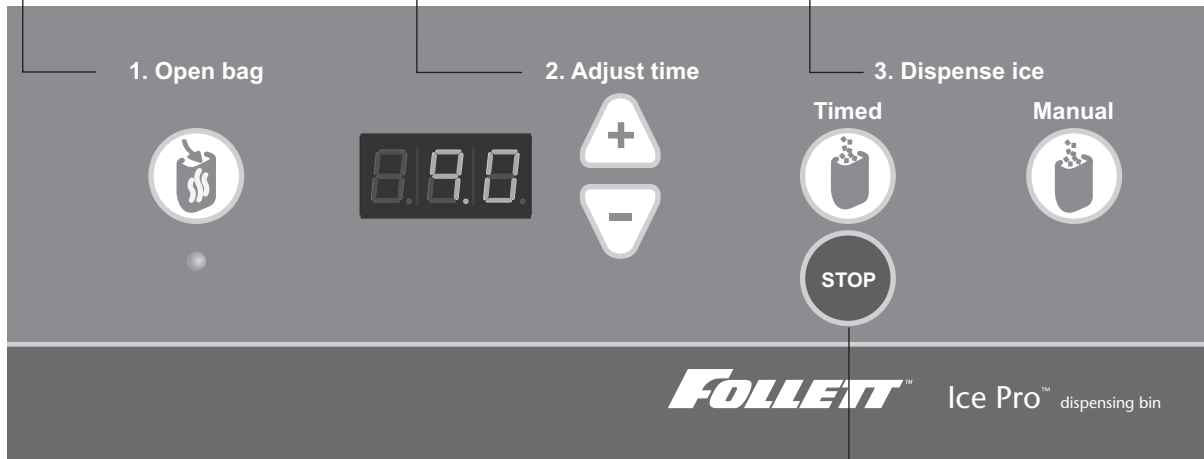
Press to turn on blower. Automatically blows open one bag at a time. Press again to turn blower off. Blower automatically turns off after 10 minutes.

2. Adjust time

Press +/- to change timed dispense duration in seconds - maximum time: 30 seconds

3. Dispense ice

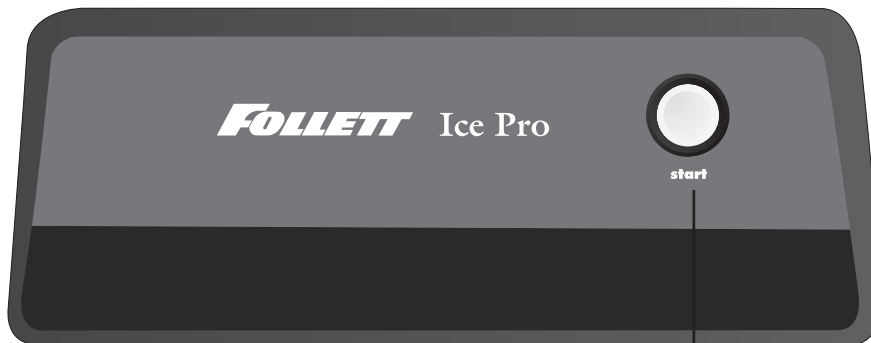
Press **Timed** once to dispense automatically. Hold **Manual** to top off bag or fill other containers



Stop

Press to stop timed dispense

Model DB1000 – manual ice dispensing system controls

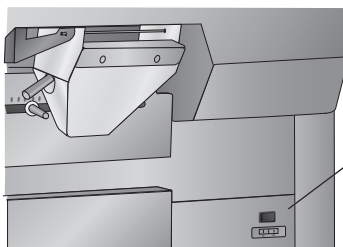


Start

Hold down to dispense

Power switch

Note: Do not turn power OFF during normal operation. Turning power OFF disables agitation cycle which may lead to congealed ice and damage to dispenser that may void warranty.



DO NOT
TURN POWER
OFF DURING
NORMAL
OPERATION

Bag pin – installing wickets (Model DB1000SA only)

Note: Bags must be placed behind rear stainless chute.

1. Move chute lever to down position (Fig. 16.1).
2. Transfer bags from wicket to bag pins by removing cardboard backing and sliding 15 to 20 bags onto pins at a time until posts are full (Fig. 16.2).
3. Return chute lever to up position (Fig. 17).

Adjusting bag stand height (Model DB1000SA only)

The bag stand platform may be raised or lowered to accommodate multiple bag sizes (Fig. 18). The bottom of bags should touch platform when adjustment is complete.

1. Lift bag stand platform up and out of receiving slot on bag stand base.
2. Insert bag stand platform in and down into desired receiving slot on bag stand base.

Using Totes™ or other containers

The bag stand platform can accommodate containers of up to 29.5" (750mm) high.

1. Adjust bag stand height per instructions above.
2. Position chute lever in down position (Fig. 16.1).
3. Place container below dispense chute.
4. Press START.

Using SmartCART™ or other mobile ice storage devices

The bag stand platform must be removed to correctly position SmartCART under chute.

1. Remove bag stand per instructions below.
2. Position chute lever in down position.
3. Roll SmartCART under dispense chute.
4. Press START.

Removing bag stand (Model DB1000SA only)

1. Lift bag stand platform up and out of receiving slots on bag stand base (Fig. 19.1).
2. Lift stand up and out of receiving slots on dispenser base (Fig. 19.2).

