i30
MANUAL

wellsys

Quench USA Inc.
630 Allendale Road, Ste 200
King of Prussia, PA 19406
(855) 558-9796   www.wellsyswater.com

i30 MANUAL

Congratulations on your choice of the **Wellsys i30 Ice & Water Dispenser**. The **i30** model dispenses highly filtered ice and water. The **Wellsys i30 Water Dispenser** provides exceptional quality and great tasting ice and water with every use.

INTRODUCTION

Carefully read and follow all instructions to ensure proper and efficient operation of your **Wellsys Ice & Water Dispenser**. Contact your **Authorized Wellsys Dealer** if you have any questions.

Wellsys and **Authorized Wellsys Dealers** employ trained service personnel who are experienced in the installation, function, and repair of this equipment. This publication is written for use by these qualified individuals. **Wellsys** encourages users to learn about products, however, we believe that product knowledge and service is best obtained by consulting your **Authorized Wellsys Dealer.**

Wellsys Ice & Water Dispensers should be combined with selected water treatment components to create a system specifically tailored for each application by trained and qualified personnel.

Products manufactured and marketed by **Wellsys** and its affiliates are protected by patents issued or pending in the United States and other countries.

Wellsys reserves the right to change the specifications referred to in this literature at any time, without prior notice. Changes or modifications not expressly approved by **Wellsys** could void the warranty and user's authority to operate the equipment.

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SAFETY ALERT SYMBOLS

Read and follow all safety information carefully. The signal words used in this manual are selected as shown below and based on an assessment of the degree of potential injury or damage (severe or minor) and the occurrence of injury (occurs or has the potential to occur) when the warning is ignored:

⚠️ **DANGER!**
Indicates a situation which, when not avoided, results in death or severe injury.

⚠️ **WARNING!**
Indicates a situation which, when not avoided, has the potential to result in death or severe injury, and/or severe property damage.

⚠️ **CAUTION!**
Indicates a situation which, when not avoided, results in or has the potential to result in minor injury; and/or minor property damage.

SAFETY PRECAUTIONS

Basic safety precautions should be followed, including the following:

Ensure all Local, State, and Federal Laws and Codes including health and safety guidelines are met when installing *Wellsys* Equipment. Only qualified service technicians should attempt installation and service of *Wellsys* Equipment. Always read the entire operating instructions before using the appliance and save these instructions for future use.

⚠️ **DANGER!** *This product can cause death or severe injury if incorrectly operated, installed or maintained. The installation, maintenance, sanitizing and any repair must be performed by qualified persons trained by Wellsys or their approved distributors only. Do not remove any panel or cover to protect against electrical shock and exposure to UV radiation.*

⚠️ **DANGER!** *ELECTRICAL SHOCK HAZARD. Always use a dedicated and properly grounded outlet. Unit should be protected by ground-fault circuit interrupter (GFCI) or residual current device (RCD) having a rated residual operating current not exceeding 30mA. Use only Wellsys supplied power cord. Never use extension cords or power strips to connect unit. Do not use if the power supply cord is damaged. Always unplug from power supply prior to servicing.*

⚠️ **WARNING!** *AUTHORIZED USE ONLY. This appliance is to be used for its intended purpose as described in this manual. Untrained individuals who use this manual assume the risk of any resulting property damage or personal injury. This appliance can't be used by children and persons with reduced physical, sensory, or mental capabilities or lack of experience.*

⚠️ **WARNING!** *DO NOT OPERATE IF DAMAGED. Unplug and isolate water supply if abnormal conditions exist. Contact Wellsys or authorized dealer for repair, service, and installation to avoid hazards.*

⚠️ **WARNING!** *CONNECT TO POTABLE WATER SUPPLY. This system is to be used for water only and is NOT intended for use where water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system.*

⚠️ **WARNING!** *TIP HAZARD. Equipment could tip or fall causing serious injury if installed with a base. Always install unit on a firm, flat, and level surface and secure unit to cabinet, wall, or floor if needed and secure to the base, if applicable. Never place heavy items on top of unit and never climb, stand, or hang on unit or storage cabinet to prevent injury and damage.*

⚠️ **WARNING!** *UNIT IS HEAVY. TWO PERSON LIFT REQUIRED.* *Transport unit empty and always use material handling equipment or two people with proper lifting technique to reduce injury risk.*

⚠️ **WARNING!** *STORE AND TRANSPORT UNIT EMPTY. ALWAYS SANITIZE BEFORE USE.* *The unit must be completely drained before storing to avoid stagnation and reduce microbiological contamination (potential bacterial growth). Always sanitize before use to eliminate any potential microbiological contaminates.*

⚠️ **CAUTION!** *INDOOR USE ONLY.* *Intended for Household Use. Never expose to direct sunlight, heat sources, or ambient air temperature above 37°C (100°F) or below 2°C (35°F). Install indoors and keep unit away from excessive humidity or rain. Never expose to freezing temperatures. Ensure there is adequate clearance around the unit to allow refrigeration system condenser to dissipate heat. Warmer environments require more clearance around the unit. Minimum clearance from the top and back of the machine is 8-inches. Installs where the ambient temperature exceeds 27°C (80°F), require a minimum of 14-inches of vertical clearance for proper heat dissipation and efficient operation.*

⚠️ **CAUTION!** *USE A WATER PRESSURE REGULATOR. Wellsys* *will not be responsible for injury or damage caused by excessive water pressure. Input or feed pressure must be 30 psi to 60 psi. Be aware of any potential pressure surges caused by building/municipal pumping stations. Failure to comply will void all warranties. The manufacturer accepts no liability for damage caused by excessive water pressure.*

⚠️ **CAUTION!** *USE UV STABILIZED SUPPLY LINES.* *Feed the unit with a potable ambient or cold-water supply only. Feed water over 37°C (100°F) can damage the treatment components. Water block devices and external leak detectors are strongly recommended. Locate the unit as close to the water supply and the electrical connections as possible. Immediately isolate or close water supply valve and contact service representative if leak is noticed.*

⚠️ **WARNING!** *REFRIGERANT SYSTEM.* *This system is manufactured with R-404A refrigerant. Repairs to the refrigeration system must be performed by a certified refrigeration technician only.*

⚠️ **CAUTION!** *DO NOT PLACE HEAVY ITEM OR WATER CONTAINER ON TOP OF UNIT.* *Water may leak into the electrical system causing a fire hazard. Heavy items may fall off causing injury.*

Contact Wellsys for assistance or help finding an Authorized Service Representative.

i30 FEATURES AND BENEFITS

Ice and Water
The *i30 Ice & Water Dispenser* produces a large quantity of ice and freshly filtered water to meet customer demands.

