



HOSHIZAKI

Instruction Manual

Modular Cuber

Models
IM-500SAB



hoshizakiamerica.com

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⚠ WARNING

Only qualified service technicians should install and service the appliance. To obtain the name and phone number of your local Hoshizaki Certified Service Representative, visit www.hoshizaki.com. No installation or service should be undertaken until the technician has thoroughly read this Instruction Manual. Likewise, the owner/manager should not proceed to operate the appliance until the installer has instructed them on its proper operation. Failure to install, operate, and maintain the appliance in accordance with this manual will adversely affect safety, performance, component life, and warranty coverage and may result in costly water damage. Proper installation is the responsibility of the installer. Product failure or property damage due to improper installation is not covered under warranty.

Hoshizaki provides this manual primarily to assist qualified service technicians in the installation, maintenance, and service of the appliance.

Should the reader have any questions or concerns which have not been satisfactorily addressed, please call, send an e-mail message, or write to the Hoshizaki Technical Support Department for assistance.

Phone: 1-800-233-1940; (770) 487-2331

Fax: 1-800-843-1056; (770) 487-3360

E-mail: techsupport@hoshizaki.com

HOSHIZAKI AMERICA, INC.

618 Highway 74 South

Peachtree City, GA 30269

Attn: Hoshizaki Technical Support Department

NOTE: To expedite assistance, all correspondence/communication **MUST** include the following information:

- Model Number _____
- Serial Number _____
- Complete and detailed explanation of the problem.

IMPORTANT

This manual should be read carefully before the appliance is installed and operated. Read the warnings and guidelines contained in this manual carefully as they provide essential information for the continued safe use and maintenance of the appliance. Retain this manual for any further reference that may be necessary.

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Important Safety Information

Throughout this manual, notices appear to bring your attention to situations which could result in death, serious injury, damage to the appliance, or damage to property.

⚠ WARNING Indicates a hazardous situation which could result in death or serious injury.

NOTICE Indicates a situation which could result in damage to the appliance or property.

IMPORTANT Indicates important information about the installation, use, and care of the appliance.

⚠ WARNING

The appliance should be destined only to the use for which it has been expressly conceived. Any other use should be considered improper and therefore dangerous. The manufacturer cannot be held responsible for injury or damage resulting from improper, incorrect, and unreasonable use. Failure to install, operate, and maintain the appliance in accordance with this manual will adversely affect safety, performance, component life, and warranty coverage and may result in costly water damage.

To reduce the risk of death, electric shock, serious injury, or fire, follow basic precautions including the following:

- Only qualified service technicians should install and service the appliance.
- The appliance must be installed in accordance with applicable national, state, and local codes and regulations.
- Electrical connection must be hard-wired and must meet national, state, and local electrical code requirements. Failure to meet these code requirements could result in death, electric shock, serious injury, fire, or damage.
- The icemaker requires an independent power supply of proper capacity. See the nameplate for electrical specifications. Failure to use an independent power supply of proper capacity can result in a tripped breaker, blown fuse, damage to existing wiring, or component failure. This could lead to heat generation or fire.
- **THE ICEMAKER MUST BE GROUNDED.** Failure to properly ground the icemaker could result in death or serious injury.
- Move the control switch to the "OFF" position and turn off the power supply before servicing. Lockout/Tagout to prevent the power supply from being turned back on inadvertently.
- To reduce the risk of electric shock, do not touch the control switch with damp hands.
- Do not make any alterations to the appliance. Alterations could result in electric shock, serious injury, fire, or damage.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

⚠ WARNING, continued

- Children should be properly supervised around the appliance.
- Do not climb, stand, or hang on the appliance or allow children or animals to do so. Serious injury could occur or the appliance could be damaged.
- Do not use combustible spray or place volatile or flammable substances near the appliance. They might catch fire.
- Keep the area around the appliance clean. Dirt, dust, or insects in the appliance could cause harm to individuals or damage to the appliance.

NOTICE

- Follow the water supply, drain connection, and maintenance instructions carefully to reduce the risk of costly water damage.
- In areas where water damage is a concern, install in a contained area with a floor drain.
- Install the icemaker in a location that stays above freezing. Normal operating ambient temperature must be within 45°F to 100°F (7°C to 38°C).
- Do not leave the icemaker on during extended periods of non-use, extended absences, or in sub-freezing temperatures. To properly prepare the icemaker for these occasions, follow the instructions in "IV. Preparing the Icemaker for Periods of Non-Use."
- Do not place objects on top of the appliance.
- The dispenser unit/ice storage bin is for ice use only. Do not store anything else in the dispenser unit/ice storage bin.

