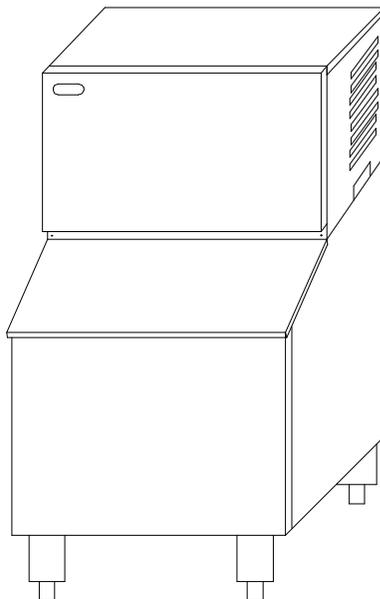


FranklinChef®

Automatic Commercial Ice Cube Machine



User's Manual

Be sure ice maker has been standing upright for at least 24 hours prior to plug-in.

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Model FIM400

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We reserve the right to make changes in specifications and design without prior notice.

NOTICE: Model FIM400 is an ice-making unit and does not include an ice storage bin. If you order a bin, please follow this manual and the manual accompanying the bin regarding installation, adjustment of storage bin feet, cleaning, water drainage, etc.

ICE MAKER SAFETY

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. This symbol alerts you to potential hazards that can injure or kill you and others. All safety messages will follow the Safety Alert Symbol and either the words “DANGER”, “WARNING” OR “CAUTION”.

▲ DANGER ▲

DANGER means that failure to heed this safety statement may result in severe personal injury or death.

▲ WARNING

WARNING means that failure to heed this safety statement may result in extensive product damage, severe personal injury, or death.

CAUTION

CAUTION means that failure to heed this safety statement may result in minor or moderate personal injury, or property or equipment damage.

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

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock or injury, when using your ice maker, follow these basic precautions:

- | | |
|-------------------------------------|--|
| ? Plug into grounded 3-prong outlet | ? Disconnect power before cleaning |
| ? Do not remove grounding prong | ? Disconnect power before servicing |
| ? Do not use an adapter | ? Replace all panels before operating |
| ? Do not use an extension cord | ? Use 2 or more people to move and install ice machine |

SAVE THESE INSTRUCTIONS

IMPORTANT SAFEGUARDS



Before the ice maker is used, it must be properly positioned and installed as described in this manual, so read the manual carefully. Franklin Industries strongly recommends that you have a professional install your new machine. The warranty may be affected or voided by an incorrect installation. To reduce the risk of fire, electrical shock or injury when using the ice maker, follow

basic precautions, including the following:

⚠ DANGER ⚠

- ? It is recommended that a separate circuit, serving only your ice maker, be provided. Use receptacles that cannot be turned off by a switch or pull chain.
- ? Do not connect or disconnect the electric plug when your hands are wet.
- ? Never unplug the ice maker by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- ? Never clean ice maker parts with flammable fluids. Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. The fumes can create a fire hazard or explosion.
- ? Before proceeding with cleaning and maintenance operations, make sure the power line of the unit is disconnected and the water line is shut off. (EXCEPTION: When cleaning the machine's ice making and water systems, see pages 16 – 17.)
- ? Before operating, put all the enclosure panels back into their original place.
- ? Do not touch the evaporator with your hand when the machine is operating.
- ? Unplug the ice maker or disconnect power before cleaning or servicing. Failure to do so can result in electrical shock or death.
- ? Do not attempt to repair or replace any part of your ice maker unless it is specifically recommended in this manual. All other servicing should be done by a qualified technician.

⚠ WARNING

- ? Use two or more people to move and install ice maker. Failure to do so can result in back or other injury.
- ? To ensure proper ventilation for your ice maker, the front of the unit must be completely unobstructed. Choose a well-ventilated area with temperatures above 50°F (10°C) and below 100°F (38°C). This unit **MUST** be installed in an area protected from the elements, such as wind, rain, water spray or drips.
- ? The ice maker should not be located next to ovens, grills or other sources of high heat.
- ? The ice maker must be installed with all electrical and water connections in accordance with state and local codes. A standard electrical supply (115 VAC only, 60 Hz, 20A), properly grounded in accordance with the National Electrical Code and local codes and ordinances is required.
- ? Do not kink or pinch the power supply cord or drain lines between the ice maker and the cabinet.
- ? The fuse (or circuit breaker) size should be 20 amperes.
- ? It is important for the ice maker to be well leveled for proper operation. You may need to make several adjustments to level it.
- ? All installations must be in accordance with local plumbing code requirements.
- ? Make certain that the hoses are not pinched or kinked or damaged during installation.
- ? Check for leaks after connection.
- ? Although the unit has been tested at the factory, due to long-term transit and storage, the first batch of cubes must be discarded.
- ? Remove the packing materials and clean the ice maker before using.

- ? Turn on the water supply tap before switching on the ice maker. Never turn off the water supply tap when the ice maker is working.
- ? Except to take ice from the storage bin, keep the bin door closed in order to reduce ice melting and to promote proper ice formation.
- ? If the ice maker will not be used for a long time, before the next use it must be thoroughly cleaned. Follow carefully any instructions provided for cleaning or use of sanitizing solution. Do not leave any solution inside the ice maker after cleaning.
- ? DO NOT touch the condenser fins. The condenser fins are sharp and can be easily damaged.
- ? DO NOT use solvent-based cleaning agents or abrasives on the interior. These cleaners may transmit taste to the ice cubes, or damage or discolor the interior.
- ? The ice machine cleaner contains acids. DO NOT use or mix with any other solvent-based cleaner products. Use rubber gloves to protect hands. Carefully read the material safety instructions on the container of the ice machine cleaner.
- ? Do not use this apparatus for other than its intended purpose.

SAVE THESE INSTRUCTIONS

Electrical Connection

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded. The power cord of this appliance is equipped with a 3-prong grounding plug that mates with a standard 3-prong grounding wall outlet to minimize the possibility of electric shock hazard from the appliance. Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded. When a standard 2-prong wall outlet is encountered, it is your responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet. The ice maker should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating label on the appliance. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. Never unplug your ice maker by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet. Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end. When moving the ice maker, be careful not to damage the power cord.

