

PAKROMAN

COMMERCIAL ICE MACHINES

USE AND MAINTENANCE MANUAL

IMPORTANT:

With proper installation, operation, and maintenance, your new ice machines will deliver reliable and cost-effective performance



Model No : SK-329/SK-429

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Thank you for choosing PAKROMAN FA series commercial ice machine(s)!

We take pride in being a leader in dependable ice making equipment and related products.


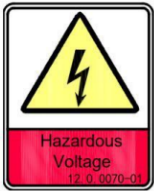
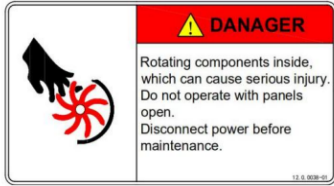


With proper installation, operation, and maintenance, your new ice machine(s) will provide you with reliable and cost-effective performance.

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PART 1 : SAFETY INFORMATION

1. IMPORTANT INFORMATION

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

Sign	Meaning of the sign
	<p>The label signifies the presence of a hazardous voltage; exposure could result in an electric shock. Always exercise caution.</p>
	<p>The label indicates a hazardous voltage. There is a risk of electric shock.</p>
	<p>The label indicates rotating components inside. There is a risk of serious mechanical injury.</p>
	<p>The label indicates a flammable foaming agent "Cyclopentane" used. There is a risk of fire.</p>
	<p>The label indicates a flammable refrigerant "R290" used. There is a risk of fire.</p>



R290 Refrigerant notice

For the ice maker with flammable refrigerant R290:

Danger – risk of fire or explosion. Flammable refrigerant used. Must be enough ventilation space around the ice maker to keep the ventilation smooth.

Danger – risk of fire or explosion. Flammable refrigerant used. Do not use mechanical devices to defrost Refrigerator. Do not puncture refrigerant tubing.

Danger – risk of fire or explosion. Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.

Danger – risk of fire or explosion. Flammable refrigerant used. do not use any electrical appliances in the ice storage bin of the ice maker.

Caution – risk of fire or explosion. Flammable refrigerant used. Consult repair manual/owner's guide Before attempting to service this product. All safety precautions must be followed.




Caution – risk of fire or explosion. Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used.



Caution – risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions Carefull.

2. SIGN INSTRUCTIONS

This appliance is designed exclusively for the purpose for which it was intended. Any other use must be considered improper and, as a result, hazardous. The manufacturer will not assume responsibility for any injuries or damages resulting from misuse, incorrect operation, or unreasonable handling. Failure to install, operate, and maintain the appliance in accordance with the instructions in this manual may compromise safety, performance, the lifespan of components, and warranty coverage, potentially leading to expensive water damage.

To mitigate the risk of death, electric shock, severe injury, or fire, adhere to the following essential precautions:

Sign	Meaning of the sign
 WANRRNING	It means if do not operate properly, it may cause death or serious harmful personal injuries.
 ATTENTION	It means if do not operate properly, it may cause death or harmful personal injuries or item loss.
	It means prohibited(prohibited behaviour. Specific prohibited contents are in the sign or icons , instructions and statements near the sign.

	<p>It means enforced actions (must be enforced). Specific actions are shown in the sign or in the icons, instructions and statements near the sign.</p>
	<p>It means matters needs to pay attention to. Specific actions are shown in the sign or in the figures, instructions and statements near the sign.</p>

Warnings

Do not replace components with parts other than identical ones, and ensure that servicing is performed solely by factory-authorized personnel to minimize the risk of ignition from incorrect parts or improper service.

Do not install the appliance without adhering to all relevant national, state, and local codes and regulations.

Do not connect the electrical supply in a manner that is not hard-wired and compliant with national, state, and local electrical code requirements, as non-compliance can lead to death, electric shock, serious injuries, fire, or equipment damage.

Do not operate the ice maker without an independent power supply of the appropriate capacity as specified in the nameplate's electrical specifications; failure to do so may cause tripped breakers, blown fuses, damaged wiring, or component failure, which could result in heat generation or fire.

Do not leave children unsupervised near the appliance to prevent them from playing with it.

Do not climb, stand, or hang on the appliance, and do not allow children or animals to do so; this can lead to serious injuries or cause damage to the unit.

Do not store combustible aerosols or volatile and flammable substances near the appliance to avoid fire hazards.



Prohibited Behaviour

Do not operate the ice maker without proper grounding; improper grounding can result in death, severe injury, or equipment damage.

Do not service without first setting the control power point to the “ OFF” position and disconnecting the power supply, and make sure to implement lockout/tagout procedures to prevent accidental reactivation of the power supply.

Do not neglect the cleanliness around the appliance; dirt, dust, or insects can infiltrate the machine and cause harm.

Do not touch the control switch with wet hands to avoid the risk of electric shock.

Do not modify the appliance in any way, as alterations may lead to electric shock, injury, fire, or damage to the appliance.

Do not use this appliance if you have reduced physical, sensory, or mental capabilities, or lack experience and knowledge, unless supervised or instructed by someone responsible for your safety.



ATTENTION

Adhere strictly to the provided instructions for water supply, drain connections, and maintenance to mitigate the risk of significant water damage. If water damage poses a risk, position the ice maker in a contained area equipped with a floor drain.

Ensure the installation site for the ice maker maintains temperatures above freezing. The optimal ambient temperature range for operation is between 45°F to 100°F (7°C to 38°C).

Avoid operating the ice maker during prolonged periods of inactivity, extended absences, or in environments with temperatures below freezing. Take precautions with water control and consider professional wrapping for the ice maker under these conditions.

Do not store any sundries, or freeze any food in the storage bin. Keep the ice scoop clean.

Use the ice storage bin solely for storing ice. Storing other items in the ice storage bin is not advisable.



ENFORCED

This appliance contains combustible materials and must only be discarded and recycled by certified personnel and authorized facilities.

To prevent electric shock, always use a grounded outlet. In the absence of a grounded outlet, a grounding device must be installed by a certified technician, and the installed socket on the ice machine must be readily accessible.