I. Specifications

A. Electrical and Refrigerant Data

The rating label and nameplate provide electrical and refrigerant data. The rating label can be seen by removing the front panel. The nameplate is located on the rear panel. For certification marks, see the nameplate.

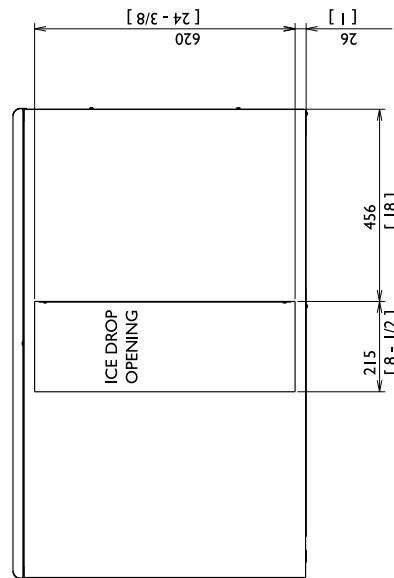
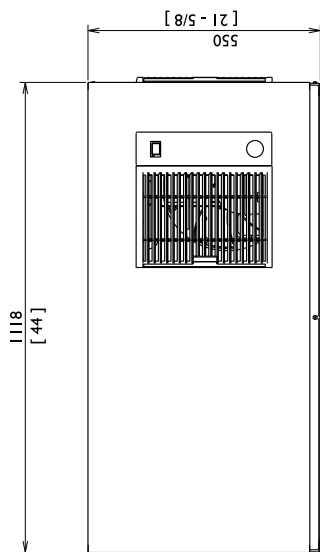
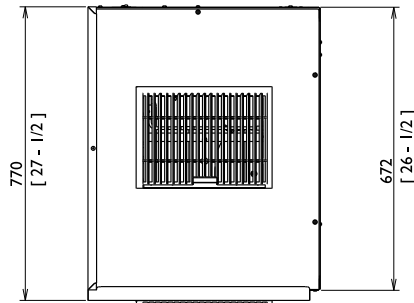
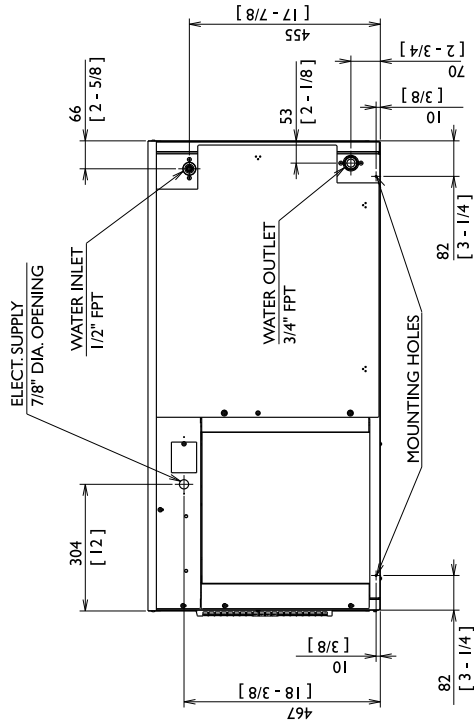
We reserve the right to make changes in specifications and design without prior notice.

1. IM-500SAB

Single Phase	
Model Number	IM-500SAB
AC Supply Voltage	115/60/1
Compressor	115V 10.2RLA 70.0LRA
Pump	120V 0.55FLA 60W
Fan	120V 0.50FLA 60W
Actuator	115V 0.04FLA 10.5W
Other	115-120V 0.16A
Maximum Fuse Size	20 AMPS
Max. HACR Breaker (USA Only)	20 AMPS
Max. Circuit Breaker (Canada Only)	20 AMPS
Minimum Circuit Ampacity	20 AMPS
Design Pressure	HI-350PSI LO-220PSI
Refrigerant	404A 1 LB. 10.5 OZ.

B. Dimensions/Connections

Unit: mm [inches]



The storage bin opening must match the bottom opening as in the illustration.

II. Installation and Operating Instructions

⚠ WARNING

- The appliance must be installed in accordance with applicable national, state, and local codes and regulations.
- Failure to install, operate, and maintain the appliance in accordance with this manual will adversely affect safety, performance, component life, and warranty coverage and may result in costly water damage.
- **CHOKING HAZARD:** Ensure all components, fasteners, and thumbscrews are securely in place after installation. Make sure that none have fallen into the dispenser unit/ice storage bin.