Fig. 16

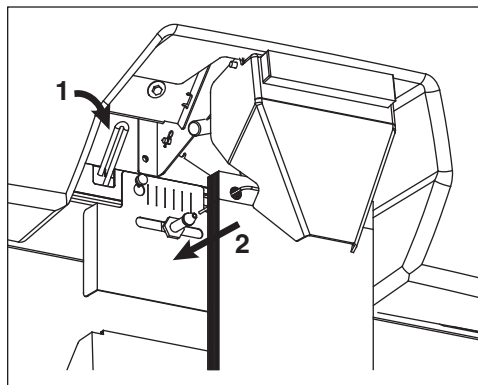


Fig. 17

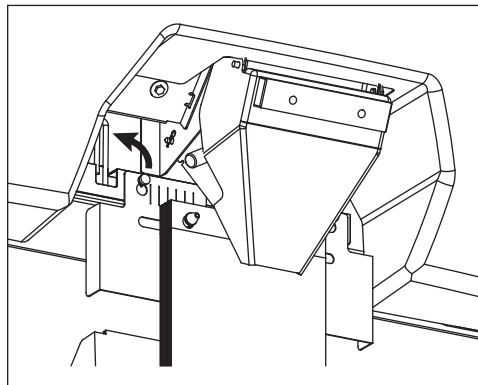


Fig. 18

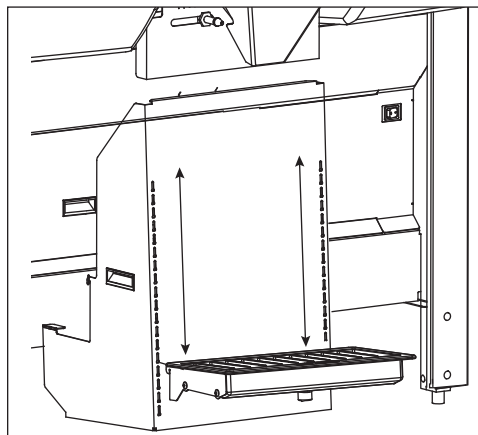
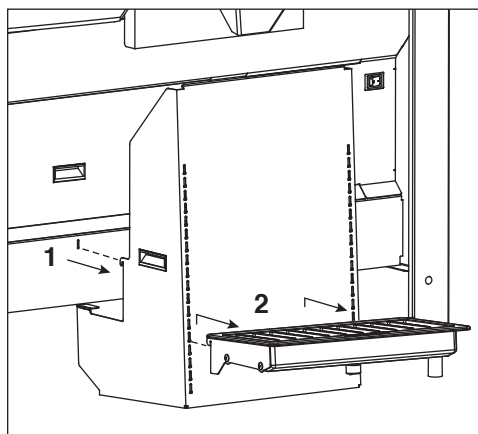


Fig. 19



Service

Agitator removal

1. Remove all ice from dispenser.
2. Disconnect power to dispenser and icemaker.
3. Remove window from upper ice storage section.
4. Remove connection pin from left side of agitator bar (Fig. 20).
5. Move agitator bar toward left dispenser wall (Fig. 21.1) while pulling out the right side from bearing (Fig. 21.2).
6. Push right side of agitator bar toward rear right corner of bin (Fig. 22.1) while pulling out the left side from the drive shaft (Fig. 22.2).
7. Position pin end of agitator in window frame and spiral clockwise out opening (Fig 23).

