RESOLUTE
ICE SYSTEMS

Commercial Ice and Water Dispenser

User Manual for Installation and Maintenance





DOE

ENERGY STAR

Intertek

Intertek

V.25.03.2025

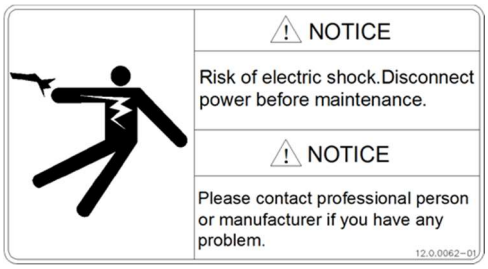
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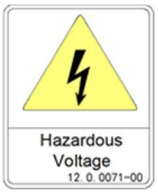
⚠Notes: Always keep this manual in a place accessible to the user at any time.

Important Information

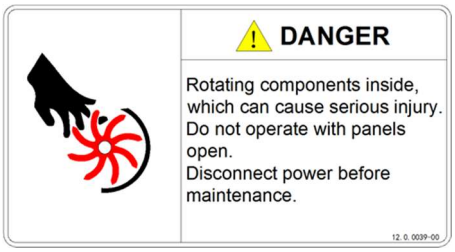
Please pay attention to the following warning labels on the ice maker.



Warning of dangerous voltage that leads to risks of electric shocks.



Warning of rotating parts that lead to mechanical injury.



Warning of rotating parts that lead to mechanical injury.

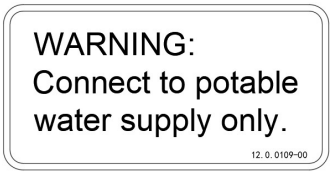


Warning that flammable foaming agent cyclopentane is employed for the insulation material inside the machine, and caution should be taken for risks of fire.



WARNING: Risk of fire/flammable materials

Warning that the machine is filled with flammable refrigerant R290, and caution should be taken for risks of fire.



Warning that the inlet of the water for ice making to the ice maker can only be connected to drinking water, instead of groundwater or other non-potable water sources.

Illustrations in this manual

⚠ Warning mark, indicating that special caution should be taken

⃠ Warning mark, indicating special caution should be taken that the operation is prohibited.

Warnings and safety instructions

This product cannot be used outdoors.

⚠ **This ice machine is not intended for use by children, or those with physical weakness, slow response, or mental disorders.**

- The installation, repair, or maintenance of this ice maker must be carried out by professional and qualified personnel. Unqualified personnel performing such work may result in electric shocks, fire, or personal injury.
- After the ice maker is delivered, please keep the machine upright and leave it to stand for more than 24 hours to allow full settlement of the lubricating oil in the compressor before starting, otherwise the compressor might be damaged.
- If the power cord is damaged, it must be replaced by a professional from the manufacturer, its service department, or a similar department to avoid any hazards.
- This ice maker must use the water pipe components from the accessory box of the machine. To ensure food hygiene and safety, do not use water pipe components removed from old machines.
- During handling, try to keep the box upright. The maximum tilt should not exceed 45 degrees. Do not place it upside down or lay it down horizontally.
- This ice maker should not be placed in places that are damp or susceptible to water splashes.
- The grounding of this ice maker should not be connected to gas pipes, water pipes, telephone lines, or lightning rods.
- The ice maker contains rotating parts in it. Do not insert slender objects into the vents or exhaust outlets, as this may cause mechanical injury.
- Volatile or flammable substances should not be stored inside the ice maker, or it may result in explosion or fire.
- Do not store any unrelated objects, or even freeze or refrigerate any food in the ice bin of this ice maker. Keep the ice chute clean.
- This ice maker must be placed on a countertop that can adequately support its weight. An unstable countertop may cause the equipment to tip over, resulting in injury.
- Sufficient ventilation space should be provided around the ice maker to ensure smooth airflow.
- Only the power supply specified on the machine nameplate should be employed for the ice maker.
- The ice maker should not be connected to hot water.
- The ice maker must be grounded reliably and provided with a socket with Earth-leakage protection.
- Before manual cleaning, maintenance, or servicing, the power supply to the ice maker must be cut off.
- Before cleaning, maintenance, or servicing, any remaining ice in the ice bin should be removed to prevent ice contamination during these processes.
- Never directly splash water on the surface of the ice maker for washing purpose, as this may cause short circuits, electric leakage, or other faults.
- The insulation material of this ice maker employs a flammable foaming agent, and hence the its discarding should be handled by qualified personnel and institutions for disposal and recycling.
- The ice maker should be managed appropriately to prevent access by children.
- In case of a malfunction, the power supply should be cut off, and a professional personnel member should be contacted for repair.