Be aware that this contain flammable refrigerants and blowing agents; pay close attention to the " Beware of Fire" label on the product. Should the product exhibit any abnormalities, it must be serviced exclusively by certified personnel and facilities.

Should the power cord become damaged, it must be repaired or replaced by a qualified professional to ensure safety.



The ice machine must be positioned on a floor that can adequately support its weight to prevent tipping over and potential injury.

Ensure there is enough ventilation space around the ice machine to maintain proper airflow. Use only the power supply that matches the specifications on the machine's nameplate.

This ice machine must not be connected to a hot water supply.

The electrical socket for this ice maker must provide reliable grounding and include leakage protection.

Always disconnect the ice machine from the power supply before performing any manual cleaning, repairs, or maintenance.

Prior to cleaning, repairing, or maintaining the machine, all remaining ice should be removed from the ice bin to prevent contamination.

Avoid splashing water directly onto the surface of the ice machine during cleaning to prevent short circuits, leaks, or other malfunctions.

A flammable foaming agent is used in the insulation process; therefore, the ice maker should be disposed of and recycled by certified personnel and authorized facilities.

Manage the ice machine in a manner that ensures it is out of children's reach to prevent misuse.

In the event of a malfunction, turn off the power immediately and seek assistance from professional repair personnel.

PART 2. PRODUCT INFORMATION

1. PRODUCT OVERVIEW

Featuring a split design, this model facilitates high volume ice production and simplifies the cleaning process .

The main door panel is tool free for direct access, ensuring convenient maintenance.

The ice storage bucket door is designed to close softly, preventing harsh impacts.

Equipped with a copper nickel ice plate, this machine accelerates ice formation and reduces defrosting time.

With a water flow ice production system, it achieves over a 12% increase in output compared to similar models.

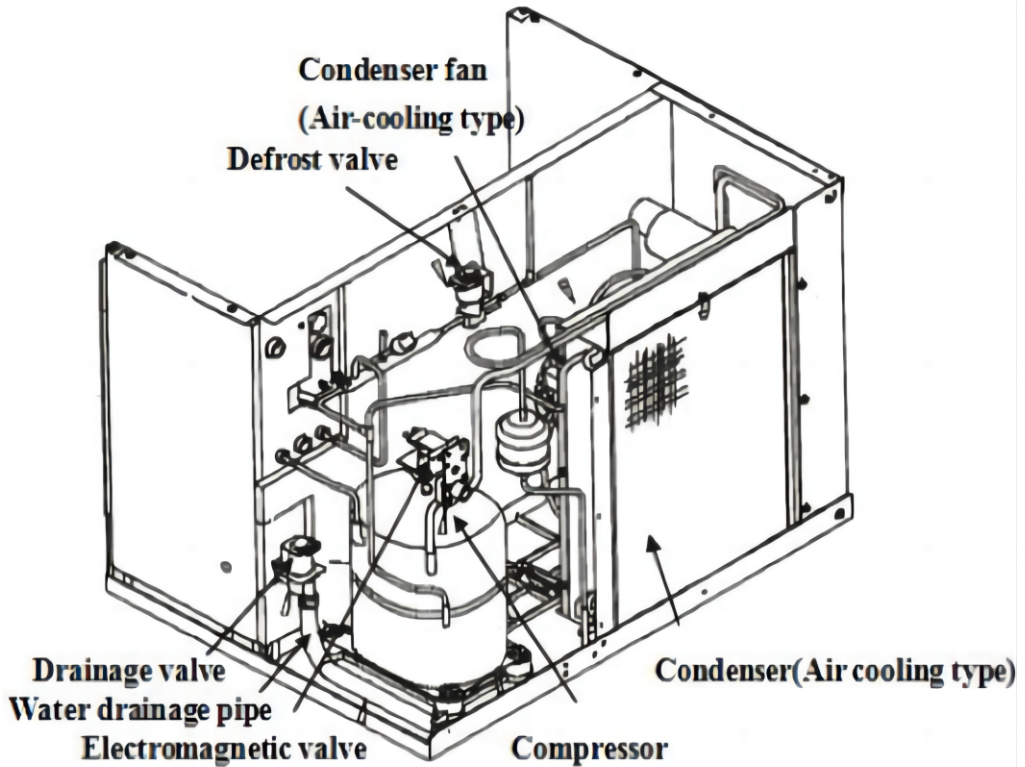
The high quality brand compressor employed in this ice machine cuts ice making noise by more than 5%.

The ice maker's internal liner is crafted from PE foodgrade materials for safe ice storage.

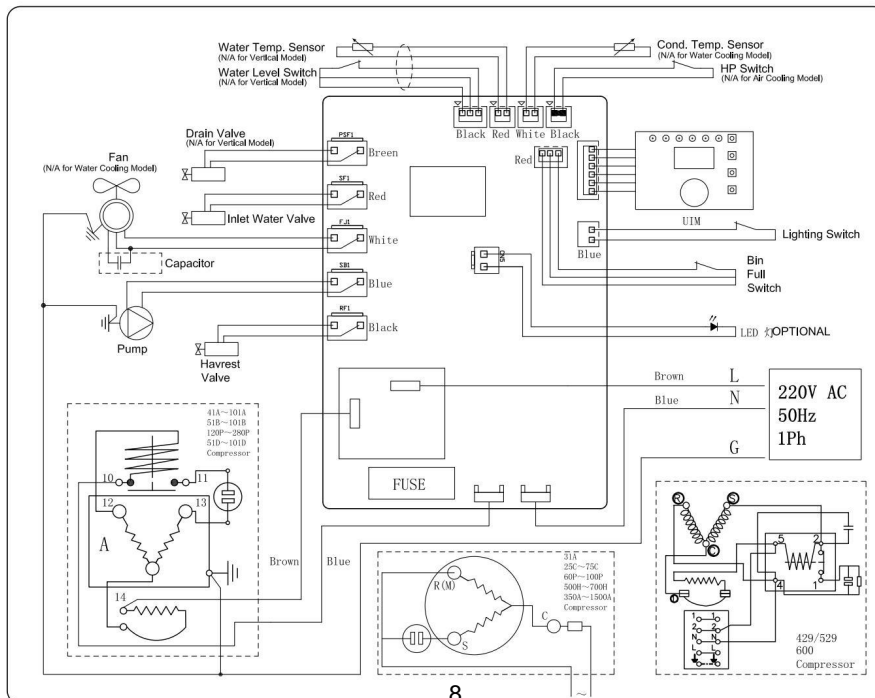
Constructed from premium stainless steel and ABS engineering plastics, it boasts both aesthetic appeal and durability.

certified with ETL,energy star,CE, and SGS, ensuring quality and compliance with international standards.

