

newair®

AI-250W

# Portable Countertop Ice Maker



## OWNER'S MANUAL

*Read and save these instructions.*



Intertek

Manual v1.1

# A Name You Can Trust

Trust should be earned and we will earn yours. Customer happiness is the focus of our business.

From the factory to the warehouse, from the sales floor to your home, the whole NewAir family promises to provide you with innovative products, exceptional service, and support when you need it the most.

## Count on NewAir.





As a proud NewAir owner, welcome to our family. There are no robots here, real people shipped your product and real people are here to help you.

## Contact Us:

For questions regarding your product, please contact us at:

**Call:** 1-855-963-9247  
**Email:** support@newair.com  
**Online:** www.newair.com

## Connect with Us:

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## READ AND SAVE THESE INSTRUCTIONS

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### PRODUCT SPECIFICATIONS

<b>Model No.:</b>	AI-250W
<b>Voltage:</b>	110-120V
<b>Frequency:</b>	60Hz
<b>Current:</b>	2.25A
<b>Refrigerant:</b>	R134a
<b>Net Weight:</b>	21.6lbs
<b>Dimensions:</b>	13.58" x 15.75" x 13.7"
<b>Certifications:</b>	ETL

# Register Your Product Online

## Register Your NewAir Product Online Today!

Take advantage of all the benefits product registration has to offer:



### Service and Support

Diagnose troubleshooting and service issues faster and more accurately



### Recall Notifications

Stay up to date for safety, system updates and recall notifications



### Special Promotions

Opt-in for NewAir promotions and offers

Registering your product information online is safe & secure and takes less than 2 minutes to complete:

[register.newair.com](https://register.newair.com)

Alternatively, we recommend you attach a copy of your sales receipt below and record the following information, located on the manufacturer's nameplate on the rear of the unit. You will need this information if it becomes necessary to contact the manufacturer for service inquiries.

**Date of Purchase:** \_\_\_\_\_

**Serial Number:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

## IMPORTANT SAFETY INFORMATION

Please read the following instructions carefully before using this ice maker and keep this user manual for future reference. Safety precautions should be followed. Failure to obey the safety precautions can result in possible harm to you, and will void the manufacturer's warranty. To prevent any hazards, please follow all safety precautions.

### FOR YOUR SAFETY



WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS SHOULD BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, AND INJURY TO PERSONS OR PROPERTY. READ ALL INSTRUCTIONS BEFORE USING THIS ICE MAKER.

1. This appliance can be used by children that are eight years old and above and persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance should not be conducted by children without supervision.
2. Do not place hands or objects on or near the ice maker's evaporator when it is in operation.
3. Do not operate the appliance if the cord is damaged. If the power cord is damaged, it must be replaced immediately by the manufacturer.
4. Connect the ice maker to proper outlets only. There should be no other appliance plugged into the same outlet. Be sure that the plug is fully inserted before use.
5. Do not run the cord over carpeting or other heat insulators. Do not cover the cord. Keep the cord away from traffic areas and do not submerge in water.
6. Unplug the ice maker before cleaning or making repairs.
7. Exercise caution and use reasonable supervision when appliance is used near children.
8. Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
9. Do not tip over.

10. If the ice maker is brought indoors from outside during the winter time, give it a few hours to warm up to room temperature before plugging it in.

11. Fill with potable water only.

**12 Do not store explosive substances, such as aerosol cans with a flammable propellant, in this appliance.**



13. This appliance is intended to be used in households and for similar applications, such as: Staff kitchen areas in shops, offices, and other working environments; Farm houses and by clients in hotels, motels, and other residential-type environments; Bed and breakfast type environments; Catering and similar non-retail applications.

14. Before using this product, place the machine on a flat, stable surface.

15. Leave the ice maker upright for 24 hours after receiving it before first use.

16. Please make sure that the rear drain is firmly plugged before adding water to the water tank.

17. Please note, the ice cubes will be relatively small at first, but this is not a defect. Allow a few cycles to go through first.

18. Do not use this appliance near significant heat sources.

19. Do not immerse the machine in water or use it in places where the machine may be splashed.

20. Do not dismantle or modify the machine.

21. Stop using the machine immediately when any type of machine failure occurs.

22. Do not touch the ice making section of this product, and do not open the lid while the unit is working.

23. Pull out the plug by holding the front insulation part of the plug; do not pull the wire.

24. Do not plug this unit in while your hands are wet.

25. Disconnect the power supply and drain out the remaining water from the rear drain when the ice machine will not be in use for an extended period of time.
26. Please note, the ice cubes of the first cycle may have an odor due to water quality. This is not a defect. After several cycles, the smell will go away. If a cycle of ice is producing an odor, do not consume this ice.