Extension Cord

Because of potential safety hazards under certain conditions, it is strongly recommended that you do NOT use an extension cord with this ice maker.

Major Features

1. Completely automatic operation.
2. The different colors of the LED display indicate various working modes.
3. The fan motor responds to the ambient temperature. If room temperature is low, the motor will stop working to keep the cooling system in good working condition.
4. Ice cube size is adjustable.
5. A sensitive probe and accurate timer enhance the performance of the ice maker.

Technical Information

Model:	FIM400
Electrical input:	115VAC ~ 60Hz
Power consumption:	8.3kW·h /100 lbs of ice
Ice-making/Ice-harvest rated current:	12.4A/15.3A
Refrigerant:	R404a, 24.6 oz.
High/Low side pressure:	350psig/190psig
Unit width x depth x height:	30" x 24" x 20.8"
Unit weight:	142 lbs maximum
Ice-making capability:	400 lbs/day*
Ice shape:	Cube
Ice cube dimensions:	3/4" x 1" x 3/4"

*The actual quantity of ice produced per day can vary with room and water conditions.

The technical data and performance indices listed above should be used for reference only. They are subject to change.

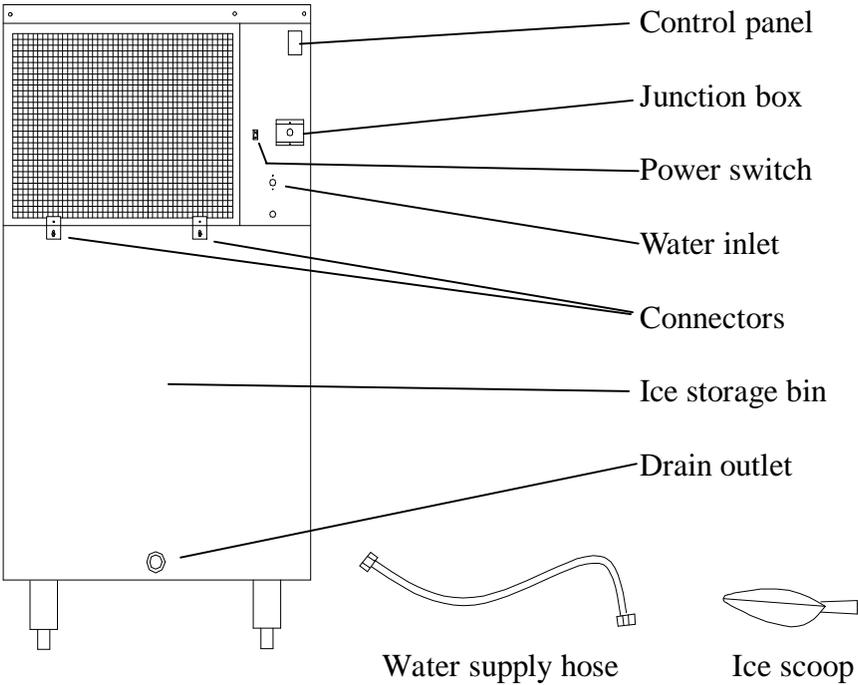
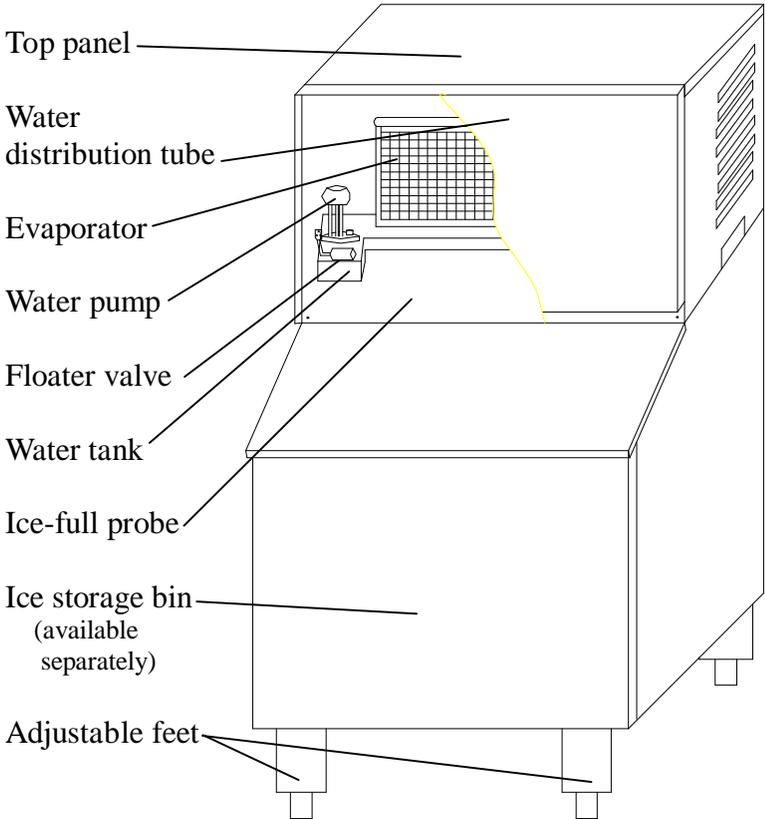
This product has been tested and certified to NSF standard 12 by NSF International.

Introduction

The Franklin Chef® FIM400 Automatic Commercial Ice Cube Machine produces hard, crystal-clear, gourmet cube ice in quantities up to 400 lbs per day. This user's manual is intended as a resource for persons installing, using and servicing model FIM400. It contains valuable information on safety and maintenance. Franklin Chef® strongly recommends that this manual be kept in a place where it can be accessed when needed. Every Franklin Chef® Ice Cube Machine is designed and manufactured according to the highest standards of safety and performance. It meets or exceeds the safety standard of UL563 and sanitation standard NSF12.