Fig. 20

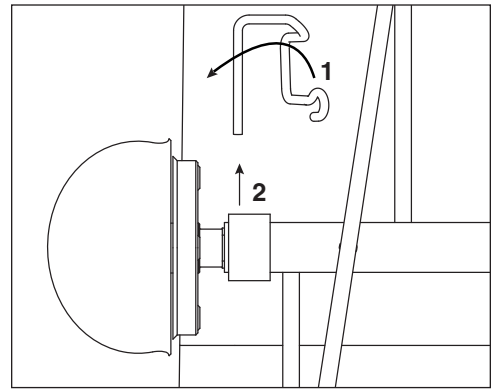


Fig. 21

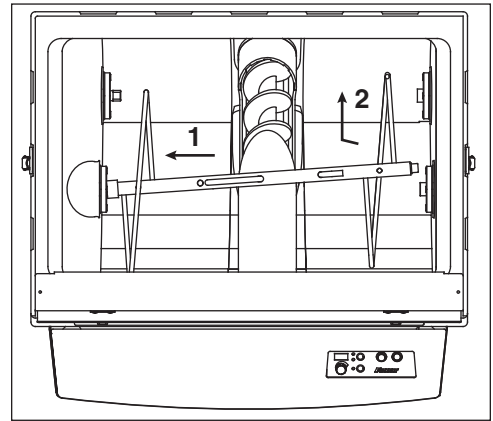


Fig. 22

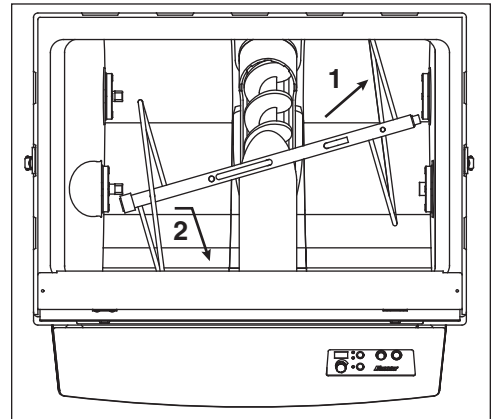
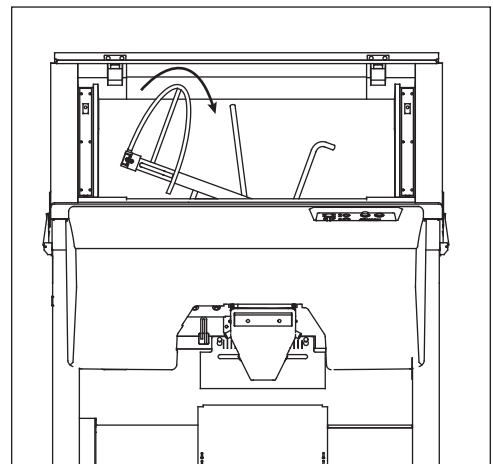
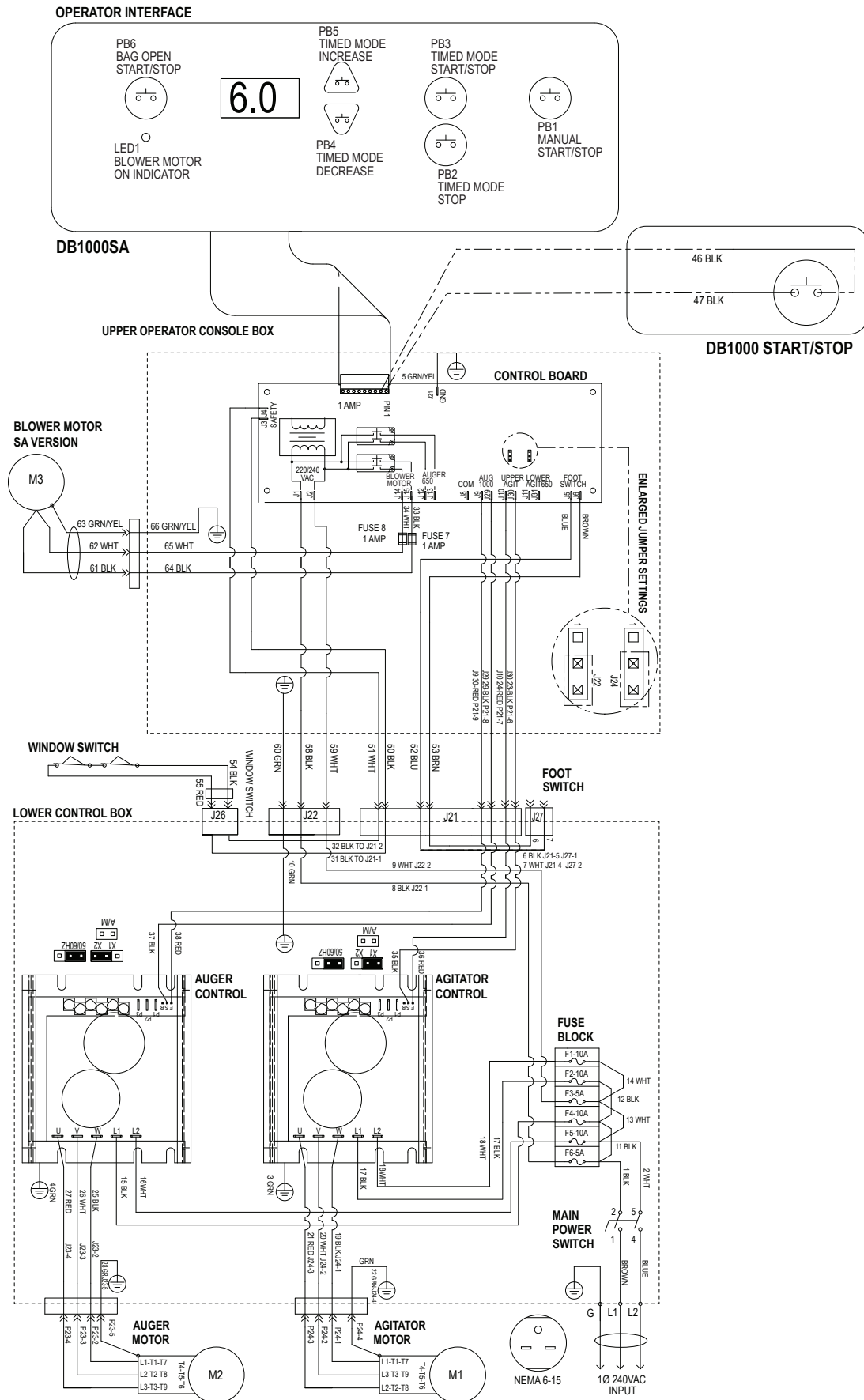