Ice Capacity and Production
The *i30 Ice & Water Dispenser* can produce 435lbs of ice per day and can store up to 30lbs of Ice.

Combination Dispense
The *i30 Ice & Water Dispenser* can dispense ice and water separately, or at the same time.

Auto Flush for Scale Prevention
The *i30 Ice & Water Dispenser* will automatically flush the ice-making mechanism after a period to mitigate scale build-up.

Touch Sensor Dispense
Touch Sensors are used to activate dispense functions. Simply touch the sensor for the desired dispense.

Carbon Filtration with Scale Inhibition
The *i30 Ice & Water Dispenser* uses a fiber-core filter to remove sediment and chlorine, improving taste, and contains phosphate to reduce scale build-up.

Countertop Installation or Optional Base Cabinet
The *i30 Ice & Water Dispenser* can be installed on an unobstructed countertop (given proper clearance), or an Optional Base Cabinet can be purchased to mount the unit as free-standing.

Nugget Ice
The *i30 Ice & Water Dispenser* uses a proprietary mechanism to form and cut the ice into "nugget" pieces.

CERTIFICATIONS

The **Wellsys i30 Ice and Water Dispensers** has been tested and certified to rigorous NSF and UL Standards. We believe that performance testing and certifications validate **Wellsys** as a world-leader in Water Dispensers.

Wellsys i30 Component Certifications Include:

NSF/ANSI 372, UL-563
The **Wellsys i30** is certified by UL against NSF/ANSI 372 for low-lead content in plumbing products and components used in potable water systems, and to UL-563 for Electrical Safety in Ice Makers.

NSF/ANSI 12 – Ice Making Equipment
Intertek Labs (ETL) Certified the **Wellsys i30** to NSF/ANSI 12, the Standard for Ice Making Equipment for minimum food protection and sanitation requirements in materials, design, construction and performance.

MODEL/PART DESIGNATIONS

BRAND NAME	DESCRIPTION	MODEL - PART NUMBER
i30	*i30* – Ice and Water Dispenser	i30
	Serial#: XC/IO200102P400/XXXX	

CONSUMABLES

FILTER	REPLACEMENT FREQUENCY	PART NUMBER
FIBER-CORE FILTER W/ PHOSPHATE	6 MONTHS, 10,000gal	ICE10K

SPECIFICATIONS

ITEM	i30
Water Connection	3/8" Quick Connect
Recommended Service Water Pressure	30-60psi (4.2-4.9kgf/cm^2)
Rate Voltage	AC 115V/60Hz @ 8.8Amps
Power Consumption	1.60kWh/24hrs
Power Cord	1.9m (6.3ft)
IP Class	IPX1
Climate Class	N Class (32°C +/- 1°C) (89.6°F +/- 33.8°F)
Safety Device	Overheating protector. Fuse.
Ice Storage Capacity	30lbs
Ice Production	380lbs/day @ 70˚F air + 50˚F water 289lbs/day @ 90˚F air + 70˚F water
Environmental Temperature	Max: 90°F (32°C) Min: 35°F (2°C)
Source Water Temperature	Max: 90°F (32.2°C) Min: 50°F(10°C)
Relative Humidity	55% at 78°F(25.5°C)
Refrigerant Gas	R-404A (400g) mfg on or before March 2024 R-404A (360g) mfg on or after April, 2024
R134a Pressures	375psi (25.8bar) High Side, 193psi (13.3bar) Low Side

SIZE SPECIFICATIONS

Dimension	i30 Ice/Water Unit	i30 Base Cabinet
Width/Depth/Height	16.6"W x 26.7"D x 46.1"H	16.6"W x 26.7"D x 28.3"H
Weight (dry)	223lbs	58lbs
Depth between legs (OD)	18.75"	N/A
Dispense Height	10.5"	N/A
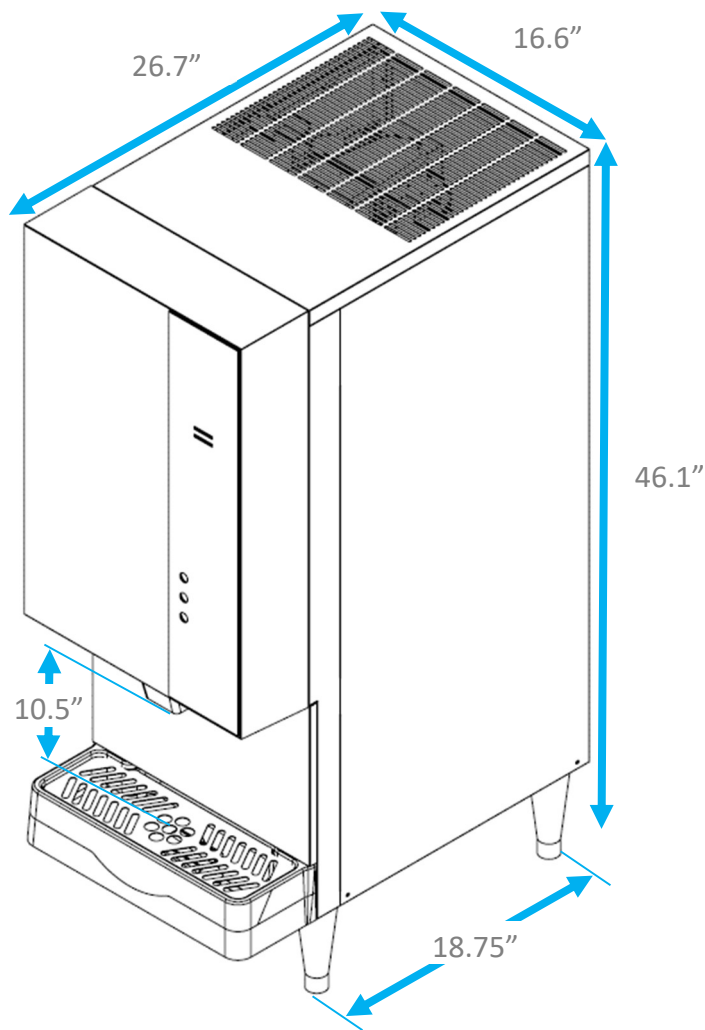
RECEIVING YOUR EQUIPMENT

Upon receipt of your equipment, you should check the following:

1. Are the systems still on the pallet?
2. Confirm the number of boxes you are signing for.
3. Is there any obvious damage to the product or the boxes?