A. Location

NOTICE

- The icemaker is not intended for outdoor use. Normal operating ambient temperature must be within 45°F to 100°F (7°C to 38°C); Normal operating water temperature must be within 45°F to 90°F (7°C to 32°C). Operation of the icemaker, for extended periods, outside of these normal temperature ranges may affect icemaker performance.
- The icemaker will not work at sub-freezing temperatures. To prevent damage to the water supply line, drain the icemaker if the air temperature is going to go below 32°F (0°C). See "IV. Preparing the Icemaker for Periods of Non-Use."

- The icemaker should not be located next to ovens, grills, or other high heat producing equipment.
- Allow 6" (15-cm) clearance at rear, left side, and top and 12" (30-cm) clearance at right side for air-cooled models. Allow 6" (15-cm) clearance at rear, sides, and top for water-cooled and remote models.
- The location should provide a firm and level foundation for the appliance.

B. Checks Before Installation

- Visually inspect the exterior of the shipping container and immediately report any damage to the carrier. Upon opening the container, any concealed damage should also be immediately reported to the carrier.
- Remove the shipping carton, tape, and packing material. If any are left in the appliance, it will not work properly.
- See the nameplate on the rear panel, and check that your voltage supplied corresponds with the voltage specified on the nameplate.
- Remove the panels to prevent damage when installing the appliance. See “II.C. How to Remove Panels.”
- Remove the package containing the accessories.
- Remove the protective plastic film from the panels. If the appliance is exposed to the sun or to heat, remove the film after the appliance cools.
- Check that the refrigerant lines do not rub or touch lines or other surfaces, and that the fan blade (if applicable) turns freely.
- Check that the compressor is snug on all mounting pads.
- The appliance can be installed on a storage bin 44” wide or wider. The recommended storage bin is Hoshizaki ice storage bin, Model B-700 series. For further options, contact your local Hoshizaki distributor.

C. How to Remove Panels

See Fig. 1

- Front Panel: Loosen the screw. Lift up and towards you.
- Top Panel: Remove the screws and lift up.
- Left Side Panel: Slide forward slightly, and then lift off.
- Right Side Panel: Remove the screws and pull towards you.

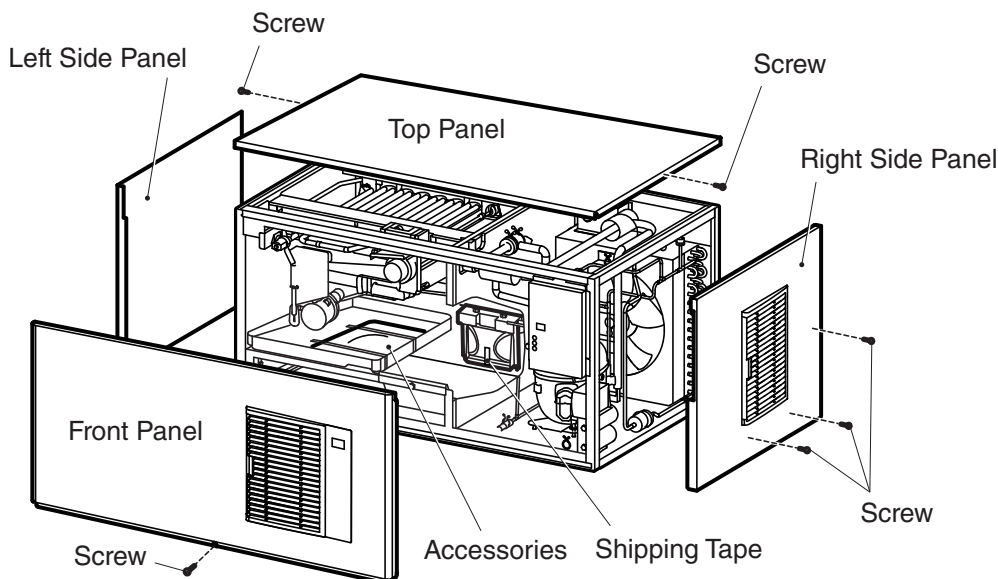


Fig. 1

D. Setup

1. Ice Storage Bin and Icemaker Setup

⚠ WARNING

- Do not use the frame to lift the appliance. Lift the appliance from the base.
- The installer must ensure the ice storage bin is compatible with the icemaker, and the ice storage bin and icemaker are properly attached and secured.

- 1) Unpack the storage bin, and attach the four adjustable legs provided (bin accessory) to the bottom of the storage bin.
- 2) Position the storage bin in the selected permanent location.
- 3) Unpack the appliance and remove all shipping cartons, tape and packing material.
- 4) Remove the panels to prevent damage when installing the appliance. See “II. B. How to Remove Panels.”
- 5) Remove the protective plastic film from the panels. If the unit is exposed to the sun or to heat, remove the film after the unit cools. **NOTICE! Do not use the side frame to lift the icemaker. See Fig. 1. Lift the icemaker from the base.**
- 6) Remove the package containing the accessories. See Fig. 1.
- 7) Remove the shipping tape holding the bin control switch. See Fig. 1.
- 8) Place the icemaker on top of storage bin.
- 9) Secure the icemaker to the storage bin using the two mounting brackets and the bolts provided. See Fig. 2.
- 10) Level the icemaker and ice storage bin in both the left-to-right and front-to-rear directions. Adjust the ice storage bin legs to make the icemaker level.