2. PARTS & SPECS



3. ELECTRICAL SCHEMATIC DIAGRAM



PART 3 : INSTALLATION

1. IMPERATIVE CHECKING BEFORE INSTALLING

1) Packing details:

NAME	QUANTITY
Ice Bin	X1
Ice Maker	X1
Water Filter	X1
Inlet Pipe	X1
Outlet Pipe(gray)	X1
Outlet Pipe(color)	X1
User Manual	X1
Ice Scope	X1

Note : contact customer service if some parts were missing.

2) Ambient checking

A.This ice maker is designed for indoor use only and should be positioned away from heat sources and out of direct sunlight.

B.To function optimally, the ambient temperature should be maintained between 45°F to 100°F (7°C to 38°C). Prolonged operation outside this temperature range may impair ice production.

C.The unit must be placed on a stable and level surface to ensure proper operation.

D.For convenience and efficiency, position the ice maker near a potable water source, ideally within one meter of the unit.

E.Do not obstruct the ice maker's ventilation openings. Adequate air circulation is required around the machine, with a clearance of at least 30cm.

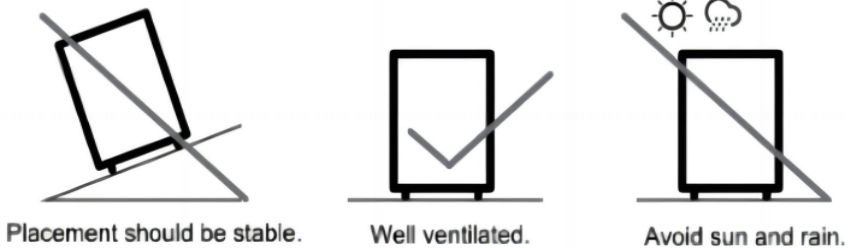
F.The ice maker should be installed in a location where the temperature is consistently above freezing. It is not designed to operate in temperatures below 0°F.

G.In anticipation of temperatures dropping below freezing, it is crucial to drain all water from the ice maker to avoid damage to the water supply lines (refer to the "Preparations for long-term storage of the ice maker" section for guidance).

3) Installation Location

Requirements for handling and moving conditions:

When transporting, try to keep the box upright, with a maximum inclination of no more than 45°, and avoid turning it upside down or laying it horizontally.



For proper operation and optimum performance of the ice machine, place the ice machine where the following conditions are met.

A. **Stable and Level Surface:** To minimize vibration and noise, ensure that the ice machine is placed on a stable and level surface.

B. **Distance from Heat Sources:** Keep the ice machine away from sources of heat, such as gas stoves or ovens, to prevent reduced cooling efficiency due to the heat affecting the machine.

C. **Protection from Sunlight:** Install the ice machine in a location shielded from direct sunlight to prevent abnormal operation and potential reduction in the machine's lifespan.

D. **Moisture-Free Zones:** Position the ice machine in dry areas to avoid exposure to moisture, which can be common near faucets or sinks.

NOTE: If the ice machine is to be located in a wet area, a disconnect switch **MUST** be installed and the ice machine **MUST** be grounded. Install a disconnect switch in the power line. Consult a professional electrician for further information.

**WARNING:**

A.Utilize a grounded plug: Always use a three-pronged plug designed with a ground wire for the ice machine to mitigate the risk of electric shock in case of electrical leakage.

B.Inappropriate grounding methods: Avoid using water pipes as grounding means, as they may often be made of plastic, which does not conduct electricity and will not provide an effective ground.

C.Gas line caution: Never use a gas line to ground the ice maker; doing so can be extremely hazardous.

D.Avoid certain grounding points: Do not ground the ice machine to a telephone line or a lightning rod, as these can attract high currents during thunderstorms, posing serious risks.

2. INSTALLATION STEPS

Installation steps:

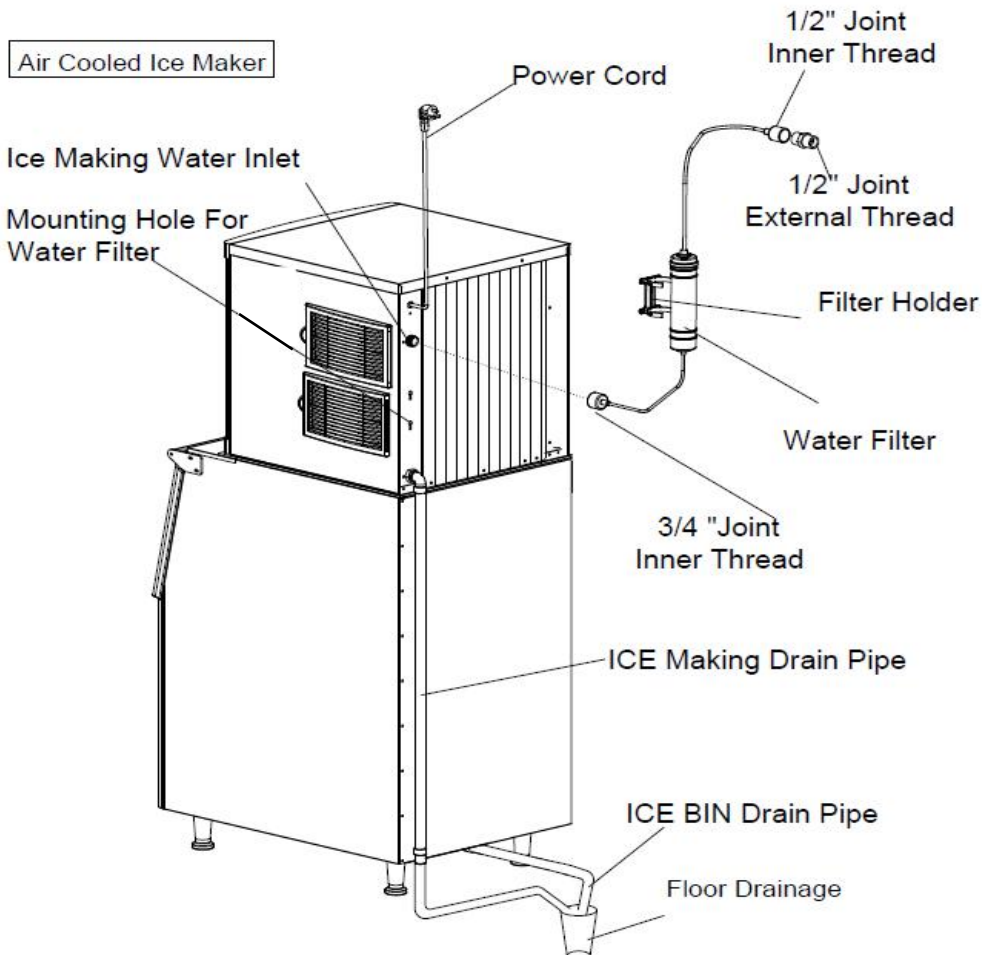
INSTALLATION
VIDEO



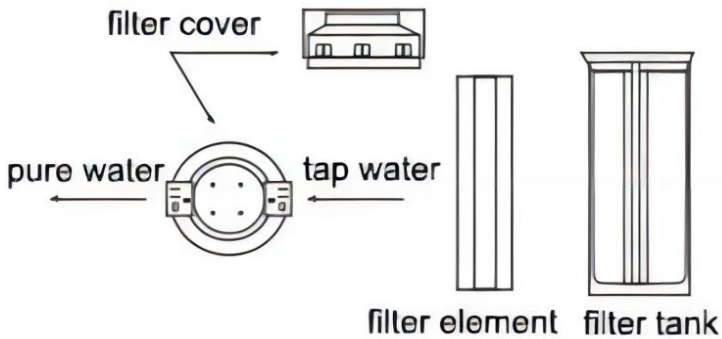
SCAN ME

- 1). Firm and Level Setting:** Position the ice maker on a sturdy and even surface to ensure stability during operation.
- 2). Adjust for Evenness:** Fine-tune the feet of the ice machine to achieve a perfectly level stance, which is crucial for optimal performance.
- 3). Assembling the Unit:** Carefully raise the ice-making component and align it above the ice bin before securing it into place (team work needed).
- 4). Water supply:**

Schematic diagram of installation



A: Water inlet line: Connect the two white tubes to the filter cartridge ends, one to the faucet and the other to the machine's water inlet.



It is recommend to change the filter regularly accroding to the water quality of your location

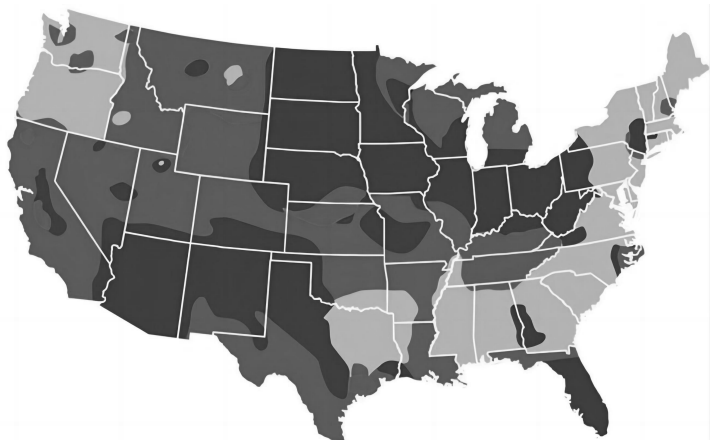
WATER FILTER LIFETIME

VERY HARD 1 MONTH

HARD 2 MONTH

MODERATELY HARD 2 MONTH

SLIGHT HARD 3 MONTH



Notes: The map only displays the addresses we can deliver.



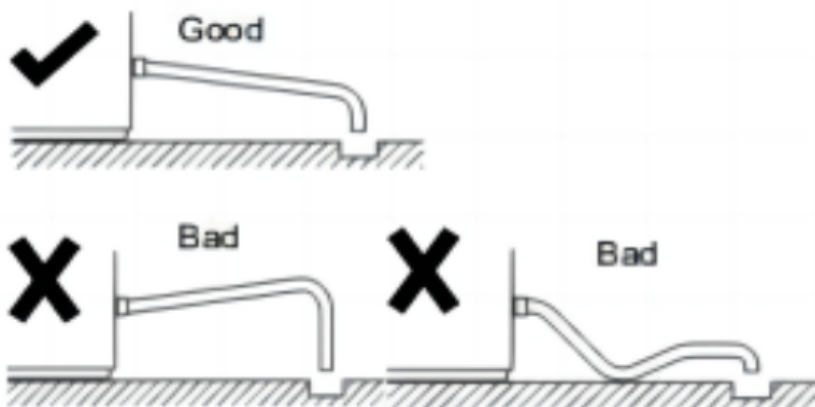
Attention:

Ice machines must be connected to a potable water supply. Please note that the single-stage filters provided with our product do not comply with drinking water standards. We advise purchasing and installing a replacement filter with RO systems.