If there are any discrepancies or any obvious damage to the equipment or boxes, please note it on the "Bill of Lading" and/or refuse the shipment.

After receiving the equipment from the carrier, remove packaging and inspect for any hidden freight damage. If freight damage has occurred, call the freight company and customer service (800) 288-1891 to report the damage. Photograph all damages to be submitted with the claim. THIS MUST BE DONE WITHIN FIVE BUSINESS DAYS OF DELIVERY. If not reported within 3 business days, Wellsys and/or carrier will not be responsible for replacement or repair.

USER INTERFACE & OPERATING INSTRUCTIONS
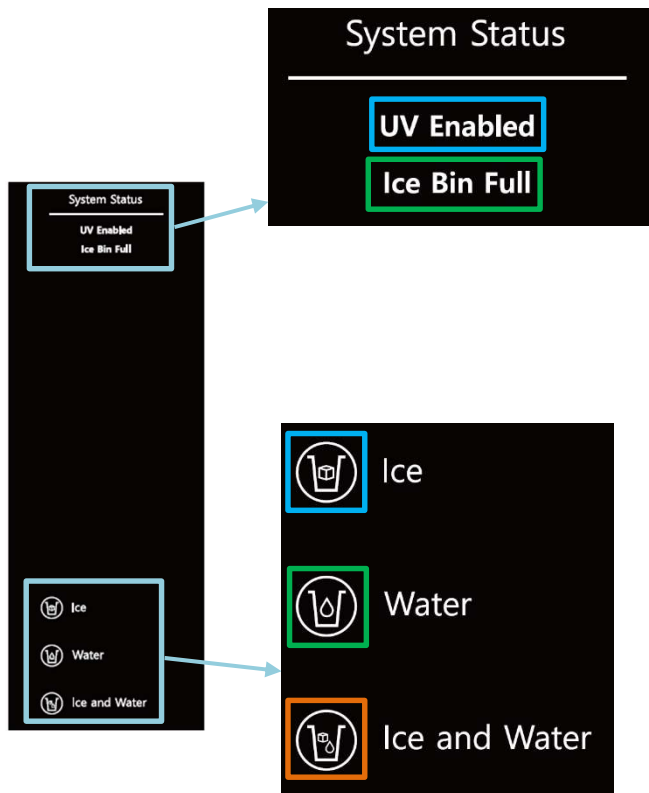
- **UV Enabled**: This light indicates the units UV lights are active and working properly.
- **Ice Bin Full**: This light indicates that the Ice Bin is full.

- **Ice Sensor**: Touch and hold the Ice Sensor to dispense Ice <u>only</u>. Release to cease dispensing.
- **Water Sensor**: Touch and hold the Water Sensor to dispense Water <u>only</u>. Release to cease dispensing.
- **Ice and Water Sensor**: This LED indicator will show the current selection of water temperature; Hot or Cold.

ERROR SIGNAL: If the unit experiences an error, the Ice, Water, and Ice and Water sensor will blink simultaneously. If this occurs, open the front panel of the machine to view the error code and proceed to the Error Display section of this manual.

WELLSYS MANUFACTURED WATER DISPENSER LIMITED WARRANTY

The Wellsys i30 is covered by the Wellsys Warranty for a period of 2 years from the date of purchase on the compressor and parts, given the filtration is changed with Wellsys branded filters on the recommended schedule.

General Provision and Exclusions:
This warranty only applies in the fifty (50) United States and Canada. This warranty does not apply, and no agreement, whether written or implied, shall be applicable if the affixed serial number is removed, defaced, or obliterated. This warranty does not apply to the filters after exposure to water. Refer to service manual for filter requirements and expected performance. This warranty does not apply if parts used as original or replacement equipment, including filters, are not obtained, or authorized through WELLSYS, and such unauthorized usage shall void this warranty. This warranty does not apply to any wetted parts that become inoperative due to lime, scale, or other water quality conditions. This warranty does not apply to any machine or components that have become inoperable due to a failure by Dealer/Distributor or the end-user to satisfy standards or regulations adopted by any governmental agency. This warranty does not cover performance, failure or damages of any part resulting from external causes such as alterations, abuse, misuse, misapplication, neglect, accident, installation, operation contrary to printed material, corrosion or acts of God.

This warranty only applies to the operative components of the machine and does not apply to the exterior shell or frame to which the shell is attached and the appearance of the machine.

This warranty and any applicable industry certifications for this machine are automatically voided if the machine is altered, modified, or combined with any other machine, equipment, or device. Alteration or modification of the machine may cause serious flooding and/or hazardous electrical shock or fire Except as set forth herein, WELLSYS makes no other warranty, guarantee or agreement expressed, implied or statutory, including any implied of merchantability or fitness for a particular purpose.

The foregoing is in lieu of all other agreements expired or statutory and all other obligations or liabilities of WELLSYS. WELLSYS does not assume or authorize any person to assume any obligations of liability in connection with this product. In no event will WELLSYS be liable for special, incidental, consequential, or punitive damages, or for any delay in the performance of this warranty agreement due to causes beyond its control.

Export Warranty:
The WELLSYS export warranty shall apply to all area outside of the Continental limits of the United States and Canada. The export warranty shall mirror the domestic warranty set forth above in all respects except that a) the export warranty shall be limited to the Initial Term and there is no coverage for the additional warranty through the first year and b) the Dealer/Distributor shall be responsible for all transportation charges to implement the repairs.

ALL WARRANTY REPAIRS SUBJECT TO PRIOR APPROVAL BY THE WELLSYS SERVICE DEPARTMENT IN ORDER TO VALIDATE THAT THE DEFECTIVE COMPONENT IS STILL UNDER WARRANTY.

SERVICE REQUIREMENTS

⚠️ **WARNING!** *Read and understand the contents of this manual before attempting to service the i30 Ice and Water Dispenser. Failure to follow the instructions in this manual could result in death, serious personal injury, or severe property damage. Only trained and qualified technicians should attempt to install, maintain, or service Wellsys Equipment.*

1. Visually inspect all electrical and water connections for signs of wear or damage.

   ⚠️ **DANGER!** *HIGH VOLTAGE ELECTRICAL HAZARD. Unplug before inspection and service.*

   ⚠️ **WARNING!** *ULTRAVIOLET RADIATION. Protect your skin and eyes against ultraviolet rays. Never look directly at an operating UV light. Disconnect before removing UV Lamp.*

   ⚠️ **CAUTION!** *UV LIGHTS ARE HAZARDOUS. Lamps are considered Hazardous Waste and must be disposed of accordingly.   Refer to Product MSDS sheet for details.*

2. Ensure there is a minimum of 8" clearance behind and 14" clearance above the **i30 Ice and Water Dispenser** and clean the condenser grill to provide efficient cooling system operation.