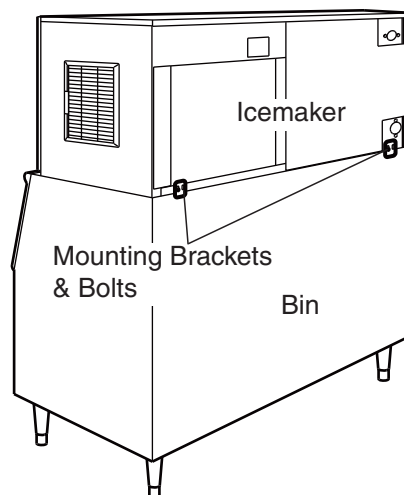


Fig. 2

E. Electrical Connection

⚠ WARNING

- Electrical connection must be hard-wired and must meet national, state, and local electrical code requirements. Failure to meet these code requirements could result in death, electric shock, serious injury, fire, or damage.
- The icemaker requires an independent power supply of proper capacity. See the nameplate for electrical specifications. Failure to use an independent power supply of proper capacity can result in a tripped breaker, blown fuse, damage to existing wiring, or component failure. This could lead to heat generation or fire.
- **THE ICEMAKER MUST BE GROUNDED.** Failure to properly ground the appliance could result in death or serious injury.
- Electrical connection must be made in accordance with the instructions on the "WARNING" tag, provided with the pig tail leads in the junction box. See Fig. 3.

- Usually an electrical permit and services of a licensed electrician are required.
- The maximum allowable voltage variation is ± 10 percent of the nameplate rating.
- The white lead must be connected to the neutral conductor of the power source. **NOTICE! Miswiring may result in severe damage to the icemaker.**
- The opening for the power supply connection is 7/8" DIA to fit a 1/2" trade size conduit.

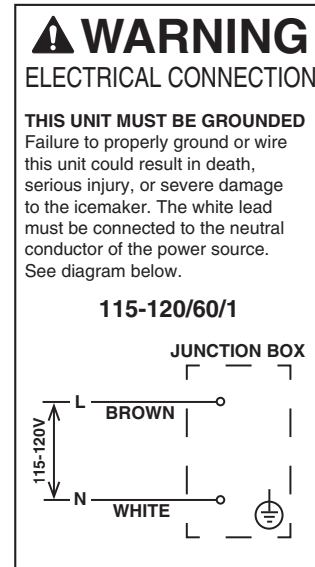


Fig. 3

F. Water Supply and Drain Connections

See Fig. 4

⚠ WARNING

Water supply and drain connections must be installed in accordance with applicable national, state, and local regulations.