- a. Ensure the ice machine is not connected to a hot water supply.
- b. If water pressure surpasses the maximum recommended level of 1.7 Pa, secure a water pressure regulator from your distributor.
- c. An accessible water shut-off valve must be installed at the front of the ice machine's intake pipe.
- d. The use of external filters, strainers, or water softeners may be necessary, depending on the water quality. For specific recommendations, contact customer service.

B. Drain Installation

- a. When installing the water drainage pipe, precautions must be taken to ensure that the drained water does not flow back into the ice machine or the ice storage bin. Please adhere to the guidance below:
- b. Drain lines should have a slope of 0.98 inches per meter to prevent backflow and must be equipped with effective traps.
- c. The final drainage outlet must be sufficiently large to accommodate the flow from all drains, ensuring complete water evacuation.



The installation of both intake and drainage pipelines must adhere to the applicable local laws and regulations. In certain cases, the pipelines may need to be installed by a qualified plumber to ensure compliance and proper setup.

5). Power supply



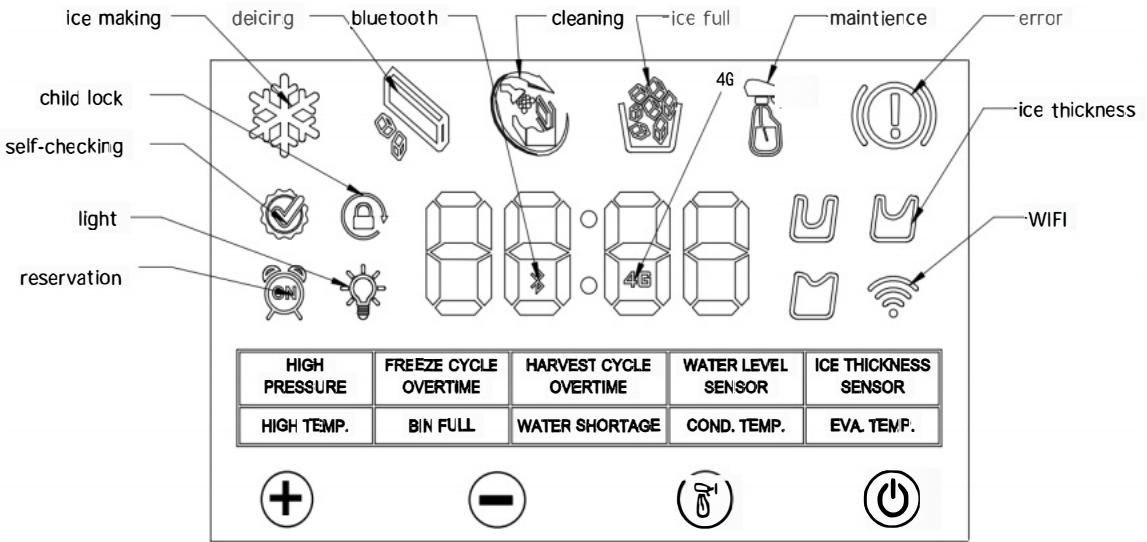
- A.The electrical connection must be carried out following the instructions specified on the "WARNING" tag, which is provided along with the pigtail leads in the junction box.
- B.The electrical connection must be permanently wired and conform to national, state, and local electrical codes. Non-compliance with these codes could lead to fatal consequences, electric shock, serious injuries, fire, or significant damage to the equipment.
- C.This unit requires a dedicated power supply. Refer to the nameplate for the correct voltage and the required size of the breaker or fuse. Using an incorrect breaker or fuse may cause the breaker to trip, a fuse to blow, or damage to the existing wiring, potentially resulting in overheating or fire.
- D.The ice maker **MUST** be grounded. Inadequate grounding of the ice maker could result in death or serious injury.
- E.The power supply's voltage, frequency, and capacity must match the specifications listed on the machine's nameplate 115V.
- F.Upon startup (when the electrical circuit is at its maximum load), the voltage must remain within $\pm 10\%$ of the rated voltage. The ice maker must also have a proper grounding to ensure safety.
- G.Should there be any risk of danger due to a broken wire, only qualified professionals from the manufacturing plant or the maintenance department are authorized to perform repair work

3. CHECKS AFTER INSTALLATION


- 1) Has the ice maker been installed indoors with a consistent indoor temperature not falling below 7°C (45°F), even during winter?
- 2) Is there a minimum of 30cm (12 inches) of unobstructed space around the ice maker to allow for adequate ventilation and heat dissipation?
- 3) Has the ice maker been properly leveled?
- 4) Have all electrical wires and water pipes been securely connected, and is the water valve on the intake pipe open?
- 5) Has the supply voltage been checked to ensure it matches the specifications on the ice maker's nameplate?
- 6) Has the inlet water pressure been tested to confirm that it is at least 1kg/cm² (1bar)?
- 7) Are all refrigeration pipes adequately insulated to prevent vibration or damage?
- 8) Have the ice storage tank and the ice maker been thoroughly cleaned?
- 9) Does the owner or user possess an operation manual and have they received proper training for routine maintenance and inspection?
- 10) Has the owner or user obtained the contact information for the repair service provider?
- 11) Have all the necessary kits and adapters been correctly installed?

PART 4 : OPERATION INSTRUCTIONS

1.PANEL STRUCTURE




2.ICE MAKING PROCESS

- 1) Press  the machine will start working.
- 2) Whole Ice making process:

Step	Time range	summary	Details
1	150s	Self-checking	Upon initiation, the ice maker fills with water for 30 seconds, after which the compressor activates and defrosting begins. This is followed by a 2-minute automatic circulation routine, during which water consistently flows into the tank and the water pump operates. The distinct sound of water being pumped from the top of the distribution pipe back into the water tank is audible. Once it is confirmed that the ice maker is functioning properly, the ice making program is started to commence the ice production process.
2	15mins	Ice making	Once the automatic detection cycle is complete, the water pump activates after a 45-second delay, initiating the ice production process. Throughout this process, water is continuously circulated, being pumped over the ice lattice and into the sink. This water gradually cools and eventually freezes. During ice formation, the PC control board's software automatically monitors the thickness of the ice. Upon reaching the predetermined thickness, the system transitions into the defrosting phase.
3	180s	Deicing	During the deicing process, the evaporator heats up to melt the bond between the ice and the lattice. As the connection dissolves, the weight of the ice causes it to detach naturally from the lattice, thereby completing the deicing cycle.