3. Sanitize the unit per instructions in the sanitization procedures.

⚠️ **WARNING!** *SANITIZER MAY CONTAIN HAZARDOUS CHEMICALS. Use of proper personal protective equipment such as rubber gloves and eye protection are required.*

4. Clean and sanitize external surfaces of the **i30 Ice and Water Dispenser**. Use soap and water or chemicals that are compatible with ABS plastic and will not damage or degrade the product surfaces.

5. Remove and clean the Faucet. Replace as needed.

6. Flush in filters per instructions, and change filters on predetermined schedule, commonly every 12 months for standard filters.

i30 PARTS DIAGRAM
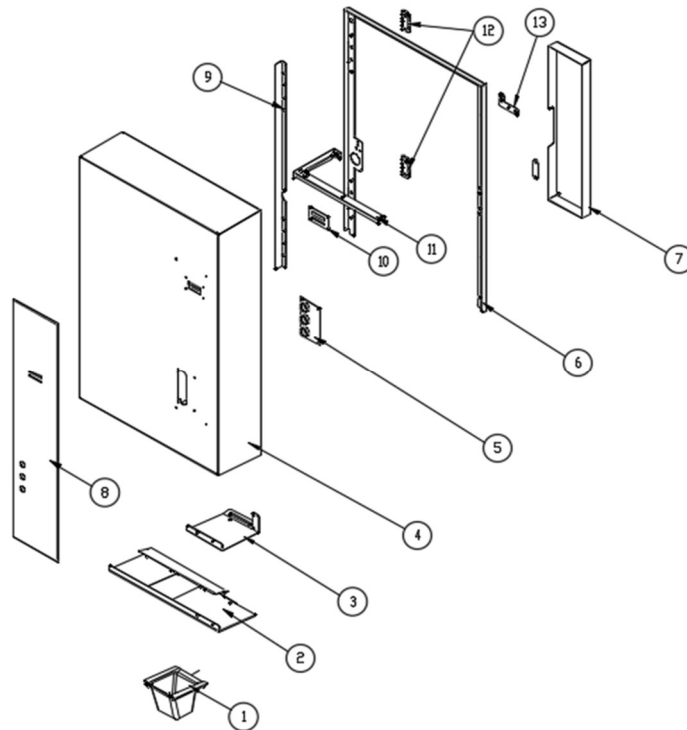
NO	DESCRIPTION	PART #
1	SPOUT COVER	318043200
1.1	SHORT SPOUT COVER (NEW)	318043201
2	FRONT DOOR BADE D WELD ASSY	201233800
3	LOCKING BASE PLATE	301233300
4	FRONT DOOR	301232800
5	BUTTON PCB	367016800
6	FRONT PANEL BASE	301232600
7	BUTTON PCB COVER	301233100
8	BUTTON DISPLAY	440035000
9	HINGE BKT	301232700
10	LED PCB	367016900
11	HARNESS BKT	301233200
12	YSH HINGE	321007500
13	DOOR REINFORCE PLATE	301235500
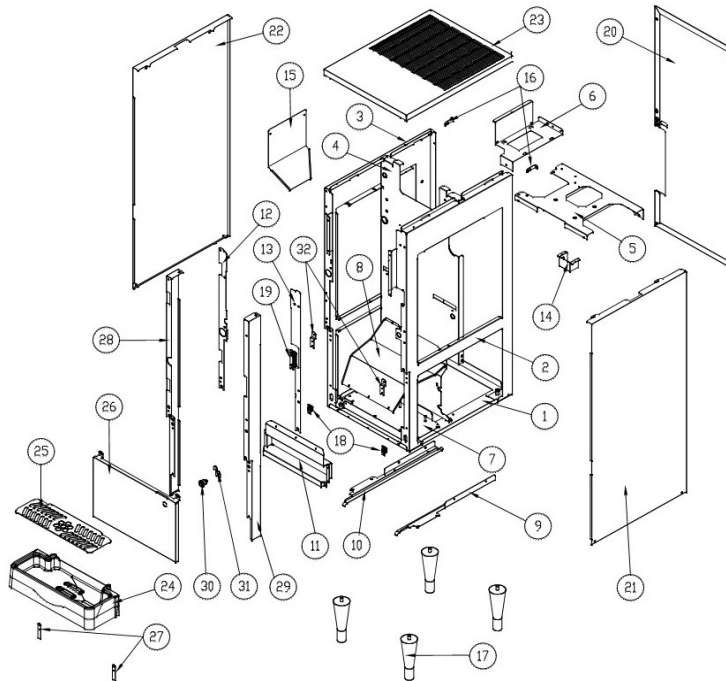
NO	DESCRIPTION	PART #
1	BASE PLATE	332047210
2	RIGHT SIDE ANGLE	332051600
3	LEFT SIDE ANGLE	332051700
4	MIDDLE SIDE ANGLE	332046910
5	BKT AUGER MOTOR ASSY	402026500
6	BKT WATER TANK	301202800
7	BKT COMP	301204120
8	PLATE DRAIN GUIDE	317233800
9	GUIDE AIR FILTER L	332047410
10	GUIDE AIR FILTER R	332047310
11	BKT TOP DRAIN	301234200
12	SPACER PLATE_L	301232300
13	SPACER PLATE_R	301232200
14	KIOSK PCB BKT	301234500
15	DRAIN GUIDE PLATE	301203500
17	FOOT	302006820
18	DOOR LOCK	631000700
19	BKT LOCKING MAGNET	301183150
20	BACK PANEL	301235300
21	PANEL SIDE R	301234000
22	PANEL SIDE L	301234100
23	TOP COVER	317217950
24	DRAIN BOX	336029601
25	DRAIN BOX UP	301236100