NOTICE

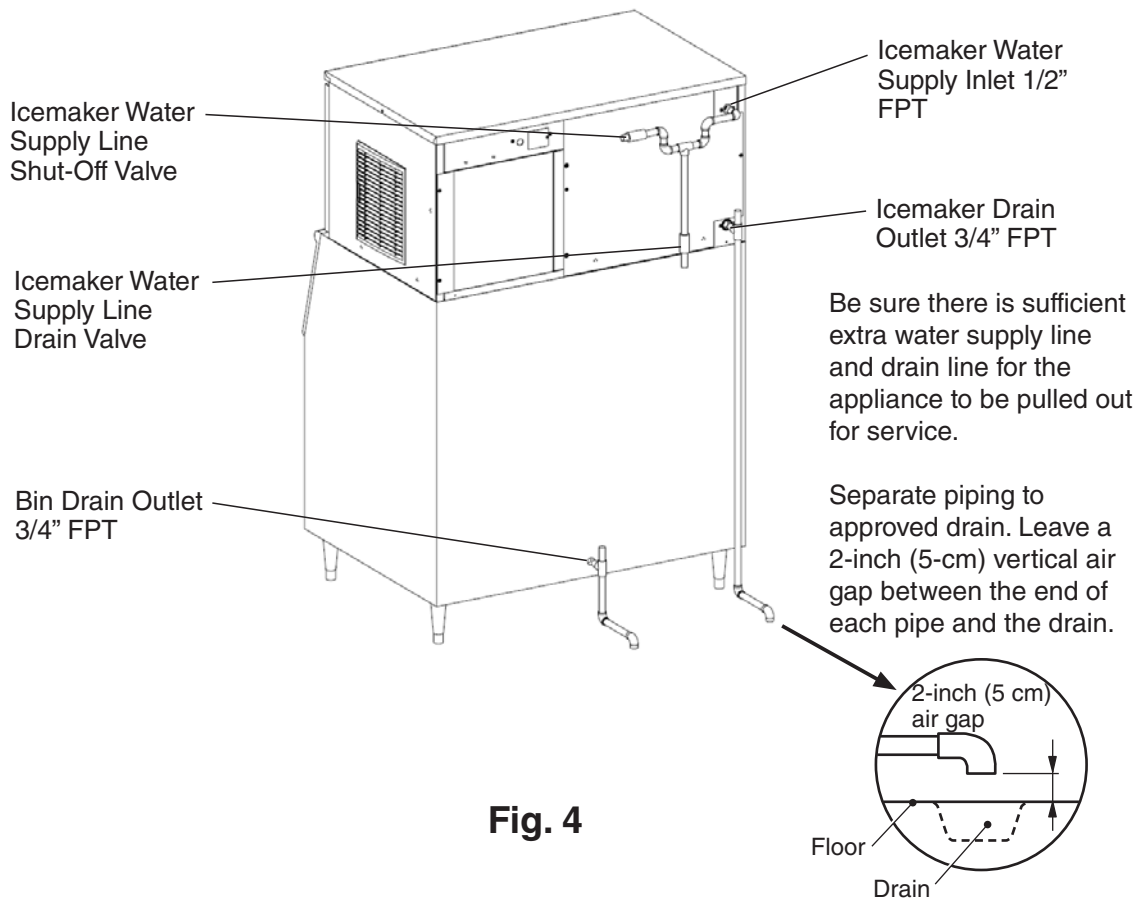
- Normal operating water temperature should be within 45°F to 90°F (7°C to 32°C). Operation of the appliance, for extended periods, outside of this normal temperature range may affect appliance performance.
- Water supply pressure must be a minimum of 10 PSIG and a maximum of 113 PSIG. If the pressure exceeds 113 PSIG, the use of a pressure reducing valve is required.
- To prevent damage to the appliance, do not operate the appliance when the water supply is off, or if the pressure is below 10 PSIG. Do not run the appliance until the proper water pressure is reached.
- External filters, strainers, or softeners may be required depending on water quality. Contact your local Hoshizaki Certified Service Representative or local Hoshizaki distributor for recommendations.

- A plumbing permit and services of a licensed plumber may be required in some areas.
- Water supply inlet is 1/2" female pipe thread (FPT).
- A minimum of 1/4" nominal ID copper water tubing or equivalent is required for the icemaker water supply line. An icemaker water supply line shut-off valve and drain valve must be installed. Be sure there is sufficient extra water supply line for the unit to be pulled out for service.
- Water supply pressure should be a minimum of 10 PSIG and a maximum of 113 PSIG. If the pressure exceeds 113 PSIG, the use of a pressure reducing valve is required.
- Icemaker drain outlet is 3/4" FPT. A minimum of 3/4" nominal ID hard pipe or equivalent is required for the icemaker drain line. Be sure there is sufficient extra drain line for the unit to be pulled out for service.
- The icemaker drain line and ice storage bin drain line, must be run separately.
- Drain lines must have 1/4" fall per foot (2-cm per 1 m) on horizontal runs to get a good flow. A vented tee connection is also required for proper flow.
- External filters, strainers, or softeners may be required depending on water quality. Contact your local Hoshizaki Certified Service Representative for recommendations.
- Drain lines should not be piped directly to the sewer system. An air gap of a minimum of 2 vertical inches (5-cm) should be between the end of the drain pipes from the icemaker, dispenser unit/ice storage bin, and water-cooled condenser (if applicable) and the floor drain.

1. Icemaker

Icemaker Water Supply Inlet	Minimum Icemaker Water Supply Line Size	Icemaker Drain Outlet	Minimum Icemaker Drain Line Size
1/2" Female Pipe Thread (FPT)	1/4" Nominal ID Copper Water Tubing or Equivalent	3/4" Female Pipe Thread (FPT)	3/4" Nominal ID Hard Pipe or Equivalent

- An icemaker water supply line shut-off valve and drain valve must be installed.
- Be sure there is sufficient extra water supply line and drain line for the appliance to be pulled out for service.



G. Final Checklist

⚠ WARNING

CHOKING HAZARD: Ensure all components, fasteners, and thumbscrews are securely in place after installation. Make sure that none have fallen into the dispenser unit/ice storage bin.