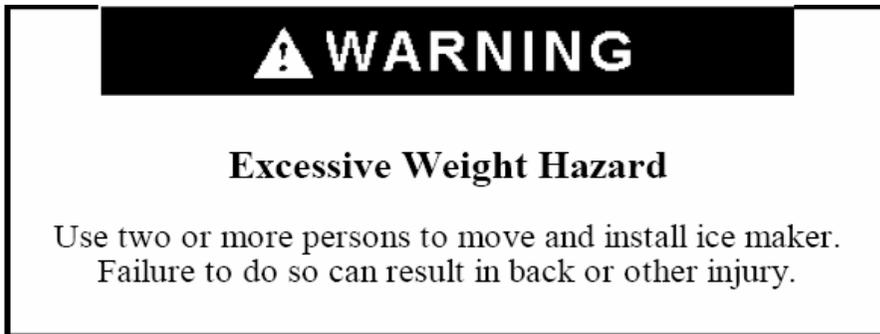
Franklin Industries, L.L.C, assumes no liability or responsibility of any kind for products manufactured by Franklin Industries, L.L.C., that have been altered in any way, including the use of any parts and/or other components not specifically approved by Franklin Industries, L.L.C. Franklin Industries, L.L.C., reserves the right to make design changes and/or improvements at any time. Specifications and designs are subject to change without notice.

Component Locations



Ice Maker Installation

Unpacking



This unit is an ice maker only. It requires a separate ice storage bin.

Remove packaging materials

IMPORTANT: Do not remove any permanent instruction labels or the data labels on your ice maker.

Remove tape and glue from your ice maker before using:

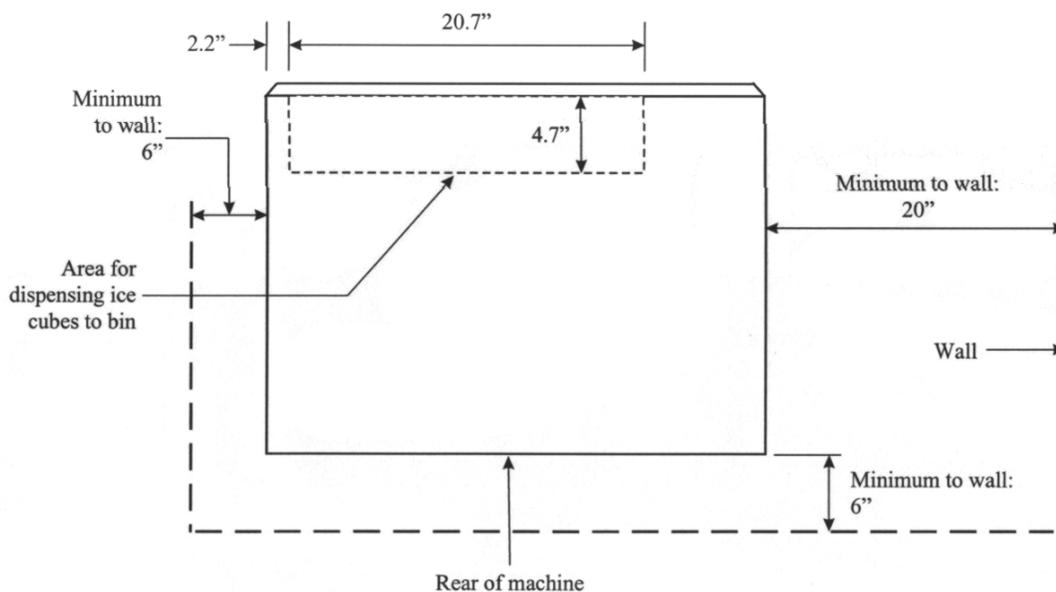
- ? To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry with a soft cloth.
- ? Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your ice maker.

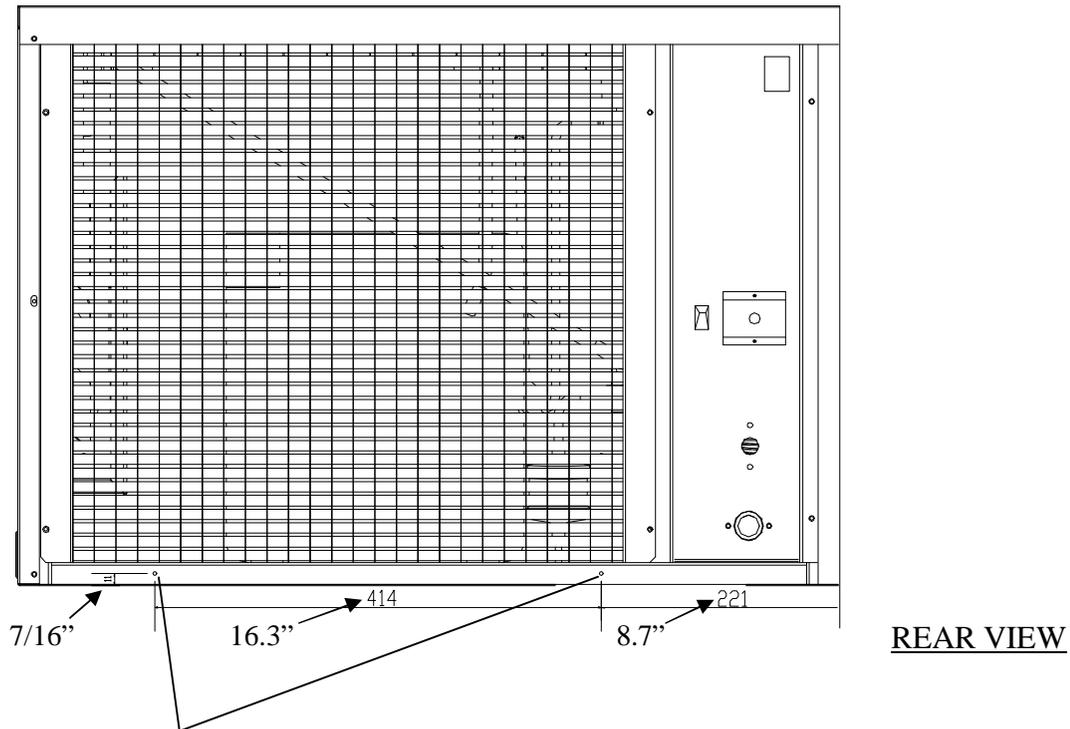
Location Requirements

- ? This ice maker should be installed by qualified personnel.