26	FRONT PANEL DOWN	301233400
27	BKT LOCKING HOOK	301181400
28	FRONT SIDE PANEL_L	301232400
29	FRONT SIDE PANEL_R	301232500
30	LOCKING DEVICE	219003800
31	LOCK PLATE	301178201
32	FRONT PANEL DOWN BKT	301234300
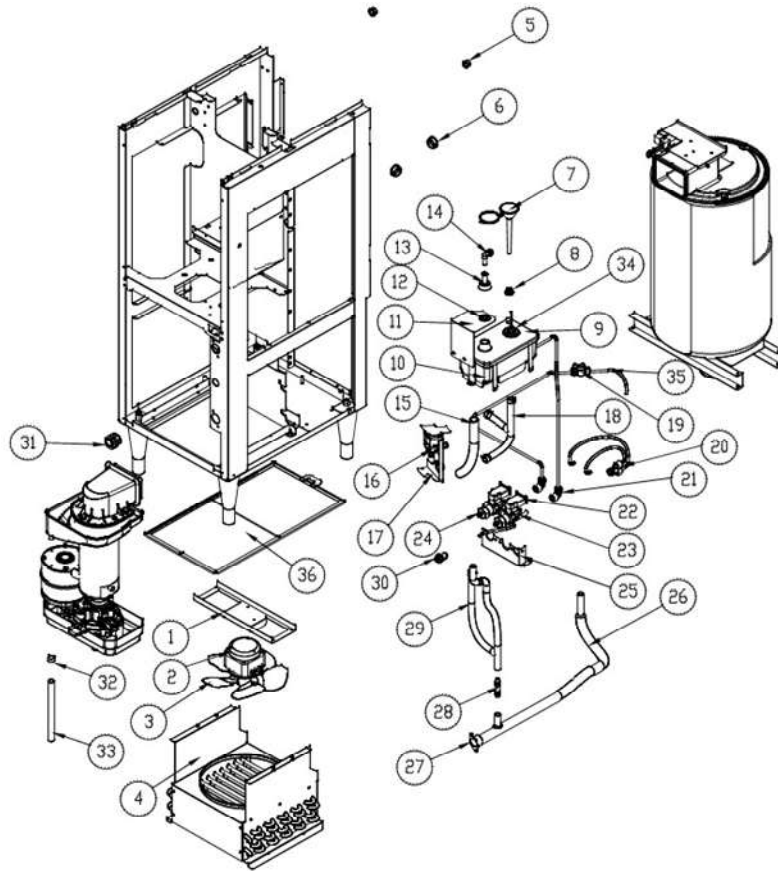
NO	DESCRIPTION	PART #
1	BKT FAN MOTOR	301205600
2	FAN MOTOR/EURO	353035800
3	FAN	308004700
4	CONDENSOR ASSY (115V/60Hz)	411035310
5	GROMMET BUSHING	232003600
6	GROMMET BUSHING	232003500
7	FUNNEL	318039300
8	FUNNEL PACKING	303037200
9	WATER RESERVOIR COVER	654000301
10	WATER RESERVOIR	654000200
11	BKT WATER TANK COVER	301218300
12	BUSHING(PIPE)	232004900
13	RESERVOIR INLET	319007801
14	STEM ELBOW	398015000
15	SILICON HOSE	229029500
16	DRAIN WATER VLAVE	340029500
17	BKT DRAIN WATER SOL	301202000
18	MULTIPLE WATER HOSE	229033602
19	SPEEDFIT TO SPEEDFIT CONNECTOR	398012410
20	TWO WAY DIVIDER	398017000
21	REDUCING ELBOW	398013700
22	WATER VALVE CAP	319007900
23	WATER VALVE	340029400
24	TAP ADAPTOR	398011600
25	DRAIN VV BKT	301202100
26	HOSE DRAIN A	229035200
27	SOCKET	215013500
28	NIPPLE	398011401
29	HOSE DRAIN B	229035300
30	BULKHEAD CONNECTOR	398017900
31	CABLE GLAND	227001200
32	BAND SPRING 16	203003200
33	SILICON HOSE	229029400
34	ASSY WATER LEVEL SENSOR	722014501
35	PE TUBE-OD1_4Inch-4	229013600
36	AIR FILTER	640009000
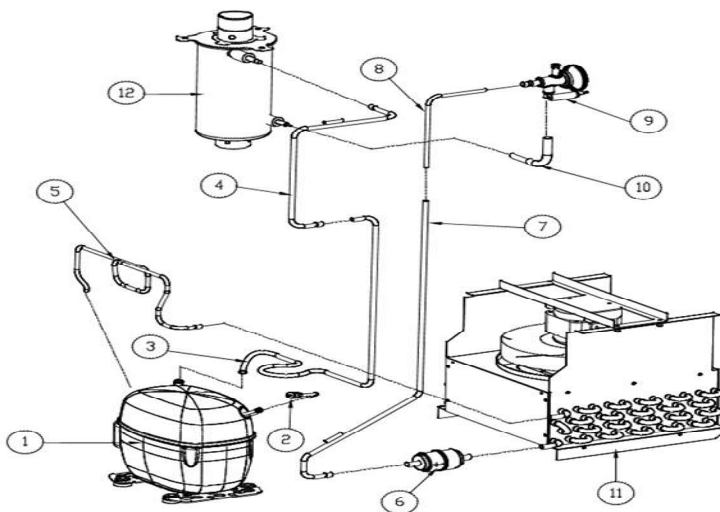
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1	COMP/SC12MLX_OLP	401023000
2	CHARGE NIPPLE ASSY	459000400
3	SUCTION PIPE	325159410
4	EVA OUTLET PIPE	325159500
5	DISCHARGE PIPE ASSY	325158600
6	FILTER DRYER	372001300
7	DRY-EXP	325158700
8	EXPANSION INLET PIPE	325159300
9	EXPANSION VALVE	340004500
10	EXPANSION OUTLET PIPE	325159200
11	CONDENSOR ASSY	411035310
12	EVAPORATOR FORM ASSY	409043803
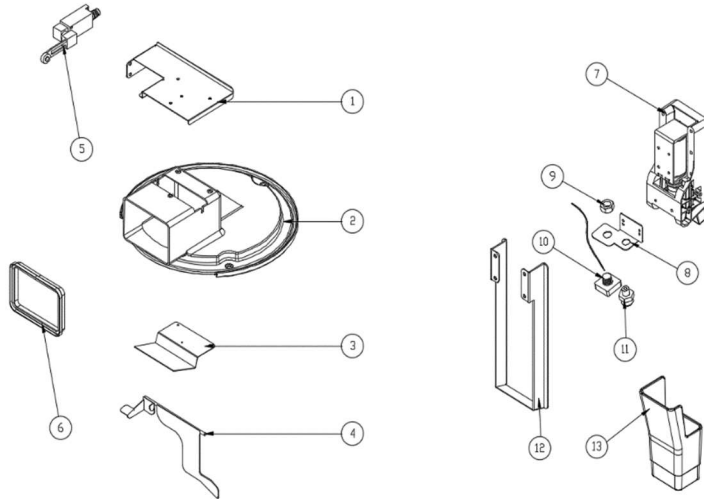