- 1) Is the icemaker level?
- 2) Is the icemaker in a site where the ambient temperature is within 45°F to 100°F (7°C to 38°C) and the water temperature within 45°F to 90°F (7°C to 32°C) all year around?
- 3) Air-Cooled Models: Is there at least 6" (15-cm) clearance at rear, left side, and top and 12" (30-cm) clearance at right side?
- 4) Have the shipping carton, tape, and packing material been removed from the appliance?
- 5) Have all electrical and water connections been made? Do electrical and water connections meet applicable national, state, and local code and regulation requirements?
- 6) Has the power supply voltage been checked or tested against the nameplate rating? Has a proper ground been installed to the icemaker?
- 7) Are the water supply and drain lines sized as specified? Are the water supply line shut-off valve(s) and drain valve(s) installed? Has the water supply pressure been checked to ensure a minimum of 10 PSIG and a maximum of 113 PSIG?
- 8) Is the compressor snug on all mounting pads? Have the refrigerant lines been checked to make sure they do not rub or touch other lines or surfaces? Has the fan blade (if applicable) been checked to make sure it turns freely?
- 9) Are all components, fasteners, and thumbscrews securely in place?
- 10) Has the end user been given the instruction manual, and instructed on how to operate the appliance and the importance of the recommended periodic maintenance?
- 11) Has the end user been given the name and telephone number of an authorized service agent?
- 12) Has the warranty card been filled out and forwarded to the factory for warranty registration?

H. Startup

⚠ WARNING

- All parts are factory-adjusted. Improper adjustments may adversely affect safety, performance, component life, and warranty coverage.
- Do not put your hands into the back of the storage bin or the baffle on top of the storage bin. Ice may drop off the icemaker, a hard block of ice may suddenly break down, or the icemaking mechanism may suddenly move, resulting in injury.

NOTICE

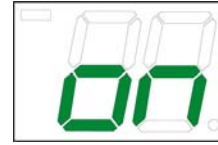
- If the appliance is turned off, wait for at least 3 minutes before restarting the appliance to prevent damage to the compressor.
- To prevent damage to the water pump, do not leave the control switch in the “WASH” position for extended periods of time when the water tank is empty.
- At startup, confirm that all internal and external connections are free of leaks.

- 1) Open the water supply line shut-off valve(s).
- 2) Remove the front panel.
- 3) Move the control switch to the “ICE” position.
- 4) Replace the front panel in its correct position.
- 5) Turn on the power supply and allow the icemaker to operate for a total of 10 minutes.
- 6) Remove the front panel, then move the service switch to the “OFF” position.
- 7) Replace the front panel in its correct and allow the icemaker to drain for 2 minutes.
- 8) Turn off the power supply.
- 9) Remove the front panel, then move the control switch to the “ICE” position. Replace the front panel in its correct position.
- 10) Clean the ice storage bin liner using a neutral cleaner. Rinse thoroughly after cleaning.
- 11) Turn on the power supply to start the automatic icemaking process.
- 12) During the first 5 minutes of the freeze cycle, confirm bin control operation by pressing and holding the bin control’s actuator paddle until the icemaker shuts down. The icemaker should shut down in approximately 15 seconds.

I. Display

1. Normal Operation

Display for normal operation is “on”. See the figure on the right.



2. Error Code

The unit will show an error code and safely stop if the unit is operating outside of acceptable parameters. See the figure below. If an error code appears, please contact your local Hoshizaki Certified Service Representative for assistance.



E1: Abnormal freeze cycle
E2: Abnormal harvest cycle
EE: Other

III. Maintenance

The appliance must be maintained in accordance with the instruction manual and labels provided. Consult with your local Hoshizaki Certified Service Representative about maintenance service.

⚠ WARNING	
<ul style="list-style-type: none"> • Only qualified service technicians should service the appliance. • To reduce the risk of electric shock, do not touch the control switch with damp hands. • Move the control switch to the "OFF" position and turn off the power supply before servicing. Lockout/Tagout to prevent the power supply from being turned back on inadvertently. • CHOKING HAZARD: Ensure all components, fasteners, and thumbscrews are securely in place after any maintenance is done to the appliance. Make sure that none have fallen into the dispenser unit/ice storage bin. 	

A. Maintenance Schedule

The maintenance schedule below is a guideline. More frequent maintenance may be required depending on water quality, the appliance's environment, and local sanitation regulations.