⚠Warning: Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

⚠Warning: Do not damage the refrigeration circuit.

⚠Warning: Only use electrical appliances in the food

This product is filled with either R404a or R290 refrigerants.



WARNING: Risk of fire/flammable materials

For machines filled with the flammable refrigerant R290, please pay special attention:

⚠Warning: Keep clear of obstruction all ventilation openings in the appliance enclosure or in the structure for

storage compartment that are recommended by the manufacturer.

⚠Warning: Connect to potable water supply only.

⚠Warning: Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

⚠ Warning: When the appliance is put in place, ensure that the power cord is not trapped or damaged.

⚠ Warning: Do not place a portable power strip or multiple outlets at the back of the appliance.

⚠ Warning: Do not use electrical appliances inside the food/ice storage compartments unless they are of the type recommended by the manufacturer.

⚠ Warning: In order to reduce flammability hazards the installation of this appliance must only be carried out by a suitably qualified person.

Overview

This ice machine is fully automatic. With proper installation and connection to potable water and power source, the ice making will start properly. When the ice bin is full of ice, the machine shuts down automatically. This ice machine is generally intended for the following and similar scenarios:

- Kitchen areas in shops, offices, or other workplaces;
- Farm, hotel, car hotel and restaurant;
- The catering industry and similar non-retail settings;
- This ice machine is not intended for home use.

Installation

Requirements on installation location

The installation location of this ice machine should meet the followings:

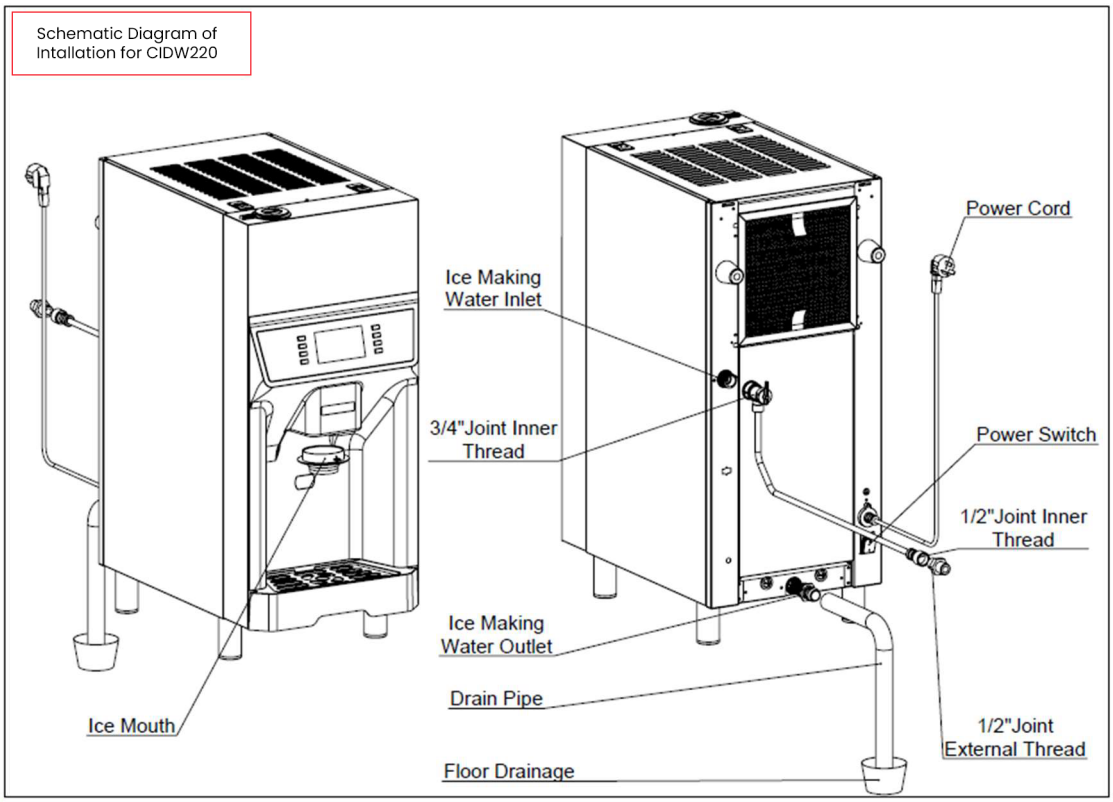
- Indoors, at an altitude no greater than 2,000 meters;
- Ambient temperature: 7.2 - 40°C;
- Power supply: Rated voltage as indicated on the machine nameplate ±6%;
- Water source: potable water, with water pressure from 130kPa to 550kPa; water temperature: 5-35°C;
- The ice machine should be kept away from heat sources, and should be strictly forbidden to use at extremely high temperature or low temperature environment, and should avoid direct sunlight.
- Sufficient ventilation space should be provided around the ice maker to ensure smooth airflow. The clearance should be at least 30 cm in the front, 4 cm at the back, and 30 cm at the top;