PART 5: CLEANING, SANITATION AND MAINTENANCE

1. SELF-CLEANING

- 1) Press any key on the bottom of display screen to unlock the system.
- 2) Press  about 5 seconds, the machine would enter self-cleaning process.
- 3) When the ice machine initiates the automatic cleaning cycle, the system enters the cleaning mode, and the cleaning symbol starts flashing on the left side of the display screen. The auto-cleaning procedure is outlined as follows and takes a total of 39 minutes to complete:
 - A. Washing: 1 minute
 - B. Drainage: 5 minutes
 - C. Washing: 1 minute
 - D. Drainage: 5 minutes
 - E. Washing: 1 minute
 - F. Drainage: 5 minutes
 - G. Washing: 1 minute
 - H. Drainage: 5 minutes
- 4) After the cleaning cycle is concluded, the ice machine will return to its normal operational state. To start the ice machine, press the ON/OFF power key on the display screen.
- 5) Please Note:
 - A. After the cleaning process, avoid using the remaining ice in the storage bin, as well as the first three batches of ice produced.
 - B. Cleaning Frequency: The frequency of cleaning should be based on water quality and frequency of use. It is recommended to thoroughly clean the machine every 1 to 3 months to ensure optimal functionality and to extend the machine's lifespan.
 - C. Please select a professional ice maker cleanser for cleaning the machine. Other types of cleaners are not permitted inside the machine, as they may cause damage or affect performance.

2. MANUAL CLEANING AND SANITIZING

For the ice maker to function reliably and efficiently, it is crucial for the user to adhere to the prescribed cleaning and sanitizing procedures. Please note that these maintenance operations are not covered under the warranty terms. Should frequent cleaning and disinfection be necessary, it is advised to assess the cleanliness of the water source and the environment in which the ice maker is used. Additionally, verify that a filter is in place and that it satisfies the filtration standards required by the ice maker.

1) Safety Precautions: To prevent harm to individuals and avoid damaging the ice maker, DO NOT use cleaners that contain ammonia. The use of the following substances is strictly forbidden: banana oil (naphtha), oxalic acid, hydrochloric acid, as well as detergents that include alcohol or any other corrosive liquids.

2) Usage of Cleaning Solutions: Always adhere strictly to the instructions provided with the cleaning and sanitizing solutions to ensure proper and safe use.

3) Personal Protective Equipment: When handling cleaning and sanitizing agents, it is imperative to wear liquid-proof gloves and safety goggles to protect your skin and eyes from potential contact with these substances.

4) Power Disconnect: Before commencing any cleaning or maintenance procedures, ensure that the ice maker's power supply is completely disconnected to maintain a safe working environment.

5) Environmental Cleaning: Regularly tidy the area around the ice maker to maintain a clean environment and ensure the machine operates at peak efficiency.

6) Shell Cleaning: To clean the ice maker's exterior, use a sponge soaked in a neutral detergent solution. Afterwards, gently dry the surface with a clean, soft cloth.

7) Condenser Cleaning: It is recommended to clean the condenser semi-annually. Follow these steps for safe cleaning:

- A. Use a soft brush or a vacuum cleaner with a brush attachment to gently clean the condenser's exterior, moving from top to bottom to avoid bending the fins.
- B. Apply a commercial coil cleaner according to the manufacturer's instructions and safety guidelines.
- C. Straighten any bent fins with a fin comb.

 **WARNING**

- A. Before cleaning the condenser, always disconnect the ice maker's power supply.
- B. The condenser's edges can be sharp; exercise caution to avoid cuts.
- C. Protect the fan motor from water exposure during cleaning.
- D. A dirty condenser can restrict airflow, leading to overheating, reduced ice production, and shortened lifespan of components.

8) Blade and Fan Motor Cleaning: Gently clean the fan blades and motor using a soft cloth, taking care not to bend the blades. If the fan blade is excessively dirty, wash it with warm soapy water, then rinse and dry it thoroughly. Using a nylon brush, remove dust on the condenser fins by brushing in the direction of the fins.



Remember to handle all cleaning activities with care and according to the provided guidelines to maintain your ice maker's efficiency and longevity.

- 1) Heat emission hole: Carefully remove the filter screen by sliding it out from the sides. Brush off any dust accumulated on the screen.
- 2) DO NOT use sharp objects to clean the evaporator.
- 3) It is recommended to perform this operation at least once within 3 months.

3. MAINTAINCE

Proper maintenance and regular cleaning of your ice machine are essential to improve its reliability, extend its service life, and ensure hygienic ice production. In this manual, we will outline a series of maintenance steps to follow, which will help prevent increased energy consumption while maintaining hygiene.

1) Keep the Surrounding Environment Clean:

Frequently clean the area around the ice machine to ensure it remains free from dirt and debris. It is crucial not to block the louvers, as they facilitate proper ventilation for the ice machine's optimal performance.

2) Cleaning the Shell:

The shell of the ice machine can be cleaned with a neutral detergent and wiped with a soft cloth. For stubborn stains, you may use commercial stainless steel cleaners and polishes. Ensure that you follow the product instructions carefully.

3) Regularly Check and Replace the Filter Element:

Regularly inspect the filter element and replace it as recommended. Typically, ordinary filter elements are replaced every six months, while advanced filter elements should be replaced according to the instructions provided.