## GETTING TO KNOW YOUR ICE MAKER

1. Ice Scoop: Use to easily remove and service ice from the basket.
2. Ice Full Indicator: Lets you know when the ice tray is too full for another cycle to begin.
3. Ice Basket: Stores finished ice inside the unit.
4. Top Cover: Keeps ice cooler, and has a window so you can see how much ice you have without opening the unit.
5. Vents: Allows internal heat to escape. Please allow six inches of space on all sides of the unit for proper ventilation.
6. Water Drain Cap: Remove to drain excess water from the unit.
7. Maximum Water Level: Do not fill the water tank above this line.
8. Indication Light:
  - ON/OFF: Indicates that the power is on.
  - RUN: Indicates that the unit is operating and creating ice.
  - ADD WATER: Indicates that the unit needs more water in order to create more ice.



## OPERATING PROCEDURES AND MAINTENANCE

### UNPACKING YOUR ICE MAKER

1. Remove all exterior and interior packaging. Make sure that the ice basket and ice scoop are included. If any part or accessory is missing, please contact our customer service department.
2. Clean the interior with lukewarm water and a soft cloth. Remove the ice basket and wash it in warm water.
3. Clean the evaporator rods using a water/vinegar solution.
4. Find a location for your ice maker that is protected from direct sunlight and allows six inches of space between the back and sides of your ice maker and the wall.

### CONNECTING YOUR ICE MAKER



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

1. This unit should be properly grounded for your safety.
2. Plug the appliance directly into an appropriate 120V AC outlet that is properly installed and grounded in accordance with all local codes and ordinances.

### USING YOUR ICE MAKER

1. Press the “ON/OFF” button after plugging in the ice maker machine and it will begin to run.
2. Open the cover, remove the ice basket and pour water into the tank, ensuring that you do not fill past the “max fill” line. Put the ice basket back into the machine and close the lid.
3. While the ice maker is on, check the water level periodically. If the water pump cannot inject water, the ice maker will stop automatically and the “ADD WATER” indicator will turn on. Press the “ON/OFF” button, fill water up to the level mark and press the “ON/OFF” button again, to return to normal operation.



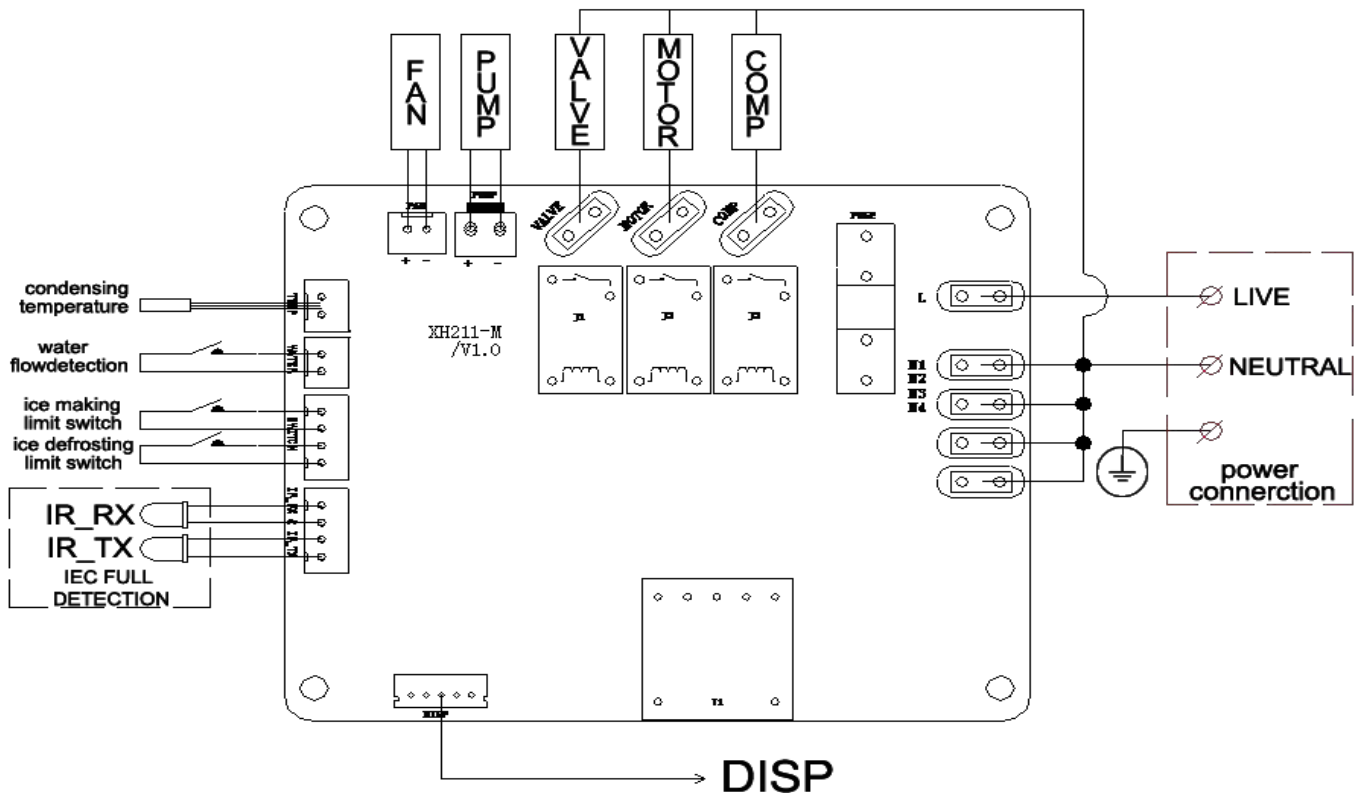
4. The ice maker automatically ceases production when the ice basket is full. The "ICE FULL" indicator will light up when the ice bucket is full. To restart the process, remove the ice and then press "ON/OFF".
5. Change the water in the water reservoir every 24 hours to maintain the cleanliness of your ice. If the unit is not in use for a few days, drain all the water in the tank reservoir and refill before operating again.