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1	ICE CHUTE COVER	317219001
2	HOPPER COVER	318041401
3	ICE GUIDE PLAT	301226400
4	ACTUATOR SHAFT ASSY	314045001
5	ASSY FULL LIMIT SWITCH	722018610
6	COVER SHUT	303042000
7	ASSY SHUTTER	427060000
8	BKT UV LED	301199740
9	NUT HEX	215019500
10	UVC WATER PROOF MODULE	500001900
11	NOXXLE WATER	233000400
12	WATER GUIDE	301235400
13	SPOUT	318043300
13.1	SHORT SPOUT (NEW)	318043302
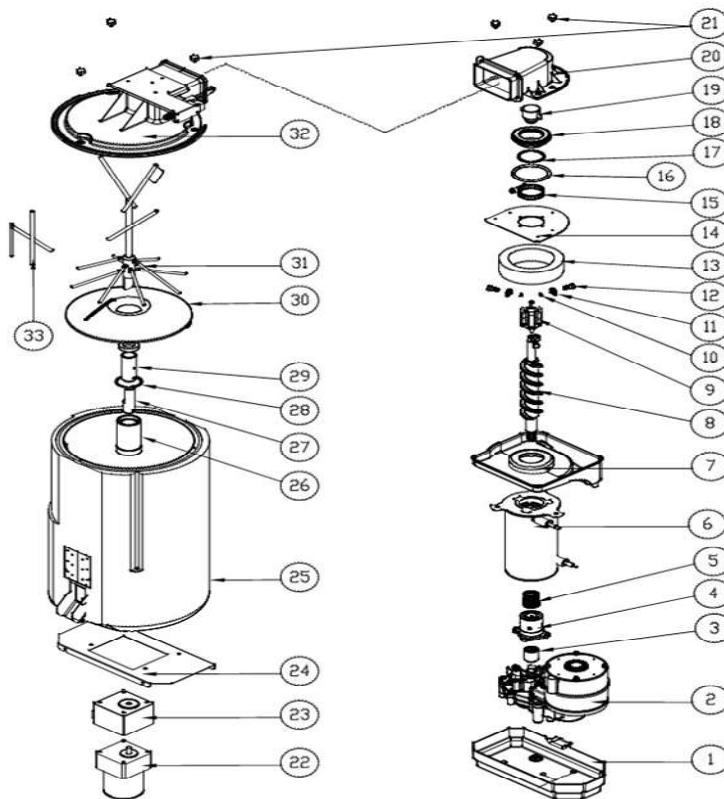
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1	GEAR MOTOR DRAIN PAN	318039150
2	AUGER MOTOR ASSY	406026400
3	SPLINE COUPLING	612000800
4	HOUSING ASSY	491000900
5	MECHANICAL SEAL	303036900
6	EVAPORATOR FORM ASSY	409043803
7	DRIP PAN	604003200
8	AUGER	430005000
9	EXTRUDING HEAD ASSY	491000801
10	O-RING	303032000
11	HEAD LOCKING WASHER	211008000
12	HEX WRENCH BOLT SEMS	210820700
13	FOAM PE HEAD SHAFT	306049900
14	FLANGE SPOUT	301199500
15	BAND SPRING 16	203004100
16	PACKING	303041800
17	O-RING	303037500
18	HOLD SPOUT	395007800
19	IMPELLER ICE ASSY	390001500
20	SPOUT	450000600
21	HAND SCREW	210804502
22	AGITATOR MOTOR ASSY	406027600
23	MOTOR COVER PACKING	303039800
24	HOPPER SUPPORT BASE	301202500
25	HOPPER FORM ASSY	442009700
26	BEARING POM	310007300
27	MAIN SHAFT ONE	314044600
28	O-RING	303037500
29	MAIN SHAFT TWO	314044700
30	ICE BASE PLATE	610035400
31	AGITATOR ASSY	436003700
32	HOPPER COVER ASSY	420054120
33	MIXING BAR ASSY	436004200
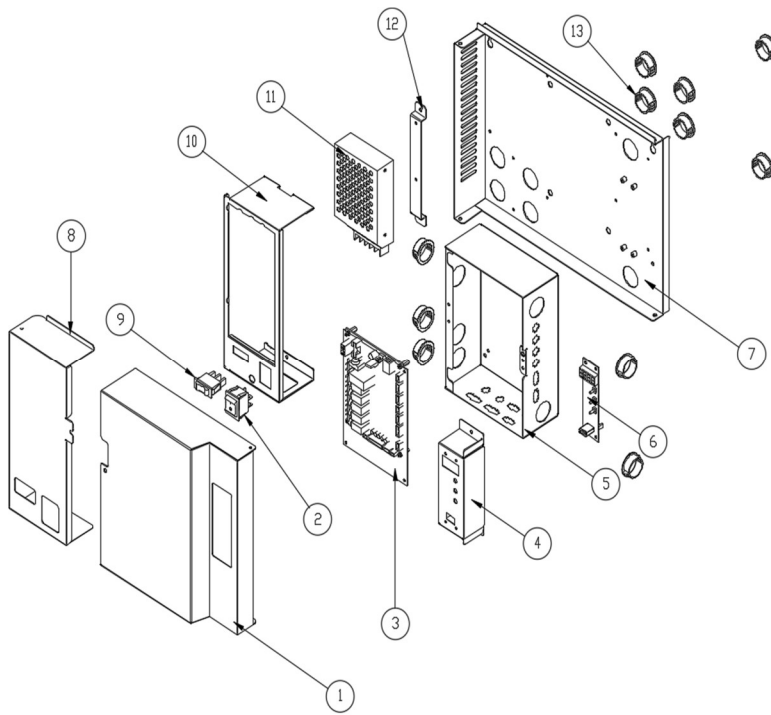
NO	DESCRIPTION	PART #
1	CONTROL BOX COVER	301234700
2	SWITCH (3L)	355009800
3	MAIN PCB	367016600
4	FND USB PCB BKT	301235000
5	CONTROL BOX	374152800
6	FND USB PCB	367016700
7	CONTROL BOX BASE	301235100
8	SMPS COVER	301234600
9	SWITCH (4P)	355012400
10	SWITCH BKT	301234800
11	SMPS	629001200
12	SMPS BKT	301234900
13	GROMMET BUSHING	232003500