4) Cleaning the Sink and Ice Storage Bucket:

When cleaning the inside of the ice machine sink and ice storage bucket, you can use a water pipe. Avoid using excessive water pressure, as it may damage the circuitry. Refrain from directly flushing water onto the water pump and the area above the ice tray to prevent water damage.

5) Maintenance of the Air-Cooled Ice Machine Condenser:

Clean the air-cooled condenser every three months. Use a soft brush or a vacuum cleaner with a brush attachment to brush the condenser fins gently. Ensure that you brush up and down along the direction of the fins to avoid damaging them, which could affect the cooling effect.

6) Overwintering Maintenance:

Before overwintering, turn off the water source and power supply. Drain the residual water from the ice machine sink, water inlet pipe, and drain pipe to prevent freezing or damage during the cold months.

Note:

1) Cleaning and maintenance of the ice machine may not be covered under free services. It is important to replace the filter element regularly.

2) In case of severe scaling or blockage in the waterway, resulting in abnormal operation, prompt cleaning is necessary.

3) Prior to cleaning and maintenance, always turn off the water source, disconnect the power supply, and unplug the ice machine.

4) Exercise caution while cleaning the air condenser fins, as they may have sharp edges.

PART 6 : TROUBLESHOOTING

1. FAULT DETECT

For expedited communication, we suggest a preliminary check of the machine before contacting customer service. (E-mail: info@pakroman.com Tel:+(302) 898-7673)

Thank you for your cooperation.

Feel free to skip this section if it doesn't interest you.

we will explore three common issues that can occur with an ice maker: water pump malfunction, refrigeration problems, and water inflow irregularities. By following simple observation and touch-based techniques, you can conduct a preliminary self-diagnosis to identify the potential cause of the problem.

1) Water Pump Malfunction:

To check if the water pump is faulty, you can directly observe whether water is flowing down from the ice tray. If there is no water flow, it indicates a possible issue with the water pump. The water pump is responsible for pumping water into the ice maker, so a malfunction can disrupt the ice-making process.

2) Refrigeration Problems:

To determine if there are refrigeration issues, allow the ice maker to run for approximately 10 minutes. During this time, you can assess the temperature of the water in the sink. If the water noticeably becomes colder, it indicates that the refrigeration system is functioning properly. You can also touch the ice tray or running water to feel the water temperature, which should be cool to the touch.

3) Water Inflow Irregularities:

Water inflow irregularities can be identified through observation during the automatic cleaning process. During this process, you can observe if water continuously flows into the ice storage bucket from the overflow pipe of the sink. Additionally, during the ice-making process, you can gauge the amount of water by reaching into the sink with your hand. Normally, the amount of water should occupy more than half of the sink.

Here are some common mistakes:

Fault	Potential cause	Troubleshooting
Not working Indicator is OFF	Power switch not turned on Plug is loose	Turn on the power switch Check plug and socket
Shutdown every 3 minutes after startup; the display shows E04 high temperature The display shows E06 high pressure protection	The ambient temperature is too high Condenser is dirty and blocked High pressure switch wires fallen off Fan does not start	Normal working temperature range of 5-40 °C Clean the condenser Check and correct high pressure switch wires Check and correct the fan
Ice defrost abnormal	Ambient temperature too low Defrost valve does not start normally Ice thickness too thin or too thick	Normal working temperature range of 5-40 °C Check and correct the defrosting valve Check and correct ice thickness setting
Poor transparency of ice cubes; ice cubes too thin or incomplete	Ice thickness too thin Water pressure too low Water temperature too high Inlet water valve does not work Inlet water valve is dirty and blocked Water leaking Inlet water filter has not been replaced for a long time	Check and correct ice thickness setting Check that the water supply pressure is 0.13MPa to 0.55MPa Water temperature of 5-35 °C Check and correct the inlet water valve Check whether water leaks and correct Check and correct the inlet water filter
Too slow in ice making	The condenser or air filter is dirty High ambient temperature Poor ventilation Water temperature is too high	Clean the condenser and filter screen Normal working temperature range of 5-40 °C Check the environment around the ice machine Check the water supply temperature of 5-35 °C
Too much noise	The ice machine is not placed in a leveled foundation or the ice maker is not leveled.	Level the ice machine

2. ERROR CODE

If an error code appears on the screen, we recommend troubleshooting the issue yourself to avoid disrupting your store's daily operations. If the problem persists, please contact us at info@pakroman.com or call at +(302) 898-7673

Error code	Phenomenon	Cause Analysis	Treatment measures
E01	Skate board or ice full switch failure (5 seconds before power on, the skateboard is continuously open for more than 3 seconds).	1. Missing and dislocation of the skateboard;	Check related parts
		2. The polarity of the magnetic induction element is reversed (Hall ice full switch);	
		3. The ice full switch is abnormal;	
E02	Overtime ice making failure (10 consecutive ice making times exceeding the maximum set time).	1. The ambient temperature is high;	1. Check the condensation cooling system;
		2. The cooling effect of the condensation system is poor;	2. Is there any leakage in the refrigeration system;
		3. Compressor refrigerant leakage;	3. Is the sink leaking;
		4. Insufficient water;	4. Sprinkler outlet hole;
E03	Overtime deicing failure (3 consecutive deicing times exceed the maximum set time).	1. The heating valve is faulty;	1. Check the heating valve circuit;
		2. The condensation temperature is too low;	2. Check the ice thickness detection road;
		3. The ice cube setting is too thin;	3. Check the water inlet system;
		4. Too little water in the sink;	
E04	High temperature fault (the condensation temperature sensor exceeds 68°C for 3 consecutive seconds).	1. The ambient temperature is too high;	Check related parts.
		2. The cooling fan is damaged;	
		3. The condenser is too dirty;	
E05	Water shortage fault (the water inlet solenoid valve is continuously open for more than 5 minutes).	1. There is no water in the water inlet pipe;	Check related parts.
		2. The water pressure of the water inlet pipe is low;	
		3. The water inlet valve is broken;	
		4. The sink is leaking;	
E06	The pressure exceeds the limit (the pressure switch is disconnected continuously for more than 3 seconds).	1. The temperature of the condenser is too high;	1. Check the refrigeration system pressure;
		2. The refrigeration system is blocked;	2. Check the condensation cooling system;
		3. The pressure switch itself is faulty;	
E07	Condensing temperature sensor open circuit failure.	1. The sensor is damaged;	Check related parts.
		2. Connector problem;	
E08	Condensation temperature sensor short circuit failure.	1. The sensor is damaged;	Check related parts.
		2. Connector problem;	
E09	Evaporating temperature sensor open circuit failure.	1. The sensor is damaged;	Check related parts.
		2. Connector problem;	
E10	Evaporation temperature sensor short circuit failure.	1. The sensor is damaged;	Check related parts.
		2. Connector problem;	
E11	The ice making effect is poor (the temperature of the water temperature sensor does not drop to the start ice making temperature).	1. The water temperature sensor is damaged;	Check related parts.
		2. The circulating water pump is not working;	
		3. The compressor is not working;	
		4. The efficiency of the refrigeration system is low;	