Maintenance Schedule		
Frequency	Area	Task
Daily	Scoop	Clean the ice scoop using a neutral cleaner. Rinse thoroughly after cleaning.
Bi-Weekly	Air Filters	Inspect. Wash with warm water and neutral cleaner if dirty.
Monthly	External Water Filters	Check for proper pressure and change if necessary.
	Icemaker Exterior	Wipe down with a clean, soft cloth. Use a damp cloth containing a neutral cleaner to wipe off oil or dirt build up. Clean any chlorine staining (rust colored spots) using a non-abrasive cleanser.
	Underside of Icemaker and Top Kits; Bin Door and Snout	Wipe down with a clean cloth and warm water.
Yearly	Icemaker and Ice Storage Bin	Clean and sanitize per the cleaning and sanitizing instructions provided in this manual. See "III.B. Cleaning and Sanitizing Instructions."
	Water Supply Inlet	Close the icemaker water supply line shut-off valve and drain the water system. Clean the water supply inlet screen.
	Condenser	Inspect. Clean if necessary by using a brush or vacuum cleaner. More frequent cleaning may be required depending on location.
	Water Hoses	Inspect the water hoses and clean/replace if necessary.

B. Cleaning and Sanitizing Instructions

The appliance must be cleaned and sanitized at least once a year. More frequent cleaning and sanitizing may be required in some water conditions.

⚠ WARNING

- To prevent injury to individuals and damage to the appliance, do not use ammonia type cleaners.
- Carefully follow any instructions provided with the bottles of cleaning and sanitizing solution.
- Always wear liquid-proof gloves and goggles to prevent the cleaning and sanitizing solutions from coming into contact with skin or eyes.

NOTICE

To prevent damage to the water pump, do not leave the control switch in the "WASH" position for extended periods of time when the water tank is empty.

1. Cleaning Procedure

- 1) Dilute approximately 7.2 fl. oz. (214 ml) of recommended cleaner Hoshizaki "Scale Away" with 0.8 gal. (3.0 l) of water.
- 2) Turn off the power supply.
- 3) Remove all ice from the storage bin.
- 4) Remove the front panel.
- 5) Remove the screw, then move the water tank drain pipe to the drain position. See Fig. 5. Use the screw to secure the water tank drain pipe in the drain position.
- 6) Make sure the control switch is in the "ICE" position, then replace the front panel.
- 7) Close the icemaker water supply line shut-off valve.
- 8) Turn on the power supply for 3 minutes. The water tank drains and cubes are removed from the evaporator.
- 9) Turn off the power supply.
- 10) Remove the front panel and top panel.
- 11) Move the control switch to the "WASH" position.
- 12) Slowly pour the cleaning solution over the top of the evaporator and into the water tank. Do not splash or spill the solution onto other parts.
- 13) Replace the front panel and top panel in their correct positions.
- 14) Turn on the power supply to start the washing process.
- 15) Turn off the power supply after 30 minutes.
- 16) Open the icemaker water supply line shut-off valve.
- 17) Remove the front panel.
- 18) Move the control switch to the "ICE" position.

- 19) Replace the front panel.
 - 20) Turn on the power supply for 3 minutes. The water tank drains.
 - 21) Turn off the power supply.
 - 22) Repeat steps 20 and 21 three more times to rinse thoroughly.
- Note: If not sanitizing the icemaker, go to step 19 in “III. A. 2. Sanitizing Procedure.”

2. Sanitizing Procedure - Following Cleaning Procedure

- 1) Dilute a 5.25% sodium hypochlorite solution (chlorine bleach) with water (add approximately 0.4 fl. oz. (12 ml) to 0.8 gal. (3.0 l) of water).
- 2) Close the icemaker water supply line shut-off valve.
- 3) Turn on the power supply for 3 minutes. The water tank drains.
- 4) Turn off the power supply.
- 5) Remove the front panel and top panel.
- 6) Move the control switch to the “WASH” position.
- 7) Slowly pour the sanitizing solution over the top of the evaporator and into the water tank. Do not splash or spill the solution onto other parts.
- 8) Replace the front panel and top panel in their correct positions.
- 9) Turn on the power supply to start the sanitizing process.
- 10) Turn off the power supply after 15 minutes.
- 11) Open the icemaker water supply line shut-off valve.
- 12) Remove the front panel.
- 13) Move the control switch to the “ICE” position.
- 14) Replace the front panel.
- 15) Turn on the power supply for 3 minutes. The water tank drains.
- 16) Turn off the power supply.
- 17) Repeat steps 15 and 16 three more times to rinse thoroughly.
- 18) Repeat steps 1 through 17 one more time.
- 19) Remove the front panel.
- 20) Remove the screw, then move the water tank drain pipe to the normal position. See Fig. 5. Use the screw to secure the water tank drain pipe in the normal position.
- 21) Replace the front panel.
- 22) Clean the storage bin liner using a neutral cleaner. Rinse thoroughly after cleaning.
- 23) Turn on the power supply to start the automatic icemaking process.