i30 WATER FLOW DIAGRAM

i30 WATER PATH

- To 30lbs Hopper
- Water Reservoir
- Ice Evaporator
- Inlet Solenoids (same part)
- Water Supply
- Drain
- Drinking Water Dispense

- Water Reservoir Overflow Drain
- Water Reservoir Drain
- Ice Evaporator Drain
- Gear Motor Drain Pan
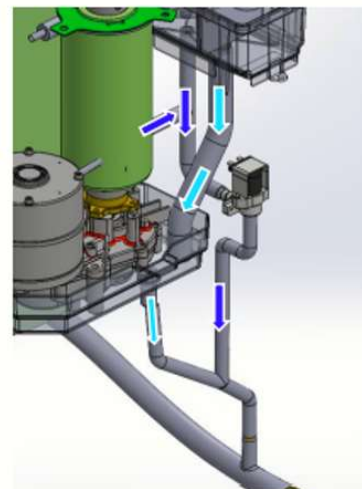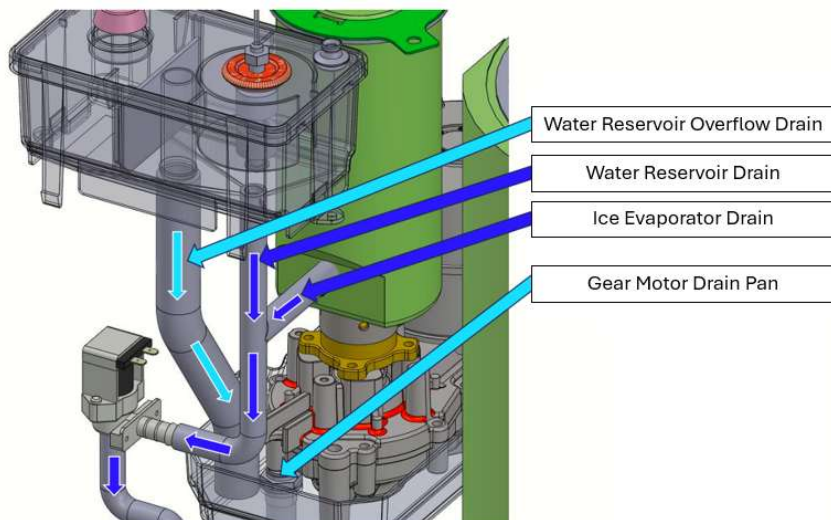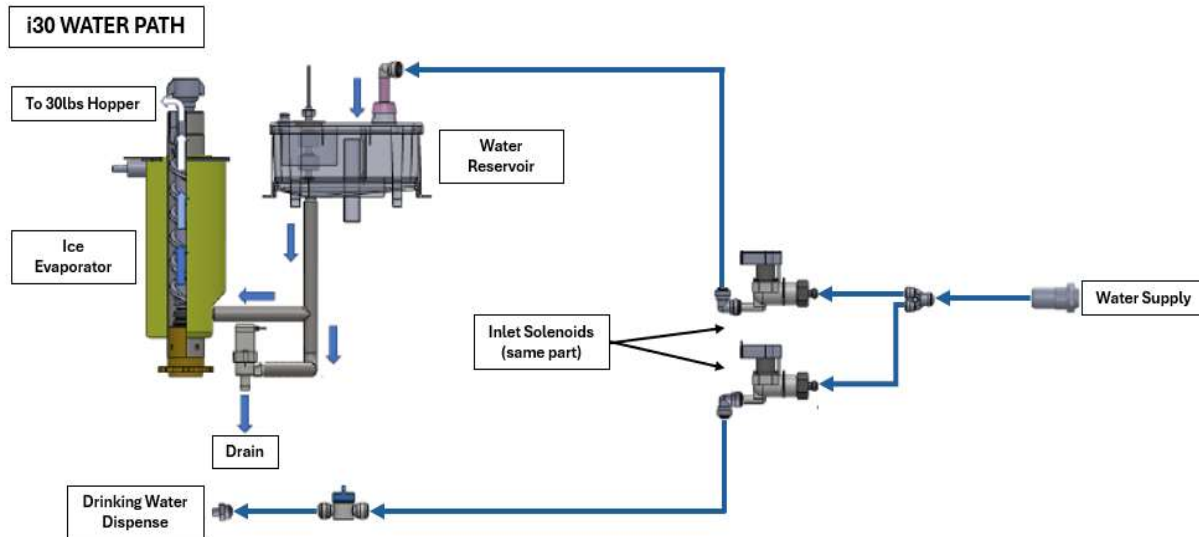
i30 ELECTRICAL DIAGRAM

⚠️**DANGER!** *HIGH VOLTAGE ELECTRICAL HAZARD. PCB (Printed Circuit Board) contains High Voltage. Only trained and qualified technicians should attempt live testing.*