  Warning：No obstructions around the appliance or in the embedded structure to ensure smooth ventilation;

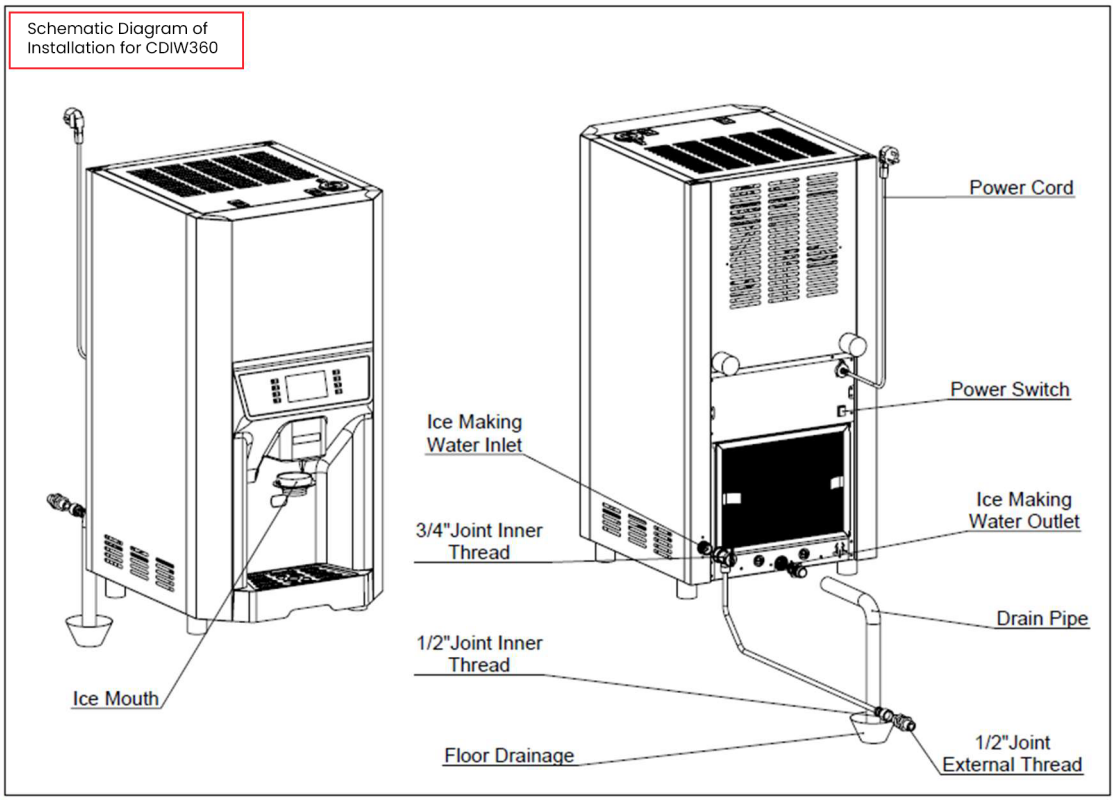
  Warning： Connect only to drinking water source；
- The ice machine must be placed on a countertop that can adequately support its weight;
- The ice machine must be grounded reliably and provided with a socket with Earth-leakage protection.
- Proper floor drainage must be provided near the installation location of the ice machine.

Typical installation diagram

Schematic Diagram of Intallation for CIDW220

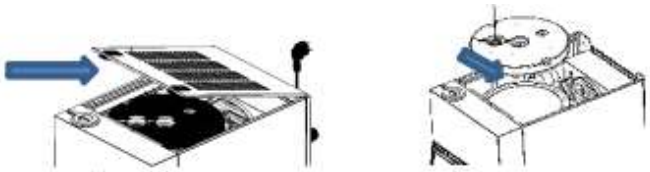


Schematic Diagram of Installation for CDIW360



Installation steps

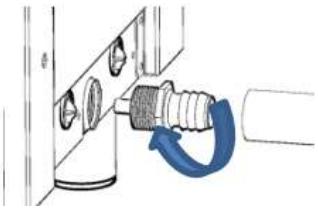
1. Check if the ice machine is in good conditions and if the accessories are complete; and verify the machine model and check the machine nameplate.
2. Remove the screws securing the top cover of the machine.
3. Removal and installation of the top cover of the ice bin:
   - Removal and installation of 220D top cover:
     a. Press the plastic lock tab on top and lift the cover upwards;
     b. Pull apart the stainless steel tabs on both sides and take out the ice bin cover.