PART 7: CUSTOMER SERVICE

1. BEFORE CALLING SERVICE

Before reaching out for professional service, it is essential to conduct a preliminary assessment to identify potential issues with your ice machine. In this guide, we will outline a few key checks to perform before contacting for service.

1) Check the Water Source:

Ensure the water source for the ice machine is functioning correctly. To do so, loosen the ice-making water inlet located at the back of the machine. If water starts seeping out continuously, the water source is normal. If there is no water or only a minimal amount trickles out, it indicates a water supply issue.

2) Verify Power Supply:

~~Confirm if the ice machine is powered on. Our company's ice machines are fully automatic and do not require manual operation, so some models may not have a visible power switch.~~ Consult an individual knowledgeable about electrical systems to verify if the machine is receiving power. Pay particular attention to the socket and check for any potential power issues.

3) Note the Model and Serial Number:

Take note of the model and serial number of your ice maker. This information is typically located on the front and back of the machine on a model nameplate. Providing these details to the service team will assist them in diagnosing and addressing any specific issues.

4) Please locate your ordering platform and order number.

If you purchased a second-hand product or from an unauthorized dealer, a service fee will be charged.

2.WARRANTY

Your satisfaction with our products is of utmost importance to us, which is why we offer a 30-Day Money-Back Guarantee along with a limited-year warranty. We take great pride in our customer service and unequivocally stand behind the quality of our products.

The scope of our warranty includes any defects in materials and craftsmanship, excluding paint and finish, throughout the Warranty Coverage Period specified. This warranty is exclusively valid for the original consumer purchaser. Should you discover any defects in parts or products within the Warranty Coverage Period, and can provide proof of purchase, we will gladly replace the defective item at no extra charge.

It is important to understand that our warranty does not extend to normal wear and tear, or damages incurred through misuse, abuse, overheating, or unauthorized modifications. Any such alterations will result in the immediate voiding of this warranty. Losses resulting from negligent operation fall outside the purview of PAKROMAN's responsibility.

Furthermore, our warranty does not extend to products damaged or rendered defective as a result of accidents, misuse, modification, water damage, neglect, improper handling or storage, inadequate maintenance or installation, third-party component integration, exposure to harsh weather conditions, or natural disasters, including but not limited to earthquakes, hurricanes, tornadoes, floods, lightning, or fires. Non-adherence to usage instructions also nullifies the warranty.

Please be aware that while any warranties implied by law are limited to the express warranty period, certain states may not permit limitations on implied warranty duration, so this restriction might not apply to your circumstance.

In the event of a defective product, your sole recourse is the repair or replacement of the item as stipulated in this warranty. We will not be liable for any special, incidental, or consequential damages arising from the purchase or use of our product, regardless of the legal basis of the claim. Note, some states do not permit the exclusion or limitation of incidental or consequential damages, so the aforementioned limitation or exclusion may not apply to you.

This warranty confers specific legal rights upon you, and depending on the state, you may have additional rights.

To ensure warranty service, please keep your original sales receipt from the authorized dealer as it is necessary to demonstrate proof of purchase. Unsanctioned returns without prior written consent will be disposed of without notice.

For warranty service requests, please contact us by emailing info@pakroman.com. Our dedicated customer service team is at your disposal from Monday to Friday, 9 am to 5 pm PST.

This warranty is applicable within the United States, Canada, and Mexico to products purchased from PAKROMAN or an authorized PAKROMAN retailer.

3.EXCEPTIONS

PAKROMAN products are sold without any performance warranty, either written or implied. The manufacturer cannot oversee the installation, operation, cleaning, or maintenance of its products. Therefore, our warranty does not cover any appliance that has not been installed, operated, cleaned, and maintained strictly according to the owner's manual instructions.

This warranty does not extend to damage or breakage resulting from misuse, improper handling, or unauthorized modifications. Neither PAKROMAN nor any authorized PAKROMAN dealer shall be held legally responsible for any incidental or consequential damages to property or persons resulting from the use of our products. In the event of a warranty claim – regardless of whether it is based on this warranty, or any other warranty, either expressed or implied by law – PAKROMAN's liability will not, under any circumstances, exceed the original purchase price of the product. Any and all warranties from PAKROMAN are expressly outlined herein, and no claims shall be made against PAKROMAN beyond what is specified in these terms.

For inquiries or further clarification regarding the specific terms of warranty coverage, please reach out to us at info@pakroman.com.

4.CONTACT CUSTOMER SERVICE

If you have any questions or problems, contact Customer Service, Monday through Friday 9am-5pm PST(EN).

Our service

E-mail: info@pakroman.com

Tel:+(302) 898-7673

Follow our social media to find more service and promotion :

<https://www.pakroman.com/>

<https://www.facebook.com/pakromanappliance>

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www.tiktok.com/@pakromanappliance

WELCOME TO GET SUPPORT FROM US

Monday to Friday

9am-5pm PST(EN)

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