Fig. 23



Wiring diagram

DB1000 - ICE PRO SCHEMATIC DB1000SA - ICE PRO SCHEMATIC



Before calling for service

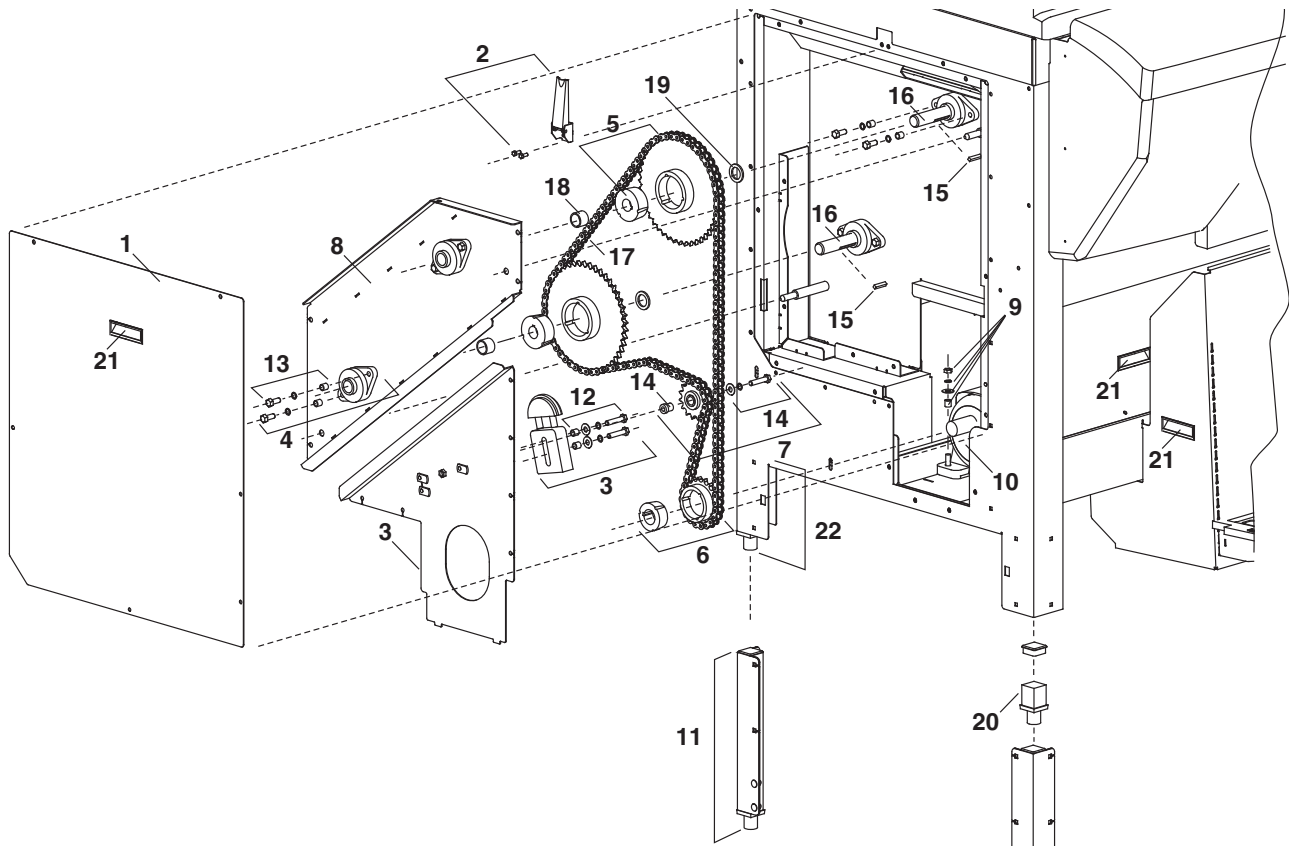
1. Check that ice is in the dispenser and that congealed cubes are not causing a jam.
2. Check that circuit breaker and switches are in ON position.
3. Check that window is on securely. If ajar, dispenser will not operate.
4. Check that all drains are clear.