   - Removal and installation of 360D top cover:
     a. Open and remove the top cover panel;
     b. Unscrew and remove the sliding ice rack cover as indicated by the arrows;
     c. Unscrew and remove the ice bin cover as indicated by the arrows.

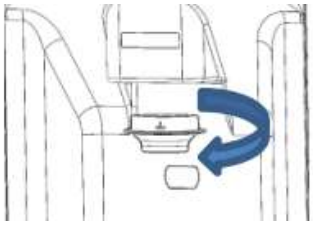


4. Use a sponge soaked in warm water and baking soda to clean the ice bin and the interior of the machine, and then rinse it with clean water and dry it.
5. Place the ice machine in the operation area and ensure the machine is level.
6. Air-cooled ice machine need good ventilation to ensure excellent performance. Therefore, at least 30 cm of ventilation space must be maintained above the machine.
7. The bottom of the ice machine is equipped with adjustable legs for easy leveling and countertop cleaning.
8. The ice machine needs to be connected to drinking water (this machine does not come with a filter).
9. Connect the machine to the water supply pipeline with the supplied 3/4 inlet water pipe. It is recommended to install a water valve (not a standard accessory of this product) in a convenient location on the water supply pipeline.
10. Installation instructions for drainage connection.

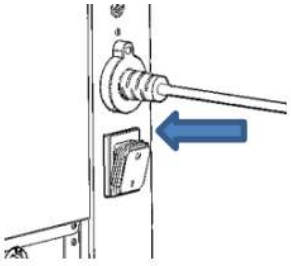


⚠Notes: The O-ring seal should be in place at the connection.

11. Connect the supplied drain pipe to the drainage connection. For easier drainage, it is recommended that the drainage pipe is provided with a drop of over 3 cm per meter. Make sure that the drain pipe is not blocked as well. It is recommended to have the drainage pipe lead to an open drain.
12. No point in the drainage pipeline should ever be higher than the drainage outlet of the machine or the previous point.
13. Installation instructions for the ice chute.
    Install the ice chute to the designated position, then rotate it 90 degrees clockwise or counterclockwise.



14. Confirm the power supply requirements specified on the machine nameplate, and ensure the power supply meets the requirements.
15. A circuit breaker or switch should be installed on the power supply line of the machine, and an Earth-leakage protection device must be installed and properly grounded.
16. Turn off the switch on the power supply line, and connect the machine to the power supply.
17. Turn on the power switch of the machine.



Start-up and operation

18. Pre-startup confirmation
    - Accessories or items inside the ice machine have been removed;
    - The ice machine has been leveled;
    - The water pipes have been connected, and the water valve opened;
    - The plug has been connected to the power supply, and the power switch is off;
    - Confirm that the ambient temperature, water temperature, and pressure of water supplied to the ice machine are within the required ranges.
19. Start-up and operation: Turn on the power switch of the power supply line. After powering on, press and hold the "Set" button on the LCD for 3 seconds, and the machine will enter fully automatic ice-making mode.
20. Normal operation confirmation
    - ✓ Confirm that the touch screen and buttons function normally.
    - ✓ Confirm that the compressor is operating normally.
    - ✓ For air-cooled ice machine, confirm that the fan runs normally and that there is stable airflow at the air inlet and outlet.
    - ✓ Check if there is no abnormal noise from the ice machine;
    - ✓ Check if there is no abnormal vibration from the ice machine.
    - ✓ Check if ice, water and ice water can be got properly after 10 minutes of starting the machine;

⚠ Warning: Discard the 30 minutes of ice production.

Operating instructions

- **Start-up:** Once correctly installed and powered on, the machine operates automatically throughout the entire process and does not require constant supervision. For the first startup, please confirm that the machine operates normally.

⚠ **Notes: If there is a thunderstorm or the machine will not be used for an extended period, please cut off the power and water supplies!**

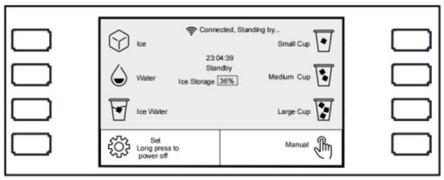
- **Self-check:** After the ice maker is powered on, the internal controller performs a basic check of all parts of the machine. During this period, normal operations such as dispensing ice, water, or ice water is functional.
- **Drainage before ice making:** After the water supply is connected, the machine will start to fill with water; press and hold the "Set" button on the LCD screen for 3 seconds, the machine will automatically drain for 20 seconds to clean the water tank. After cleaning, the drainage valve will automatically close, and once the water level reaches the set position, the ice-making cycle will begin.
- **Ice making:** Continuous water flow is stored on the inner wall of the evaporator, where it freezes. The ice so made is then cut by the ice drill driven by the reducer and brought out of the evaporator by the spiral ice blade.