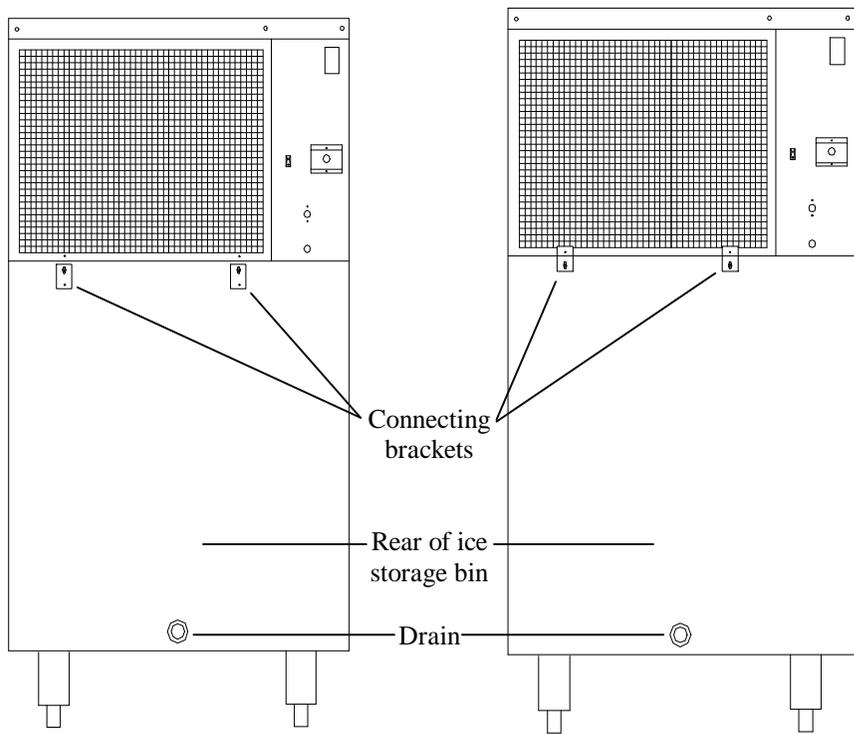
Installation clearance

TOP VIEW





The two holes are for attachment to the ice storage bin. See drawings below.



Typical installation of ice storage bin

Two connecting brackets are attached to the upper rear edge of the ice storage bin. Turn the brackets up (180°) and use two screws to connect the main machine and ice storage bin.

- ? To ensure proper ventilation for your ice maker, you need keep the front of the unit completely unobstructed.
- ? Choose a well-ventilated area with temperatures above 50°F (10°C) and below 100°F

(38°C). This unit **MUST** be installed in an area protected from the elements, such as wind, rain, water spray or drips.

- ? The unit should not be located next to ovens, grills or other sources of high heat.
- ? Installation of the ice maker requires a cold water supply inlet of 1/4" (6,35 mm) soft copper tubing with a shut-off valve.
- ? The ice maker requires a continuous water supply with a minimum pressure of 15 psig and a static pressure not to exceed 80 psig. The temperature of the water feeding into the ice maker should be between 41°F (5°C) and 90°F (32°C) for proper operation.

⚠ WARNING
Normal operating ambient temperature should be between 50°F (10°C) and 100°F (38°C). Normal operating water temperature should be between 41°F (5°C) and 90°F (32°C). Operation of the ice maker for extended periods outside of these normal temperature ranges may affect production capacity.

- ? In general, it is always a good idea to filter the water. A water filter, if it is of the proper type, can remove taste and odors as well as particles.
- ? The ice maker must be installed with all electrical and water connections in accordance with state and local codes.
- ? The ice maker and bin should be located on a firm and level surface. It is important for the ice maker to be perfectly level for proper operation; otherwise water may not flow properly through the evaporator (ice mold). Ice production will be less than expected and operation will be noisy.
- ? The feet of most bins can be rotated to adjust the height if necessary. Follow instructions accompanying the bin you purchase.

Electrical Requirements

⚠ DANGER ⚠

Electrical Shock Hazard
Plug into a grounded 3-prong outlet. Never remove the grounding prong from the plug. Never use an adapter. Never use an extension cord. Failure to follow these instructions can result in fire, electrical shock or death.

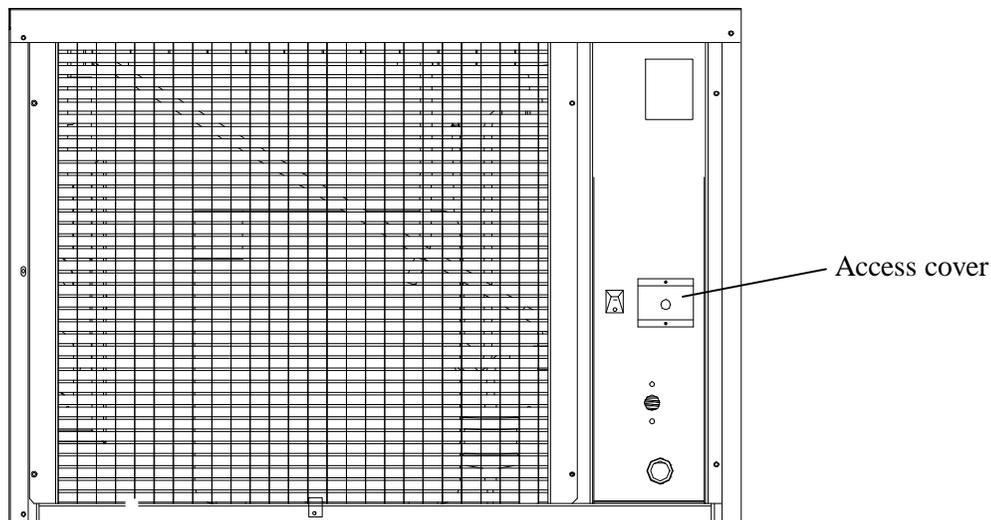
Before you move your ice maker into its final location, be sure you have the proper electrical connection. A standard electrical supply (115 VAC only, 60 Hz, 20A), properly grounded in accordance with National Electrical Code and local codes and

ordinances, is required. The ice maker should always be plugged into its own individual electrical outlet. It is recommended that a separate circuit, serving only your ice maker, be provided. Use receptacles that cannot be turned off by a switch or pull chain. The fuse (or circuit breaker) size should be 20 amperes.