Troubleshooting guide

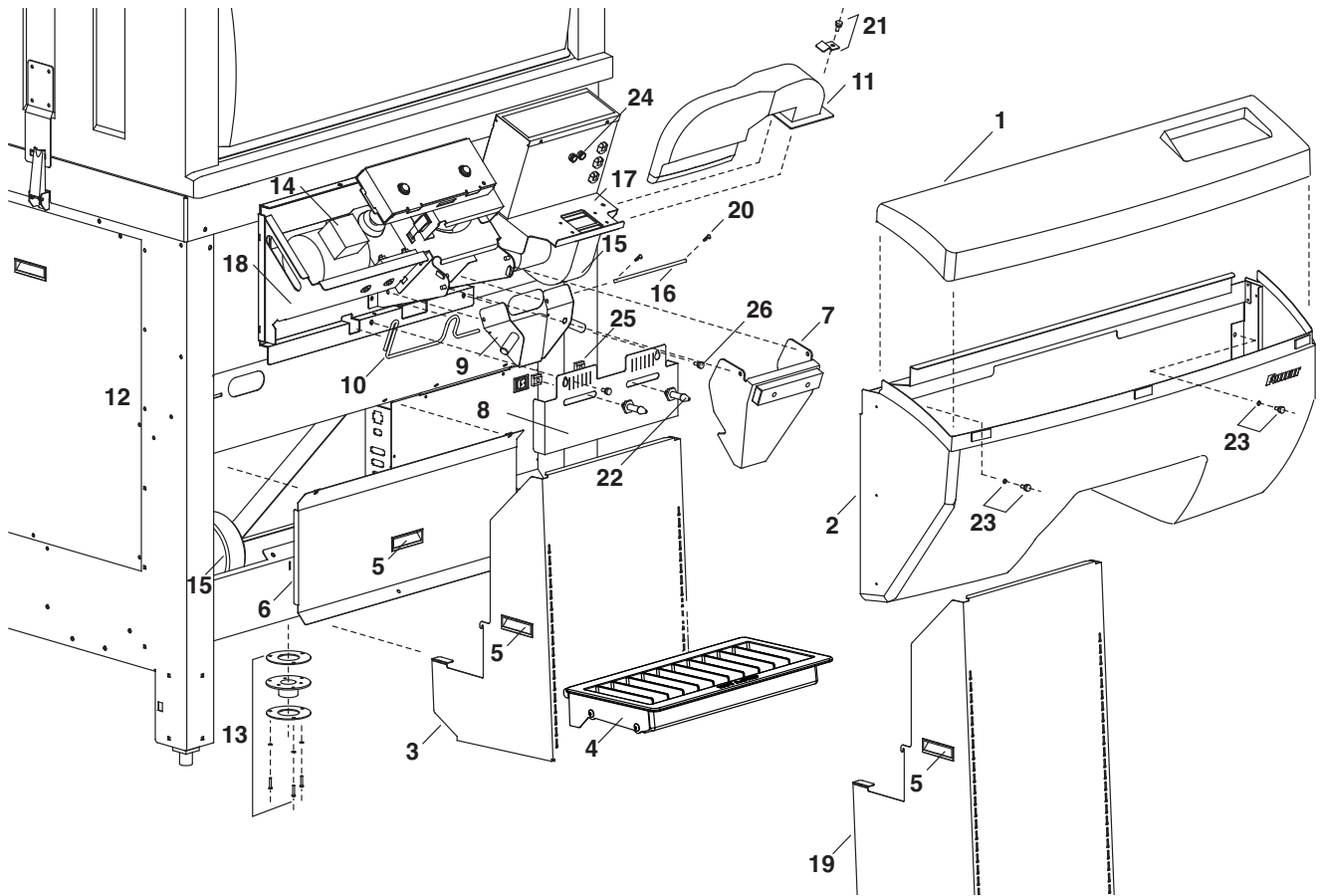
Symptom	Possible cause	Solution
Ice does not dispense	<ol style="list-style-type: none"> 1. No ice in bin 2. Dispense switch not closing 3. Foot pedal not closing 4. Auger motor not operating 5. Agitator motor not operating 6. Both auger motor & agitator motor not operating 	<ol style="list-style-type: none"> 1. Check operation of ice maker 2. Check for contact closure 3. Check for contact closure of switch inside foot pedal enclosure 4A. Check for power to motor 4B. Check for output from corresponding inverter 4C. Check fuses and power supply to LI & L2 of inverter 4D. Jump terminals F & S on inverter. If motor runs, replace PC board Note: Voltage from inverter and auger motor must be tested with an analog meter 5A. Check for power to motor 5B. Check for output from corresponding inverter 5C. Check fuses and power supply to LI & L2 of inverter 5D. Jump terminals F & S on inverter. If motor runs replace PC board Note: Voltage from inverter and auger motor must be tested with an analog meter 6A. Check that window is in place 6B. Check that both window interlock switch are fully depressed 6C. Check that interlock relay is energized
Bags tear off pins during filling	<ol style="list-style-type: none"> 1. Bag platform not adjusted properly 2. Poor quality bags 	<ol style="list-style-type: none"> 1. Adjust bag platform to on notch above where bottom of bag contacts platform 2. Try bags from another supplier
More than one bag opens when blower is on	<ol style="list-style-type: none"> 1. Stainless steel chute is not resting against bags 	<ol style="list-style-type: none"> 1. Move chute lever to up position to locate stainless steel chute in the rear position
Bags won't open	<ol style="list-style-type: none"> 1. Blower switch not on 2. Blower duct missing or out of position 3. No power to blower motor 	<ol style="list-style-type: none"> 1. Turn blower switch on 2. Reinstall/re-position blower duct 3. Check fuses and output power at operator control panel

If problems persist after following this basic troubleshooting guide, call Follett's technical service department at (877) 612-5086 or (610) 252-7301.