⃠Warning: Do not insert your hand into the ventilation holes or open the machine's metal panels during the ice-making process to avoid mechanical injury!

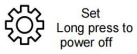
- **Water shortage restart:** When the water supply is insufficient to meet the needs of normal ice-making, the LCD displays E05, and the machine will restart after 10 minutes.
- **Shutdown:** While the machine is running, press and hold the "Set" button on the LCD screen for 3 seconds. The compressor will stop immediately, and the reducer and fan will shut off; it'll take three minutes.
- **Automatic shutdown when ice bin is full:** While the machine is running, as the ice builds up in the ice storage bin, the LCD screen will display "100%"， and the machine will enter standby mode.
- **Resuming ice making:** When the ice in the bin is removed and the ice level drops below 80%, the machine will return to the normal ice-making state.

Instructions of the control panel

1. LCD main screen displays:
   Ice machine status, ice storage percentage, operation time, and ice retrieval operation button.



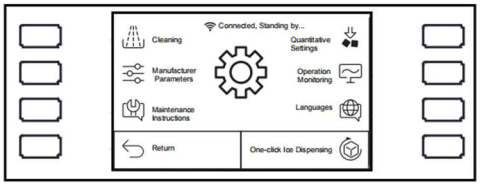
↑ LCD main screen (ice retrieval screen)



- Press and hold the Set button at the lower left for three seconds to activate the ice-making mode from the standby mode;
  a. Preparation cycle: 3 minutes;
  b. Ice making cycle: the main screen displays ice making process.
  c. Full ice bin cycle: the main screen shows a full bin when the ice storage reaches 100%.

- Press the left-side buttons to select between ice, water, or ice water.
- Press the right-side buttons for small, medium, or large cups to select ice quantity.
- The manual button on the lower right allows you to dispense ice by touching it and stop by releasing it.
- Press and hold the Set button at the lower left for three seconds to activate the ice-making mode from the standby mode.
- Press the Set button on the lower left to enter the interface of machine settings.

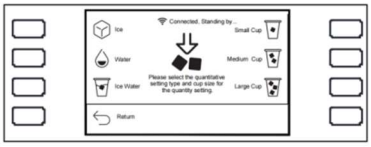
2. Displays of machine settings:
   Cleaning, manufacturer parameters, maintenance instructions, operation monitoring, languages



↑ Displays of machine settings

- Click the Return button on the lower left to return to the main interface.
- To enable one-click ice dispensing, click the One-click Ice Dispensing button on the lower right. The machine will continuously dispense ice until the ice bin is emptied (to click the button again to cancel the dispensing).

3. Displays of Quantitative Settings:
   In the displays of machine settings, click the "Quantitative Settings" button to enter the displays of quantitative settings, where you can modify the amount of ice dispensed per cup.



↑ Displays of Quantitative Settings:

- Press the left-side buttons to select between ice, water, or ice water.
- Press the right-side buttons for small, medium, or large cups to select ice quantity.
- Enter the settings displays of ice dispensing quantity:



↑ Settings displays of ice dispensing quantity

- Click the "Increase" button on the left to increase the amount of ice dispensed.
- Click the "Decrease" button on the right to decrease the amount of ice dispensed.
- Click the "Confirm" button on the lower right to save the new ice quantity settings
- Click the "Return" button on the lower left to return to the previous displays.
- Click the Ice icon on the top left to switch between ice, water, and ice water.
- Click the Cup Size icon on the top right to switch between small cup, medium cup, and large cup

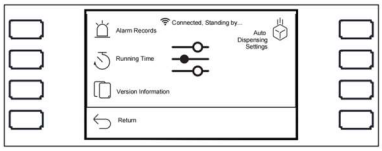
4. Displays of languages:
Click the "Language" button in the machine settings displays to enter the language settings.



↑ Displays of languages:

- Click the Languages button on the left to select the desired language;
- After clicking the "Return" button on the lower left, you will return to the machine settings displays, where the selected language will be displayed.

5. Displays of manufacturer parameters
Click the "Manufacturer Parameters" button in the machine settings displays to enter the manufacturer parameters displays.

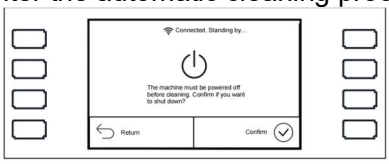


↑ **Displays of manufacturer parameters**

- Click the "Alarm Records" button on the top left to view historical fault records.
- Click the button on the top right to activate the infrared auto ice dispensing feature (optional component).
- Click the "Return" button on the lower left to return to the machine settings displays.