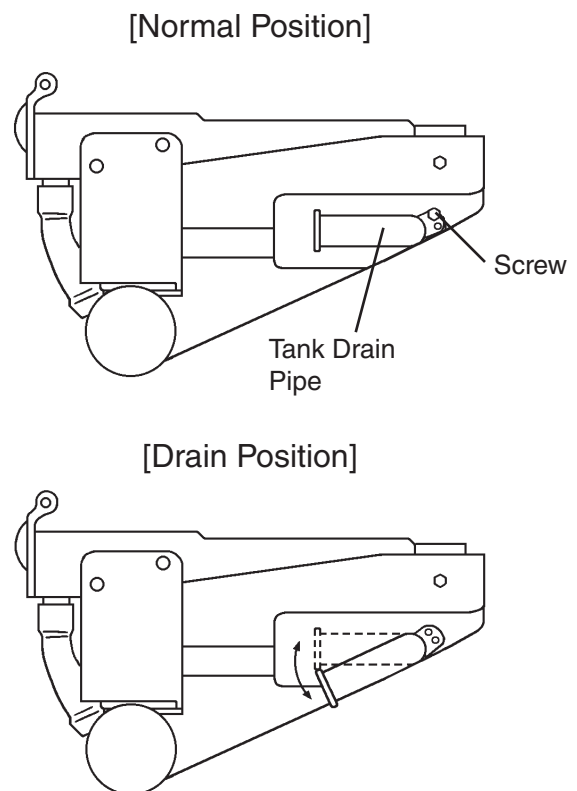


Fig. 5

IV. Preparing the Appliance for Periods of Non-Use

NOTICE

- When storing the appliance for an extended time or in sub-freezing temperatures, follow the instructions below to prevent damage.
- To prevent damage to the water pump, do not leave the control switch in the “WASH” position for extended periods of time when the water tank is empty.

When the appliance is not used for two or three days under normal conditions, it is sufficient to move the control switch to the “OFF” position. When storing the appliance for an extended time or in sub-freezing temperatures, follow the instructions below.

1. Remove the water from the icemaker water supply line:

- 1) Turn off the power supply, then remove the front panel.
- 2) Move the control switch on the control box to the “OFF” position.
- 3) Close the icemaker water supply line shut-off valve, then open the icemaker water supply line drain valve.
- 4) Allow the line to drain by gravity.
- 5) Attach compressed air or carbon dioxide supply to the icemaker water supply line drain valve.
- 6) Move the control switch to the “ICE” position.
- 7) Replace the front panel in its correct position, then turn on the power supply.
- 8) Blow the icemaker water supply line out using compressed air or carbon dioxide.

2. Drain the water tank:

- 1) Turn off the power supply, then remove the front panel.
- 2) Remove the screw, and move the tank drain pipe to the drain position. See Fig. 5.
- 3) Close the icemaker water supply line.
- 4) Turn on the power supply.
- 5) Move the control switch to the “OFF” position.
- 6) Press the reset button. See Fig. 6.
The water tank will start to open.
Note: This procedure is necessary to protect the icemaker from freezing up at sub-freezing temperatures.
- 7) Turn off the power supply when the water tank has fully opened.
- 8) Move the tank drain pipe to the normal position, and secure it with the screw. See Fig. 5.
- 9) Replace the front panel.

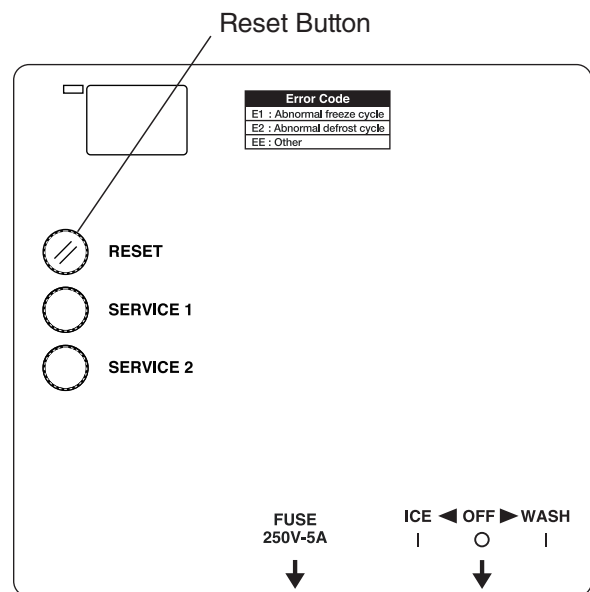


Fig. 6

V. Disposal

The appliance contains refrigerant and must be disposed of in accordance with applicable national, state, and local codes and regulations. Refrigerant must be recovered by properly certified service personnel.

HOSHIZAKI AMERICA, INC.

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