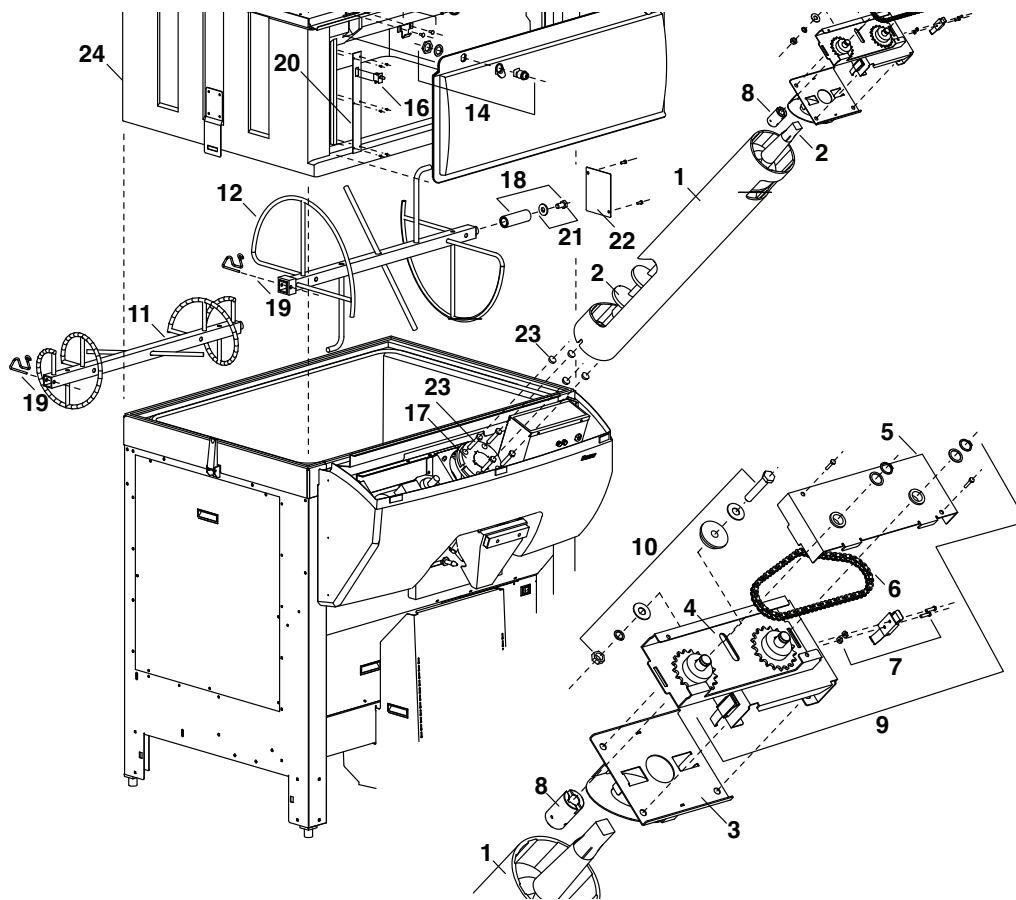
Replacement parts



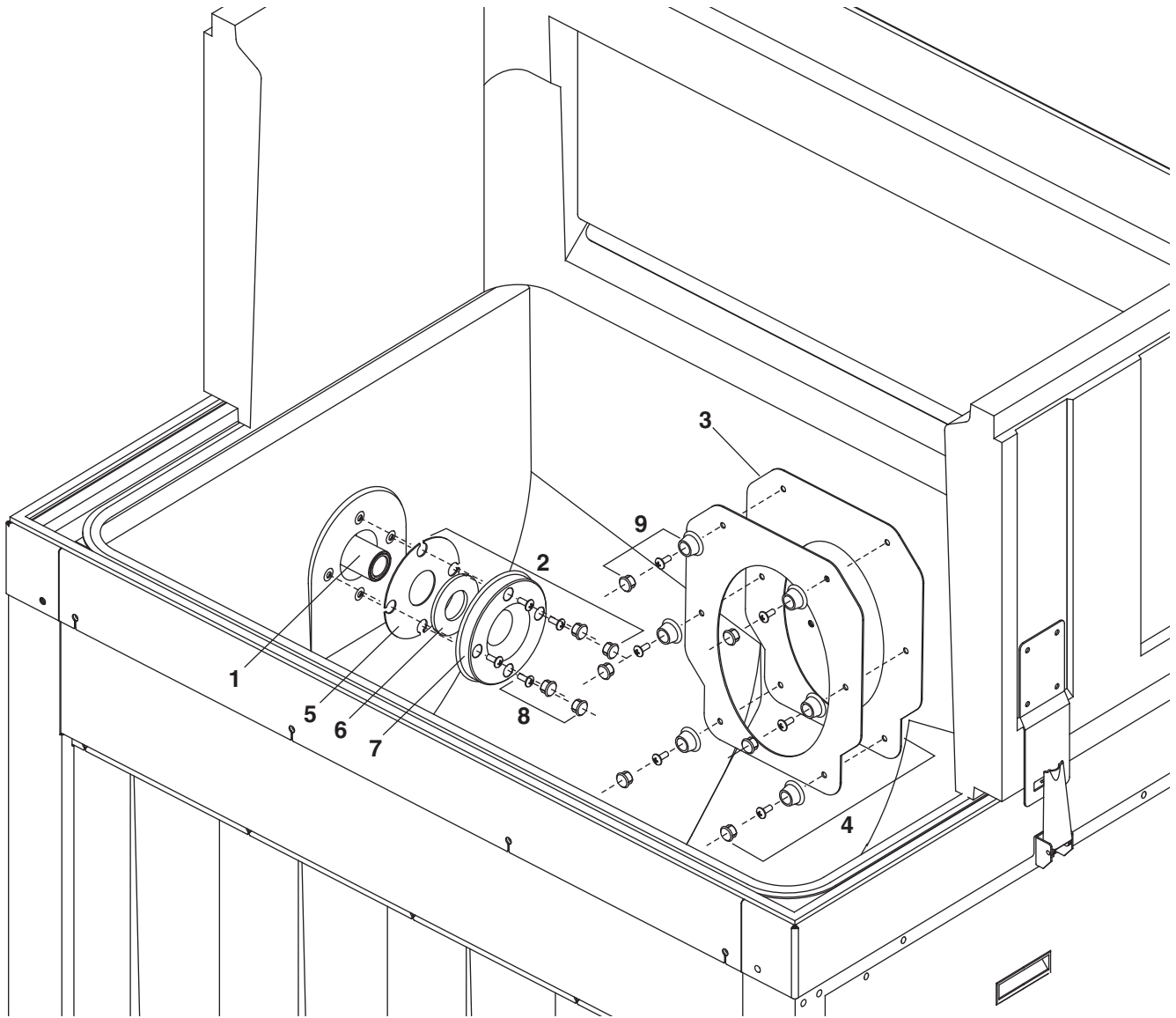
Reference #	Description	Part #
1	Panel, access, side	00109751
2	Latch, hopper	00109769
3	Tensioner (includes 00109868)	00109777
4	Bearing (includes 00109876)	00109785
5	Sprocket, agitator (includes 00101048)	00109793
6	Sprocket, drive	00109801
7	Sprocket, idler (includes 00109884)	00109819
8	Frame, outer bearing support (includes (2) 00109785, (2) 00109876)	00109827
9	Hardware, mounting, agitator motor	00109835
10	Motor, agitator (includes 00109835)	00109843
11	Leg, extension (one) (includes 00104315)	00109850
12	Hardware, mounting, tensioner (set of 2)	00109868
13	Hardware, mounting, bearing (set of 2)	00109876
14	Hardware, mounting, idler wheel (set of 2)	00109884
15	Key, coupling, drive	00101048
16	Coupling, drive (includes 00101048)	00105825
17	Chain	208652
18	Bushing, bronze	00104372
19	Shim	00104786
20	Insert, leg	00104315
21	Handle, insert	00104299
22	Leg, standard (includes 00104315)	00111021
Not shown	Hardware, leg mounting (set of 4)	00109900