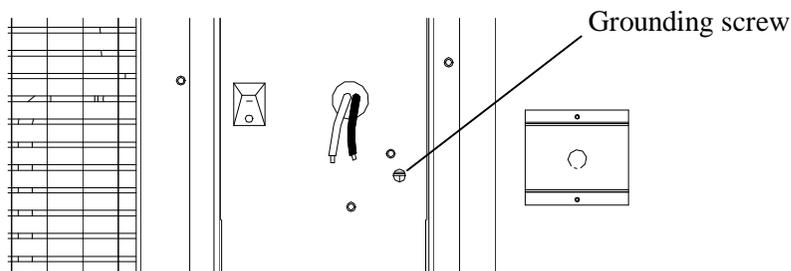
Recommended grounding method

For your personal safety, this appliance must be grounded. The power supply cord (not included) must have a 3-prong grounding plug. To minimize possible shock hazard, the cord must be plugged into a mating 3-pronged and grounding-type wall receptacle, grounded in accordance with the National Electrical Code and local codes and ordinances. If a mating wall receptacle is not available, it is the personal responsibility of the customer to have a properly grounded, 3-prong wall receptacle installed by a qualified electrician.

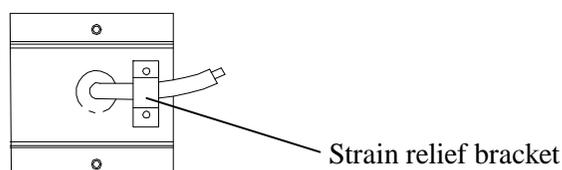
Connecting the power supply line



1. Unscrew the two screws holding the access cover and remove the cover. You will find two leads (black and white). See drawing below.



2. Feed a power supply cord (not included) through the access cover and connect it with the two leads. The ground line should be connected to the grounding screw. The two connectors must be insulated. Put the access cover back in place.



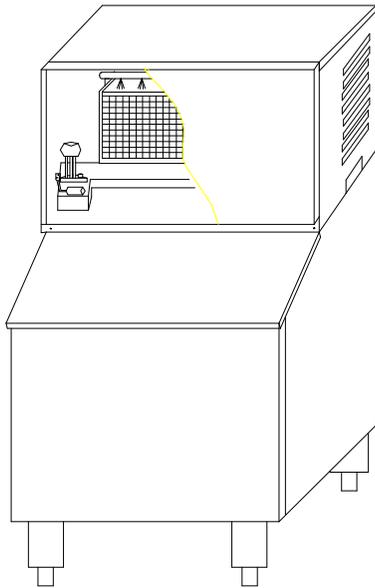
Operation

Final Check List before Operation

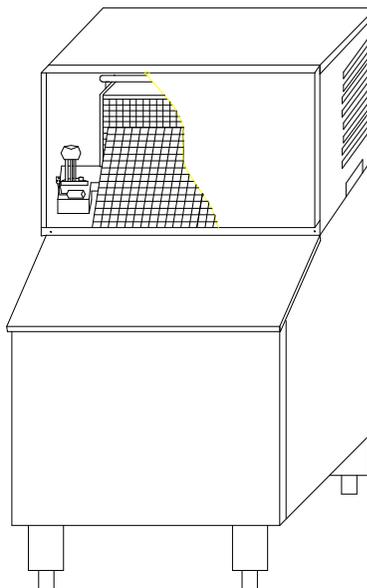
1. Have all packing materials and tape been removed from the interior and exterior of the ice maker?
2. Did you clean the ice storage bin?
3. Have the installation instructions been followed, including connecting the machine to water and electricity?
4. Has the machine been leveled?
5. Is the ice maker in a site where the ambient temperature is between 50° F (10° C) and 100°F (38°C) and the water temperature between 41° F (5° C) and 90° F (32° C) all year round?
6. Has the water supply pressure been checked to ensure a minimum of 15 psig with a static pressure not to exceed 80 psig?
7. Is there a clearance of at least 6" at the rear and 6" at the sides for proper air ventilation?
8. Has the power supply voltage been checked or tested against the nameplate rating? And has proper grounding been installed for the ice maker?
9. Is the ice maker plugged in?
10. Have you turned on the main water supply and the tap?
11. Have you checked for leaks at all water supply connections?

Operating Method

1. Turn on the water tap; water enters the water tank. Then turn on the power switch; the red indicator LED of the power switch lights.
2. After 3 minutes, the ice maker will automatically proceed to the ice-making stage and the sound of flowing water will be heard.
3. When a batch of ice has been fully formed, it will be harvested into the ice storage bin automatically.
4. When the ice storage bin is full, the sheet of cubes will not fall completely and the ice-full probe will be kept open. The machine is in the ice full stage.
5. The unit will start making ice again after ice cubes are removed. At the same time, the ice-full probe swings back to operating position.



Ice-making stage



Ice harvest stage

IMPORTANT:

- ? Although the unit has been tested and cleaned at the factory, due to long-term transit and storage, the first batch of cubes must be discarded.
- ? Never turn off the water supply tap when the ice maker is working.
- ? Never touch the evaporator when the machine is running.
- ? Except to take ice from the unit, keep the bin door closed to reduce melting and ensure proper ice formation.