6. Displays of Cleaning:

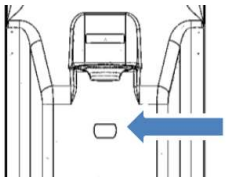
Click the "Cleaning" button in the machine settings displays to enter the automatic cleaning process.



↑ **Displays of Cleaning:**

- Click the "Confirm" button at the lower-right corner to begin the cleaning process.
- Click the "Return" button on the lower left to return to the machine settings displays.

7. Infrared ice dispensing (optional): Place the cup near the position indicated by the arrow in the image below to automatically dispense ice. The ice dispensing will stop automatically when the cup is removed.



8. Switch: While the machine is powered, press and hold the "Set" button for 3 seconds to toggle the produce between shutdown and running.
9. If the ice machine is to be left unused for an extended period after use, it should be powered on and run for 2 - 4 hours every 2 months.

Other special protection shutdowns

- The ice machine will shut down for protection if the ambient temperature detected is too high.
- The ice machine will shut down for protection if an anomaly is detected in the water supply.
- When a malfunction occurs, a fault code will be displayed, whose explanation is as follows:

Code	Annotation	Machine actions
E02	Reducer overload	Defensive shutdown
E04	High temperature fault	Defensive shutdown
E05	Water shortage fault	Defensive shutdown
E07	Open circuit fault of condenser sensor	No shutdown
E08	Short circuit fault of condenser sensor	No shutdown
E09	Open circuit fault of evaporator sensor	No shutdown
E10	Short circuit fault of evaporator sensor	No shutdown
E11	Refrigeration system fault	No shutdown
E16	Low evaporation temperature	Defensive shutdown
E19	Reducer current is 0	Defensive shutdown
E21	Ice-making timeout fault	Defensive shutdown
E22	Full ice bin fault	Defensive shutdown
E23	Communication fault	No shutdown

Maintenance and service

⚠Notes: Maintenance and service must be performed by qualified professionals.

Warning: Before maintenance and manual cleaning, always be sure to cut off the water and power supplies and unplug the machine. Live-line working is prohibited.

Warning: Do not damage the refrigeration circuit.

Warning: Do not use mechanical devices or any other methods to accelerate the defrosting process, other than those recommended by the manufacturer.

Appearance cleaning

- Regularly clean the area around the ice machine to keep it clean, and do not block the vent.
- The enclosure can be cleaned with neutral detergent, followed by wiping with a soft cloth. If necessary, a commercial stainless steel cleaner and polisher can be used.

⚠Notes: Without proper maintenance, stainless steel can also rust.

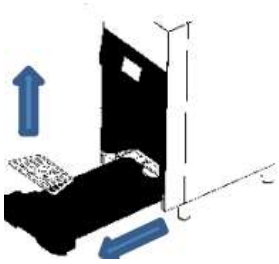
Display panel

- The LCD panel and buttons should be wiped once a week using a towel soaked in alcohol.

⚠Notes: The sponge or towel must be wrung out. Do not rinse directly with water!

Cleaning the waste water box:

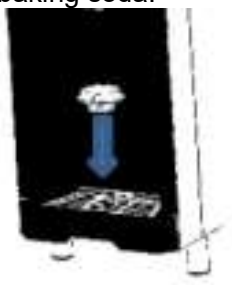
• Remove the stainless steel water tray, clean it with a neutral detergent, and then wipe it dry with a soft cloth.



• Pull out the waste water box. It is recommended to clean and wipe it weekly with warm water and baking soda.

Cleaning the ice dispensing chute:

• Rotate the nozzle 90 degrees and remove it vertically. It is recommended to clean and wipe it weekly with warm water and baking soda.



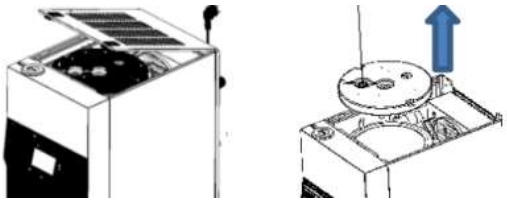
Water inlet filter

• The filter cartridge should be checked regularly.

Assembly and Disassembly of Ice Bin Top Cover:

• Open and remove the top cover plate.

• Pull apart the stainless steel tabs on both sides and take out the ice bin cover.



• Unscrew and remove the sliding ice rack cover as indicated by the arrows.

• Unscrew and remove the ice bin cover as indicated by the arrows.



Ice full switch

• It's recommended to wipe the mirror surface of the ice full switch every 1 to 3 months.

Interior cleaning of ice bin

• When cleaning the interior of the ice bin, use a sponge soaked in warm water and baking soda to clean the ice bin and the interior of the machine, and then rinse it with clean water and dry it.