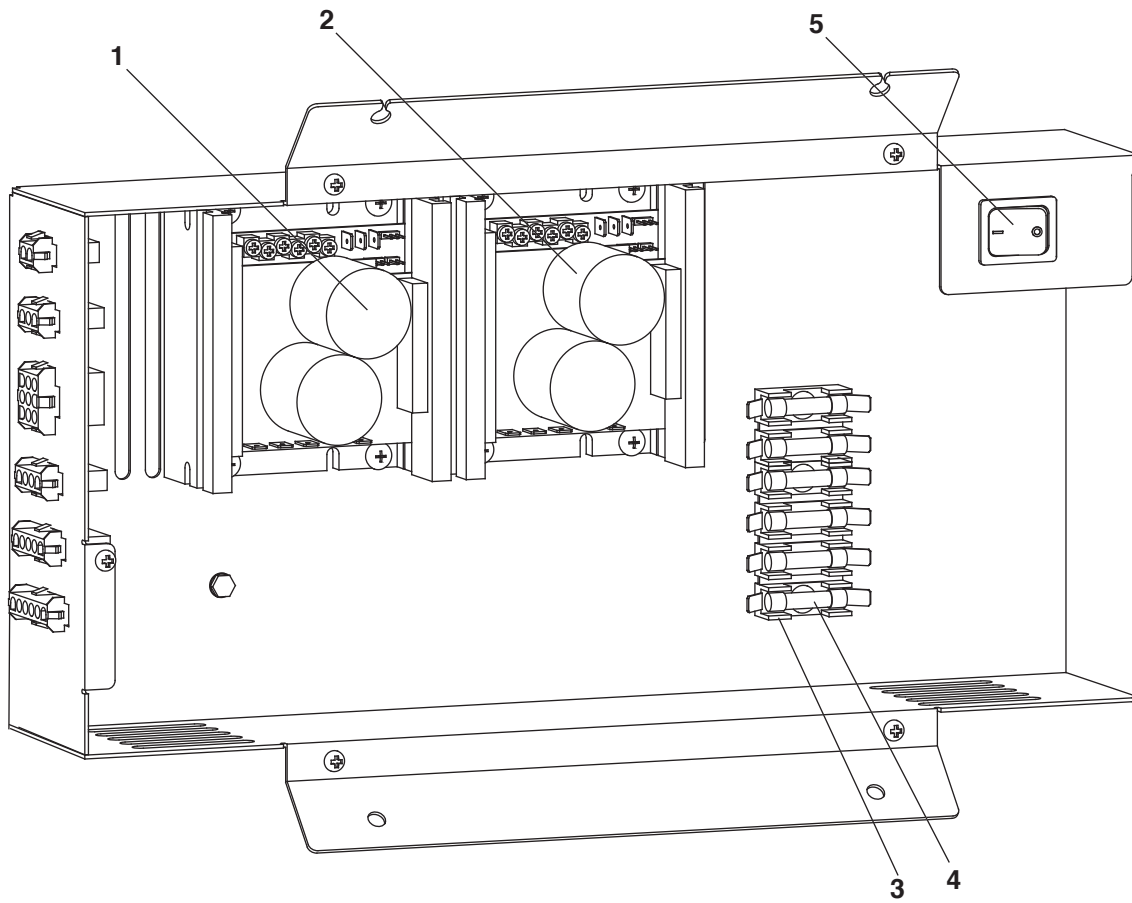
Reference #	Description	Part #
1	Hood, dispense	00109918
2	Cover, dispense (includes 00111039)	00109926
3	Bag stand (includes (2) 00104299)	00109934
4	Drain pan	00925503
5	Handle, insert	00104299
6	Panel, access, front (includes 00104299)	00109959
7	Chute, outer, dispense	00109967
8	Bracket, bag hanger (includes (2) 208626, (2) 208940, (2) 500915)	00109975
9	Chute, inner, dispense	00109983
10	Actuator, chute (includes 00111062)	00109991
11	Duct, blower (includes 00111070)	00110007
12	Panel, access, side	00109751
13	Fitting, drain	00110023
14	Motor, auger (includes 00110080)	00110031
15	Blower	00110049
16	Shaft, pivot, inner chute (includes (2) 00111070)	00110056
17	Bracket, blower/control box	00110064
18	Bracket, auger drive (includes 00110304)	00110072
19	Bag stand, extended (includes (2) 00104299)	00111054
20	Cotter pin	208892
21	Mounting hardware, air duct	00111070
22	Pin, bag support	208626
23	Mounting hardware, dispense cover	00111039
24	Thumbscrew	500915
25	T-nut	208940
Not shown	Hardware, mounting, auger motor (set of 4)	00110080
Not shown	Collar, dispense feed	00102970
Not shown	Screw, Nylok (8 required)	208755