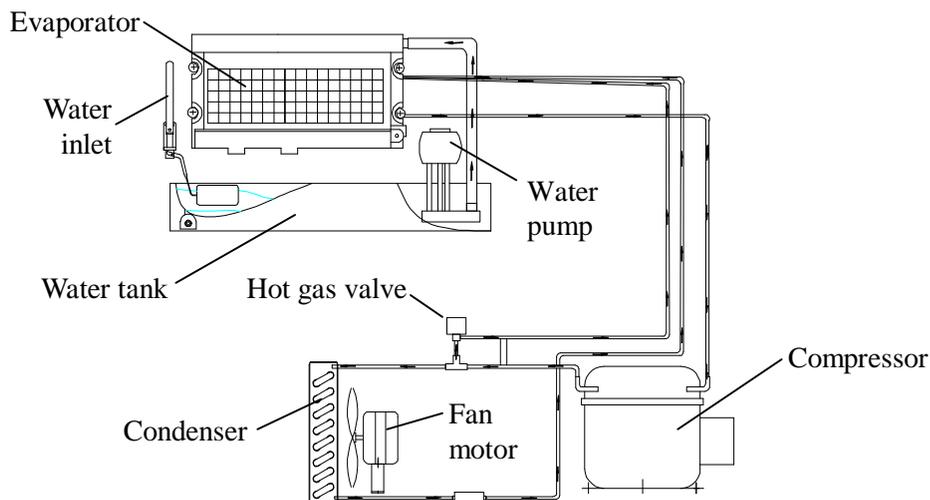
How the Machine Makes Ice

Turn the power switch to the ON position. After about 3 minutes the machine will automatically go into the ice-making stage.

There are two distinct cycles: freeze and harvest. During the freeze cycle, water flows to the evaporator surface. In the harvest cycle, the ice is released and water enters the machine. A complete cycle (freeze cycle and harvest cycle) takes 15 to 40 minutes, depending on temperature and operating conditions.

Freeze: During the freeze cycle the compressor is pumping refrigerant, the fan motor is blowing air, and the water pump is pumping water. When the batch of ice has been fully formed, the ice maker stops the freeze cycle and the harvest cycle starts.

Harvest: During the harvest cycle the compressor is 0.0D 0 Tc ssor is 0.0D 0 0 2 is



Normal Sounds

Your new ice maker may make sounds that are unfamiliar to you. Most of the new sounds are normal. Hard surfaces like the floor and walls can amplify the sounds. The following describes the kinds of sounds that might be new to you and what may be causing them.

- ? Rattling noises may come from the flow of the refrigerant or the water line. Items stored on the top of the ice maker can also make noises.
- ? The high-efficiency compressor may make a pulsating or high-pitched sound.
- ? Running water may make a splashing sound.
- ? You may hear air being forced over the condenser by the condenser fan.
- ? During the harvest cycle, you may hear the sound of ice cubes falling into the ice storage bin.

Preparing the Ice Maker for Long Storage

If the ice maker will not be used for a long time, or it is to be moved to another place, it will be necessary to drain water from the system.

1. Shut off the water supply at the main water source.
2. Disconnect the water supply pipe from the water inlet.
3. Shut off the power supply at the main electrical power source.
4. Screw off the water tank's drain screw nut and drain out water completely, then tighten the nut after finishing. Dry the water tank.
5. Remove all ice cubes from the ice storage bin and dry it.
6. Leave the door open to allow for ventilation and to prevent mold and mildew.
7. Leave the water supply pipe and power cord disconnected until ready to reuse.

IMPORTANT:

- ? *Do not touch the power plug when your hands are wet.*
- ? *Never unplug the unit by pulling on the plug.*

Cleaning and Maintenance

CAUTION

If the ice maker is left unused for a long time, before the next use it must be thoroughly cleaned. Follow carefully any instructions provided for cleaning or use of sanitizing solution. Do not leave any solution inside the ice maker after cleaning.

Periodic cleaning and proper maintenance will ensure efficiency, top performance, and long life. The maintenance intervals listed are based on normal conditions. You may want to shorten the intervals if you have pets or there are other special considerations.

What shouldn't be done?

Never keep anything in the ice storage bin other than ice: objects like wine and beer bottles are unsanitary, and the labels may slip off and block the drain.

What should be kept clean?

There are 5 things to keep clean:

1. The exterior
2. The interior
3. Water distribution tube
4. The ice-making system
5. Condenser air filter

⚠ WARNING

Before proceeding with cleaning and maintenance operations, make sure the power line of the unit is disconnected and the water line is shut off. (EXCEPTION: Cleaning of ice-making system)

Exterior Cleaning

The exterior of the ice maker and bin may be cleaned with a soft cloth or sponge dampened with a mild detergent and warm water solution such as 1 oz of dishwashing liquid mixed with 2 gallons of warm water. Never use solvent-based or abrasive cleaning agents. Rinse with clean water. Wipe with a soft clean towel to prevent water spotting.

Interior Cleaning

Clean the water tank before the ice maker is used for the first time and reused after stopping for an extended period of time. It is usually convenient to sanitize the tank after the ice-making system has been cleaned and the ice storage bin is empty. The ice storage bin should be sanitized occasionally. Follow these steps to clean the tank and the bin:

1. Disconnect power to the unit.
2. Remove the front panel of the ice maker. Unscrew the water tank screw nut and drain water completely into the ice storage bin. The water drains out through the drain hole in the bin. (NOTE: Don't forget to screw the nut back into the water tank hole again.)
3. Using a sanitizing solution made of 1 ounce of household bleach and 2 gallons of hot water (95° to 115°F), wipe down the water tank and the inside of the ice storage bin with a clean cloth. To clean hard-to-reach corners, apply the sanitizing solution with a spray bottle.
4. Rinse thoroughly with clear water. This completes the interior cleaning of the ice maker and storage bin.
5. Reconnect power to the unit.



The ice scoop should be washed regularly. Wash it just like any other food container.

Water Distribution Tube Cleaning

When you find that the ice cubes are incompletely formed or the output of ice cubes is low, the water distribution tube may be blocked. Set the power switch to OFF. Unscrew the top and front panels. You will see the water distribution tube. Rotate the water distribution tube so that the holes in it are facing up. Using a toothpick or similar tool, dredge the holes, then rotate the water distribution tube back to its original position. If the tube is badly blocked, clean it as follows:

1. Shut off the water and power supplies.
2. Disconnect the water hose from the distribution tube.
3. Lift one side and remove the distribution tube.
4. With a brush, clean the tube with a dilute solution of warm water and a mild detergent such as dishwashing liquid. After removing the dirt and lint from the surface, rinse the tube with clean water.
5. Replace the distribution tube.
6. Reconnect the water supply and power supply lines.
7. Re-attach the top and front panels.

Ice-Making System Cleaning

Minerals that are removed from water during the freezing cycle will eventually form a hard, scaly deposit in the water system. Cleaning the system regularly helps remove the mineral scale buildup. How often you need to clean the system depends on how hard your water is or how effective your filtration may be. With hard water of 15 to 20 grains/gal. (4 to 5 grains/liter), you may need to clean the system every 3 months.