## MAINTENANCE AND CLEANING

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

1. Remove the ice basket.
2. Remove the drain cap to drain out the water.
3. Clean the interior with diluted detergent, warm water, and a soft cloth.
4. The outside of the ice maker should be cleaned regularly with a diluted detergent and warm water.
5. Dry the interior and exterior with a soft cloth.
6. Close the drain cap.
7. When the machine is not in use, open the drain cap to drain water completely from the water reservoir.

## ELECTRICAL SCHEMATIC DIAGRAM



## TROUBLESHOOTING

<b>Problem</b>	<b>Possible Causes</b>	<b>Solution</b>
<b>“ADD WATER” indicator is on.</b>	Water level is low.	Stop the ice maker, fill water, and restart.
<b>“ICE FULL” indicator is on.</b>	The ice basket is full. The ice sensor is broken. The ice scoop is stuck.	Remove the ice from the basket. Press “ON/OFF” to start the ice maker forcibly or contact us to change the sensor. Check if ice is blocking the ice shovel and remove the ice.
<b>Ice cubes stick together.</b>	The ice making cycle is too long. The part of the evaporator rods in the ice box is too large. The water temperature in the inner tank is too low.	Stop the ice maker and restart when the ice blocks melt. Change the water in the reservoir. Use water between 46°F and 89°F.
<b>Ice is full but the light is off.</b>	The location of the ice maker’s light is too strong and it effects the infrared detection.	Move the ice maker near a darker location.
<b>Ice making cycle is normal but there is no ice.</b>	Ambient temperature or water temperature is too high.	Please operate the ice maker below ambient temperature of 89°F and use cold water.
	Refrigerant liquid leakage.	Contact customer service.
	The pipe in the cooling system is blocked.	Contact customer service.

**Note:** Some weird noises are normal when operating this ice maker: a clicking sound when the machine was turned on or off; a boiling, gurgling, or knocking sound when refrigerant is circulating through the pipes; a loud clicking sound when ice cubes are dropped into the bucket.

## LIMITED MANUFACTURER'S WARRANTY

This appliance is covered by a limited manufacturer's warranty. For one year from the original date of purchase, the manufacturer will repair or replace any parts of this appliance that prove to be defective in materials and workmanship, provided the appliance has been used under normal operating conditions as intended by the manufacturer.

### **Warranty Terms:**

During the first year, any components of this appliance found to be defective due to materials or workmanship will be repaired or replaced, at the manufacturer's discretion, at no charge to the original purchaser. The purchaser will be responsible for any removal or transportation costs.

### **Warranty Exclusions:**

The warranty will not apply if damage is caused by any of the following:

- Power failure
- Damage in transit or when moving the appliance
- Improper power supply such as low voltage, defective household wiring or inadequate fuses
- Accident, alteration, misuse or abuse of the appliance such as using non-approved accessories, inadequate air circulation in the room or abnormal operating conditions (extreme temperatures)
- Use in commercial or industrial applications
- Fire, water damage, theft, war, riot, hostility or acts of God such as hurricanes, floods, etc.
- Use of force or damage caused by external influences
- Partially or completely dismantled appliances
- Excess wear and tear by the user

### **Obtaining Service:**

When making a warranty claim, please have the original bill of purchase with purchase date available. Once confirmed that your appliance is eligible for warranty service, all repairs will be performed by a NewAir™ authorized repair facility. The purchaser will be responsible for any removal or transportation costs. Replacement parts and/or units will be new, re-manufactured or refurbished and is subject to the manufacturer's discretion. For technical support and warranty service, please email [support@newair.com](mailto:support@newair.com)