⚠Notes: Never use a water hose to rinse, and never rinse parts other than the ice bin directly to avoid wetting electrical components.

⚠Notes: The edges of the air-cooling condenser fins are sharp. Please be careful when cleaning!

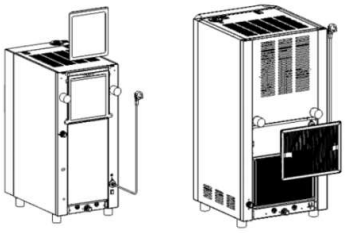
Water system

• To ensure food hygiene, the water system and water components of the ice maker should be regularly cleaned, descaled, and disinfected.

Condenser

- For air-cooled ice machines, the condenser should be cleaned every three weeks. To do this, use a soft brush or a vacuum cleaner with a brush and do the cleaning along the direction of the fins to avoid damaging the fins and affecting the cooling effect.
- The filter screen should be cleaned every two weeks.
- Diagram of air filter removal:

Remove the air filter by pulling it upwards from the filter bracket at the back of the machine.



⚠The maintenance and service of the ice machine are not covered under the manufacturer's warranty!

In Winter

- Cut off the water and power supplies, and drain the residual water from the water tank and inlet pipe of the ice machine.

Automatic cleaning steps

⚠Notes: Before automatic cleaning and sterilization, remove the ice from the bin to avoid contamination.

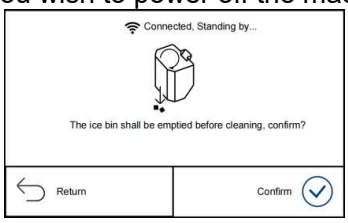
⚠Notes: Please manually clean and disinfect the ice bin, and rinse it thoroughly.

Cleaning process:

1. Preparation of descaling solution: Dissolve one package of disinfectant powder (2 ounce) in 1000 ml of water to prepare the descaling solution.
2. Preparation of disinfection solution: Dissolve one package of disinfectant powder (1 ounce) in 1000 ml of water to prepare the disinfecting solution.
3. Entering the automatic cleaning steps:

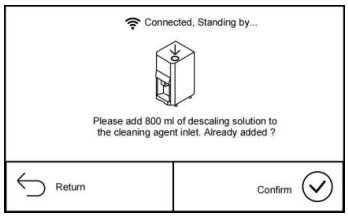
a. Press the Set / Long press to power off "Set" button.

Press "Cleaning" on the screen. The system will ask if you wish to power off the machine.



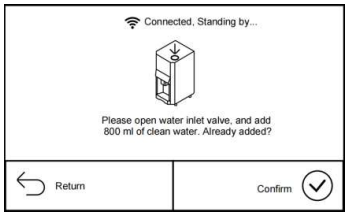
Click "Confirm" to proceed with the shutdown process; A prompt pops up to ask if you would like to empty the ice bin, click "Yes";

b. After the cleaning is complete, the machine will prompt you to manually close the water inlet valve. Then, click "Confirm" to drain the machine for 30 seconds;



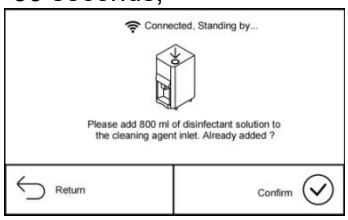
c. The machine will prompt you to add 800 ml of descaling solution, and then begin the automatic cleaning process for 60 minutes after you click the "Confirm";

d. After 60 minutes, the machine will open the drain valve for 20 seconds.



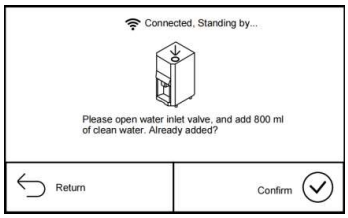
Add 800 ml of clean water to the cleaning agent inlet, and then open water inlet valve. The machine will start the rinse cycle (total of five rinses);

e. Follow the screen prompts to manually close the water inlet valve and click "Confirm". The machine will drain for 30 seconds;



f. Add 800 ml of disinfectant solution, and then click "Confirm" to start the automatic disinfection process for 60 minutes.

g. After 60 minutes, the machine will open the drain valve for 20 seconds.



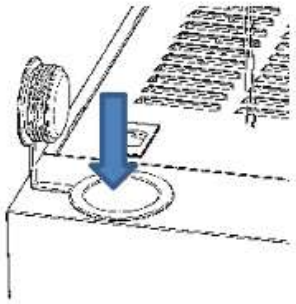
Add 800 ml of clean water to the cleaning agent inlet, and then open water inlet valve. The machine will start the rinse cycle (total of five rinses);

h. After cleaning (or disinfection), the ice maker will enter standby mode.

i. Press the "Stop" button to forcibly exit the cleaning process and shut down the machine.