1. Whether the machine is in ice-making or harvest stage, turn off the power switch.
2. Remove all ice cubes from the storage bin.
3. Keep the ice maker connected to the water supply. Pour 8 oz. of Nickel-Safe Ice

Maker Cleaner Solution into the water tank.

4. Turn on the power switch. Within 3 minutes press the Clean button. The machine will go into the cleaning mode automatically.
5. The ice-making system cleaning cycle will continue for 30 minutes unless you press the power switch (you can press the power switch to stop the cleaning cycle any time during the 30 minutes). After cleaning, the harvest indicator and ice-making indicator LEDs will be on. The cleaning process stops.
(NOTE: The dirty water must be drained out completely.)
6. Perform steps 2 and 3 in the *Interior Cleaning* section.
7. Repeat steps 3 to 5 above three times to rinse the ice-making system thoroughly. This will complete ice-making system cleaning.
(NOTE: Do not add Ice Maker Cleaner Solution to the water tank during the rinses.)
8. If you want to make ice cubes after cleaning, turn off the power switch, drain off the waste water, then turn on the power switch. The next ice-making cycle will begin.
9. Discard the first batch of ice.

 **WARNING**

The ice machine cleaner contains acids.

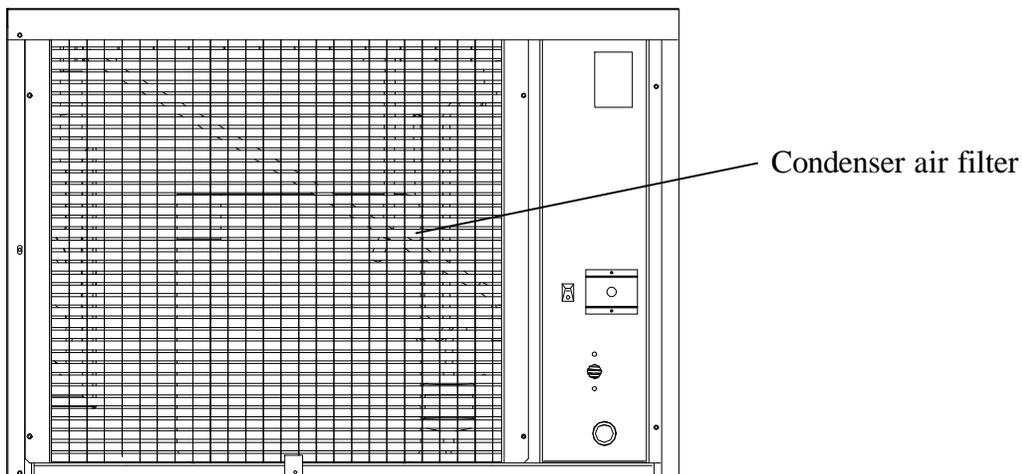
DO NOT use or mix with any other solvent-based cleaner products.

Use rubber gloves to protect hands. Carefully read the material safety instructions on the container of the ice machine cleaner.

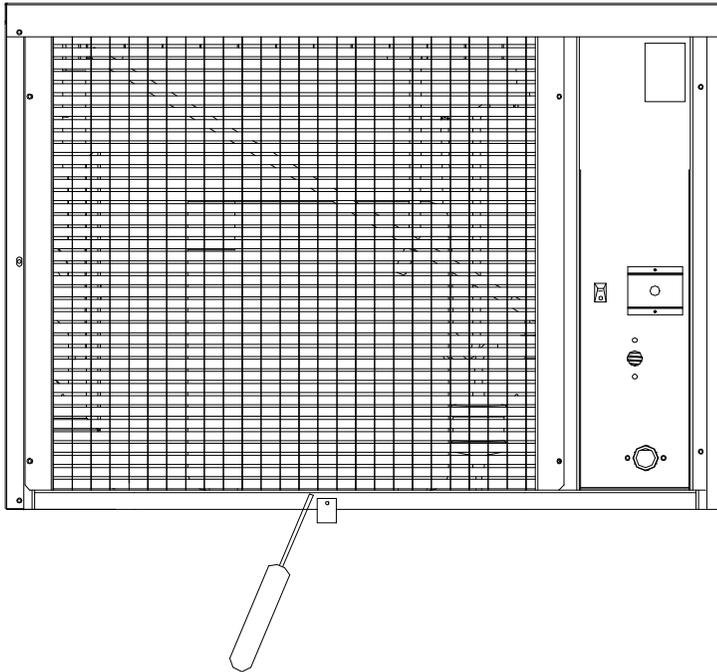
DISCARD the first batch of ice produced after cleaning.

Condenser Air Filter Cleaning

1. Remove the screws and pins holding the condenser air filter. See drawing below.

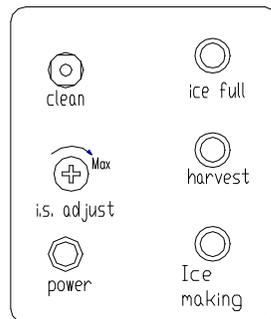


2. Remove the condenser air filter with a screwdriver.



3. Use a brush to wipe up and down the filter surface with a mild detergent solution such as 1 oz. of dishwashing liquid mixed with 2 gallons of warm water. Do not use solvent-based or abrasive cleaners. Rinse the filter with clean water several times.
4. Air-dry the filter, then reinstall it.

Control Panel (at the back of the machine)



You will find the control panel at the back of the machine. This panel includes one button, one adjustable screw and four indicator LEDs.

Operation of the control panel:

1. When the unit is plugged in and the power switch is turned on, the power indicator and the other three indicator lights are all on.
2. After three minutes for water inlet, the ice maker will start to make ice automatically. Only the power and ice-making indicators will be on.
3. During harvest, the harvest indicator light is on and ice-making indicator off. When the ice storage bin is full, only the ice-full indicator and power indicator are on.
4. If the Clean button is pressed during the ice-making mode, it will be ignored. The ice-making will continue.