Reference #	Description	Part #
1	Tube, auger	00100958
2	Auger	208816
3	Deflector, ice	00110106
4	Plate, lower, auger drive	00110114
5	Plate, cover, auger drive	00110122
6	Chain, auger drive	208935
7	Latch, auger drive	00110148
8	Coupling, auger motor	00110155
9	Transmission, auger drive (includes 00110114, 00110122, 00110130, 00110155, 00110171)	00110163
10	Tensioner, auger chain	00110171
11	Agitator, lower (includes 00110262)	00110189
12	Agitator, upper (includes 00110262)	00110197
13	Window, inspection (includes 00110213)	00110205
14	Latch, window	00110213
15	Catch, window	00110221
16	Switch, safety	208810
17	Bearing, auger (includes 00110296)	00110247
18	Bearing, agitator (includes 00110270)	00110254
19	Pin, lock, agitator	00110262
20	Cover, switch plate	00101345
21	Hardware, mounting, agitator bearing	00110270
22	Plate, access, agitator bearing	00110288
23	Hardware, mounting, auger bearing (set of 4)	00110296
24	Hopper, upper section (includes 00110205)	00111096
Not shown	Bracket, brush, hopper cleaning	00115949
Not shown	Brush, hopper cleaning	00107839
Not shown	Pole, extension, brush	00107821

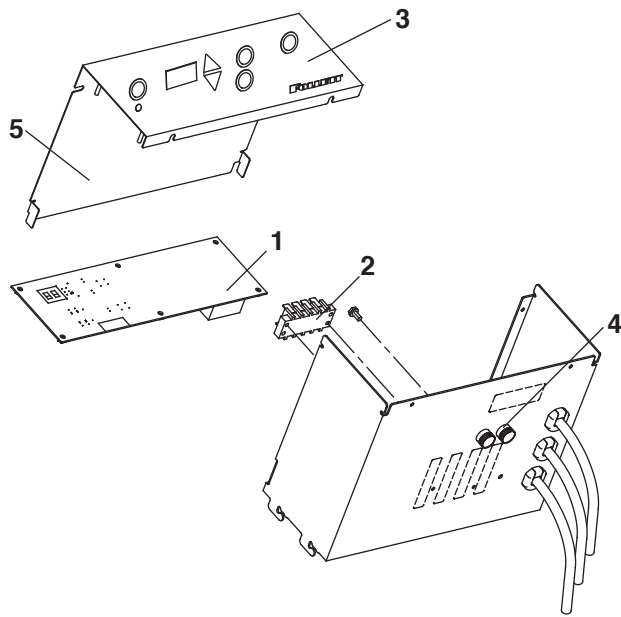


Reference #	Description	Part #
1	Bearing, agitator support	00110254
2	Kit, shaft seal, agitator (includes 00110338)	00110312
3	Gasket, tube seal, auger	00102061
4	Kit, tube seal, auger (includes 00102061, 00110346)	00110320
5	Base, seal	00101246
6	Seal, agitator	00103911
7	Collar, seal	00101535
8	Hardware, mounting, shaft seal (set of 4)	00110338
9	Hardware, mounting, tube seal (set of 6)	00110346

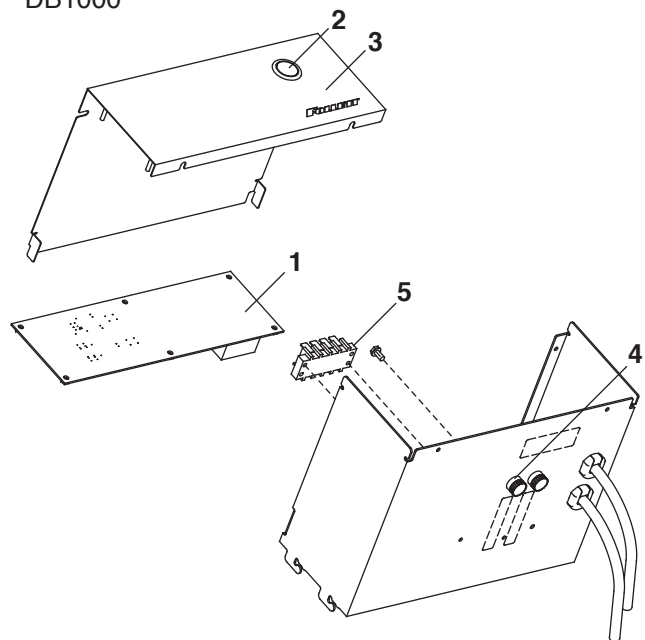


Reference #	Description	Part #
1	Inverter, auger	00925651
2	Inverter, agitator	00925651
3	Fuse holder	00105411
4	Fuse, 10 amp	208823
5	Switch, rocker	208867

DB1000-SA



DB1000



Reference #	Description	Part #
DB1000-SA		
1	Control board (Serial # above D51557)	00924597
1	Control board, green display (before Serial # D51558)	00104521
	Control board (red display) – obsolete. Use retrofit kit 00129833 below.	
2	Terminal strip	00110411
3	Membrane switch	00902270
3	Label, green display (before Serial # D51558)	00106054
4	Fuse holder	208915
5	Cover, console (green display – includes 00106054)	00129858
Not shown	Fuse, 1/4 amp	208825
Not shown	Fuse, 1 amp	208826
Not shown	Retrofit kit, control board, green display (includes 00129858, 00104521, 00105429 and 00101212)	00129833
Not shown	Control knob (before Serial # D51558)	00105528
Not shown	Switch, stop (before Serial # D51558)	00105429
Not shown	Switch, start (before Serial # D51558)	00101212
DB1000		
1	Control board (Serial # above D51557)	00924597
1	Control board (before Serial # D51558)	00106922
2	Switch, start	00101212
3	Label, console	00102020
4	Fuse holder	208915
Not shown	Fuse, 1/4 amp	208825
5	Terminal strip	00110411
Not shown	Switch, foot	00115055