4. Turn off the machine power after the automatic disinfection is complete. Open the ice bin top cover and use a spray bottle filled with 100 ml of disinfectant solution to spray and clean the ice dispensing area and the interior walls of the ice bin;
5. Use a spray bottle filled with clean water to rinse the ice dispensing area and the interior walls of the ice bin, and wipe with a clean towel to remove any residual disinfectant solution;
6. Remove the plastic parts of the ice dispensing area, clean them thoroughly with disinfectant solution, and rinse with clean water.
7. Use a brush soaked in disinfectant solution to clean and disinfect the interior of the ice dispensing area. Then, use a clean water-soaked brush to rinse off any remaining disinfectant solution.
8. After the cleaning, turn on the machine power again to restart the machine. Ice produced from the first 30 minutes of operation shall be discarded.

- **Diagram of Cleaning Solution Inlet.**



Call for service

If the ice machine incurs an anomaly, please confirm the following before making a call:

1. Confirm if the water supply is normal.
✓ Check if the LCD displays any faults;
✓ Ensure that the water pressure entering the ice maker is no less than 130 kPa and no more than 550 kPa. The water temperature shall be between 5°C and 35°C.
✓ Ensure the water valve is open;
✓ Ensure there are no leaks.
2. Check if the power is on.
✓ Check if the LCD is lit;
✓ Ensure the LCD does not indicate standby mode;
✓ If the LCD is not lit, check if the plug and socket of the power supply line are working properly, and the power switch at the back of the machine is on.
3. Check the nameplate and machine number
Check the nameplate on the side of the ice machine, and record its model and number.

⚠Notes: On-site service will result in a service fee if the faults are caused by the user instead of the product itself, e.g. no water, no electricity, environmental factors, etc.

Troubleshooting

Before contacting the CustomerService,please confirm thefollowings:

- The water source is functioning normally.
- The LCD screen displays a fault.
- The water pressure and the water temperature is within the specified range.
- The water inlet valve is open.
- There are no signs of water leakage.
- The power supply is switched on.
- The LCD screen is illuminated.

  If the LCD screen does not light up:
- Check if the power plug and outlet are functioning properly.
- Ensurethe switch in the power supply circuit and the power switch on the back of the machine are turned on.

Faults and phenomena	Possible causes	Inspection and troubleshooting
LCD screen not lit	●Power supply circuit switch not turned on ● Power switch on theback of the machine not turned on ●Loose plug	● Turn on the power circuit switch ●Turn on the machine's power switch ●Check the plug and outlet
High temperature (E04)	●High ambient temperature ●Dirty or blocked condenser ● Fan failure	●Ensure ambient temperature is 41-104°F ●Clean the condenser ●Check and fix the fan
Ice making malfunction	●Low ambient temperature ●Dirty condenser or filter ●High ambient temperature ● Poor ventilation ● High water temperature	●Maintain ambient temperature between 41-104F ●Clean the condenser and filter ●Check ventilation ●Ensure water temperature is 41-95°F
Excessive noise	●Unstable machine placement ●Suspended outriggers	●Place the machine on a stable surface
Water shortage (E05)	●Inlet valve not opened ●Blocked water inlet filter	●Open the valve ● Replace the water purifier filter element
Reducer motor overload (E02)	●High reducer current ●Ambient temperature too low (<41°F)	● Inspect for abnormal operation ● Improve the working environment
Condensation and evaporation temperature sensor faults(E07 to E10)	●Loose or damaged sensor connectors	●Check and secure or replace the connectors
Refrigeration faults (E11)	●Low refrigerant ●Abnormal compressor	●Check refrigerant levels and compressor function
Low evaporation temperature (E16)	●Ice jamming ●Water shortage ●Power interruptions	● Inspect the reducer ●Ensure water inlet valve is open ●Wait at least 1 hour after a sudden power-off
Reducer current issues (E19)	●Loose connections	●Check reducer and transformer connections

Warranty terms

The following situations are not covered by the warranty of the ice machine:

- Regular cleaning, maintenance, adjustment, and servicing;
- Unauthorized modifications to the ice machine or use of non-original parts;
- Damage caused by improper power supply, water supply, or drainage;
- Damage due to installation, cleaning, or maintenance of the ice machine not in accordance with the manual requirements;
- Damage caused by water scale arising from the water source;
- Act-of-man damage.

⚠**Notes: Warranty service should be performed by agents or service organizations approved.**

Note: In case of any technical changes, the actual product shall prevail, and no separate notice will be provided.We appreciate your understanding!