5. When you want to clean the machine, turn off the power switch first, then turn it on again. Press the Clean button within 3 minutes and the ice maker will start the cleaning mode, with harvest and ice-making indicators blinking. After 30 minutes, the cleaning mode stops and the harvest indicator and ice-making indicators are on steady. If you want to restart the ice-making process after cleaning, turn off the power switch first and drain off the waste water, then turn on the power switch again and the machine will automatically go into the ice-making process.
6. If you want to interrupt the cleaning mode before it is finished, do not press the Clean button again. Instead, turn the power switch off. This stops the cleaning cycle.
7. If the machine is on but only the power indicator light is lit, this may indicate that not enough water is reaching the system, that the water pump is not functioning, or some similar problem. First check the level in the water tank, then examine the water pump, etc.
8. If the unit is connected to the power supply but no visual indicator lights up when the power switch is turned on, the fuse in the control panel box may need to be replaced.

Descriptions of LEDs and buttons:

1. **Ice Full (white) LED:** Ice Full indicator light
When this LED is on, the ice storage bin is full of ice cubes or there is something obstructing the ice-full probe. The unit will stop working. When ice cubes are removed from the ice storage bin, clearing the ice-full probe, the white LED will flash for 3 minutes. Then the unit will restart and return to the ice-making mode.
2. **Ice Making (Green) LED:** Ice Making indicator light
When this LED is on, the unit is in the ice-making mode.
3. **Ice Harvest (Yellow) LED:** Ice Harvest indicator light
When this LED is on, the unit is working in the ice harvest mode controlled by the ice-full probe.
4. **I. S. adjust:** Ice size adjustment
Turn the screw clockwise, and the size of individual ice cubes will be larger in the next cycle; the cycle time will be longer. Turn the screw counter-clockwise, and the ice cube size will be smaller in the next cycle.
5. **Power switch**
This is the main switch. When it is turned on, the unit starts working after 3 minutes. The power indicator LED is on.
6. **Clean button**
If you press the Clean button within three minutes after the power has been turned on, the ice maker will enter the cleaning mode. The green and yellow LEDs will be blinking together.

IMPORTANT:

- ? It is not recommended that the ice size be adjusted unnecessarily since this could damage the machine's controls.
- ? Avoid letting water contact the control box.

Troubleshooting

Before Calling for Service

If the unit appears to be malfunctioning, read through the OPERATION section of this manual first. If the problem persists, check the Troubleshooting Guide below and on the following page. The problem could be something very simple that can be solved without a service call.

Troubleshooting Guide

Problem	Possible cause	Probable correction
The machine doesn't operate.	The ice maker is unplugged.	Plug the ice maker in.
	The fuse is blown.	Replace fuse. If it happens again, call for service to check for a short circuit in the ice maker.
	The ice maker power switch is OFF.	Turn the ice maker power switch ON.
	The ice storage bin is full of ice.	Remove some ice. Make sure the ice-full probe is free of ice.
Water doesn't feed in after the ice maker starts.	The water tap is turned off.	Turn on the water supply tap.
	The water supply line is not connected properly.	Reconnect the water supply line.
Machine makes ice cubes, but ice storage bin does not fill up with ice.	Condenser may be dirty.	Clean the condenser air filter.
	The air flow to the ice maker may be obstructed.	Check the installation.
	The ambient and water temperatures are high, or the machine is near some heat source.	Check the installation.
Water is leaking from the unit.	A few water drops fall to the floor when you open the door to take out ice from the ice storage bin.	Normal condensation on the door or some water together with ice. Take care when you take out ice.
	Water supply connection leaking.	Tighten fitting. See "Connecting the water line".

Problem	Possible Cause	Probable Correction
Cubes are partially formed or are white at the bottom.	Not enough water in the water trough.	Check if the water supply pressure is below 15 psig.
		Check water supply; filter may be restricted.
		Check for a water leak at the water trough.
Noise during operation	The feet are not leveled and locked.	Level and lock the feet. See “Leveling the Ice Maker”.
	Certain sounds are normal.	See “Normal Sounds”.
The ice maker stops suddenly while making ice.	The electricity is off.	Reconnect the power supply line.
	The room temperature is out of the stated range.	Cut off the electricity; let the ice maker stop working until the temperature returns within the stated range.
	The ice storage bin is full of ice.	Remove some ice cubes; make sure the ice-full probe is free of ice.
The body of the ice maker is electrified.	The grounding line isn't in the socket.	Use a socket meeting the required electrical standard.
Scaling occurs frequently inside the machine.	The hardness of the water is too high.	Use a water-softening device installed in front of the water inlet.

Limited Warranty

Franklin Industries, L.L.C., warrants this product to be free from defects in materials and workmanship for a period of one year from the date of the original purchase. Franklin also warrants the compressor for 5 years with a Parts-only warranty from the date of purchase. Any parts that are determined to be defective will be replaced or repaired, at its sole discretion, by Franklin Industries, L.L.C., at no charge as long as it has been determined that the unit was operated in accordance with the instructions attached or furnished with the product. If the unit proves to be defective, your first course of action should be to follow the retailer's return policy.

This warranty covers units only in the continental United States and does not cover the following:

- ? Damage from improper voltage or installation
- ? Damage in shipping
- ? Defects other than manufacturing defects
- ? Any installation expenses that may be incurred
- ? Labor or repairs after the initial 12-month period
- ? Damage from abuse, misuse, accident, alteration or lack of proper care or maintenance
- ? Improper or incorrectly performed maintenance or repairs
- ? Use of parts not recommended by Franklin Industries, L.L.C.
- ? Damage due to acts of God.

This limited warranty is given in lieu of all other warranties expressed or implied. This warranty does not cover incidental or consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty provides you with specific legal rights and you may have other rights which vary from State to State. Consult the written materials accompanying your product for the safe and proper operation.

This warranty may not be assigned.

For warranty service, contact:

Franklin Industries, L.L.C.

4100 First Avenue

Brooklyn, NY 11232-3321

Tel.: 1-888-424-8278

E-mail: customerservice@franklinchef.com

When service is required, have on hand the Model and Serial numbers found on the rating label on the side of the unit, as well as proof of purchase such as a sales or gift receipt.



Tested and certified to NSF standard 12 by NSF International