* WIRE COLOR	
B	BLACK
BR	BROWN
R	RED
O	ORANGE
Y	YELLOW
BL	BLUE
V	VIOLET
GY	GRAY
W	WHITE
G	GREEN

* MODEL		
Water Cooling Type	Exclude	①
Air Cooling Type	Include	①
Option		②
All-In-One Bin Type	Exclude	③
Separate Bin Type	Include	③
Domestic Type	Exclude	④⑥
Oversea Type	Exclude	④⑤
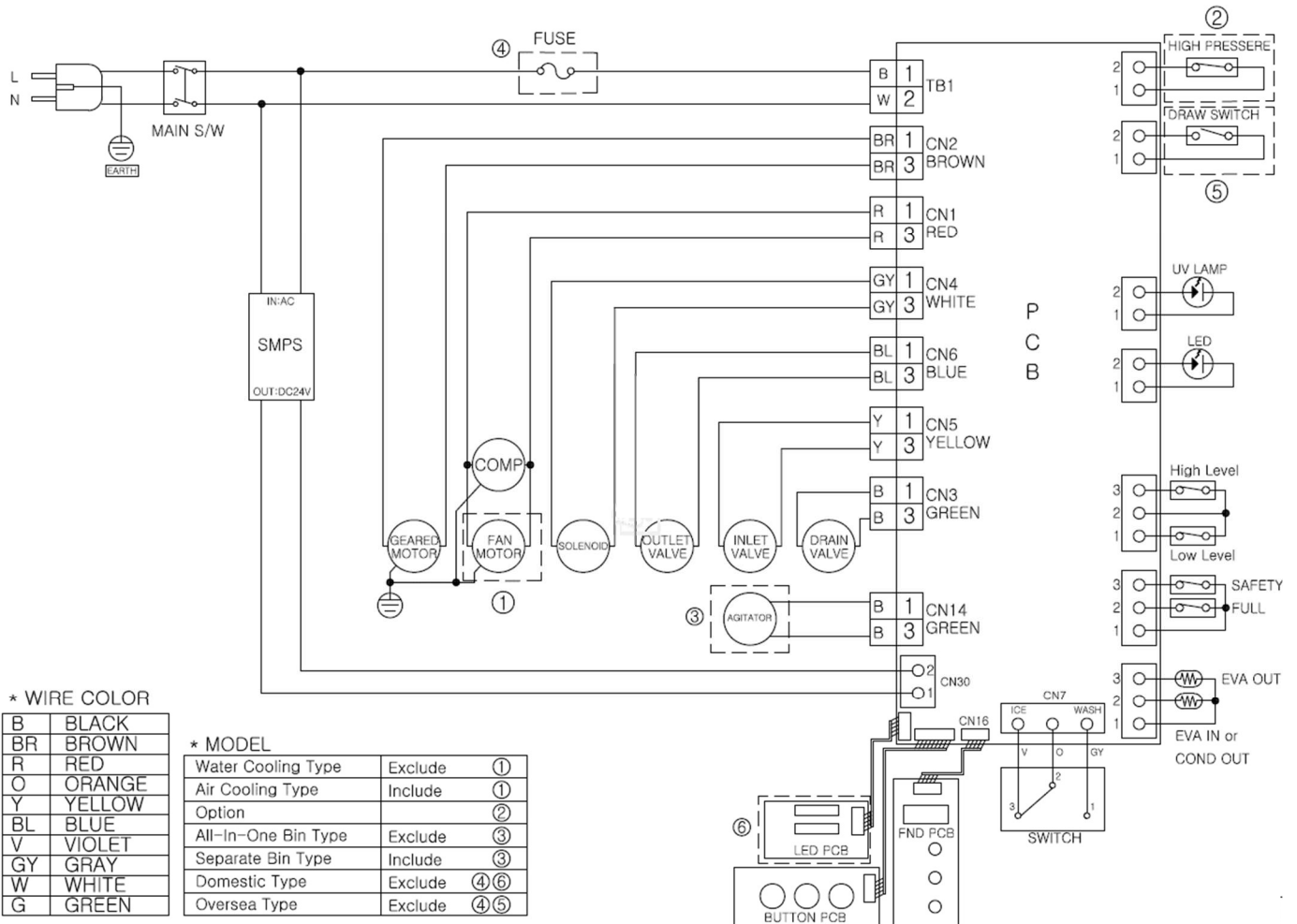
PRE-INSTALLATION

⚠️ **DANGER!** *ELECTRICAL SHOCK HAZARD.*
*Only qualified personnel who have read and understand this entire manual should attempt to install, or service this **i30 Water Dispenser**, failure to do so could result in death or serious injury. DO NOT plug into an electrical supply until specifically instructed.*

⚠️ **WARNING!** *ALWAYS SANITIZE BEFORE USE.*
Sanitize before use to eliminate any potential microbiological contaminates.

Materials Needed:
- Personal Protective Equipment. Rubber or Nitrile Safety Gloves and Protective Eyewear
- Phillips Screwdriver
- Water Pitcher or Container to collect water from the faucet
- 5-gallon container or drain basin
- Sanitizer – IMS-III Sanitizing Concentrate (recommended)
- 3/8" Plastic Tubing, at least 10 feet in length, and assorted 3/8" quick connect fittings
- TDS Meter and Test Strips for measuring chlorine – Optional

1. Unpack the **Wellsys i30 Water Dispenser** and check exterior for damage.
   ⚠️ **CAUTION!** *FILTER FLUSH REQUIRED.*
   ***i30 Ice and Water Dispensers** are supplied with a filter. The frequency of filter changes depends upon your water quality and your water usage. For example, if there is a lot of sediment and/or particles in your water, then you will have to change your filter more frequently than a location with little to no sediment. Be sure to replace your filter whenever you notice a decline in the performance, whether it is a drop of flow rate and/or pressure or an unusual taste in the water.*

2. Flush filter thoroughly per filter manufacturers' recommendation with fresh water to drain. More details are provided in the **Filter Flushing** section further down.
   NOTE: Filter should not be flushed prior to 24 hours before installation to limit Microbial Growth inside of filters.

NOTES ON INSTALLATION

1. Do not install the product at the following locations:
   - Near Fires
   - Near Flammables
   - In Humid Places
   - In front of air conditioners
   - Where exposure to rain or snow is possible
   - Outdoors or in direct sunlight
   - Near chemicals (volatile materials, organic solvents, etc.)
   - Near toilets
   - Anywhere the temperature may fall below 50°F.

2. Use source water within following quality range:
   - Water pressure: 30-60psi
   - Water temperature: 39-100°F (4-38°C)
   - Turbidity: 0.5 NTU or less
   - pH: 5.8-8.5
   - Hardness: 300ppm or less
   - Water Quality: Water quality meeting the Drinking Water Quality standard

   *Please consult your distributor if source water quality is out of the specified range.
   *The warranty will be void if the product is connected to source water that is out of the specified range.
   *This product is not equipped with internal filtration. It is intended to be connected only to a potable water source.

3. When transporting the product, do not tilt it more than 45° from vertical.
   *Severe tilting can cause a performance degradation.

4. Install the product on a flat surface and adjust the level of the unit using a level gauge.
   *If the product is tilted more than 3°, overflow may occur.

5. Source water should not be above 100°F (38°C)
   *Hot water may cause performance degradation or system failure.

6. Keep the sides at least 5" away, the rear of the unit at least 8" away, and the top of the unit at least 14" away, from walls/ceilings or other objects for ventilation.

7. Do not bend the source water or drain hose or place heavy objects on them.
   *If either are blocked, the water will not flow smoothly to and from the unit, and may cause performance degradation.

8. Do not place any heating system near the rear of the unit.

9. The power supply, source water, and drain must be directly connected to the unit.

FILTER FLUSHING PROCEDURE

The **Wellsys i30 Ice and Water Dipsenser** is paired with a single ICE10K filter, a Fiber-Core Filter with Phosphate for Scale Reduction. This filter must be flushed prior to installation into the units water supply. To flush, follow the procedure below:

1. Insert and lock the filter cartridge into the filter head.
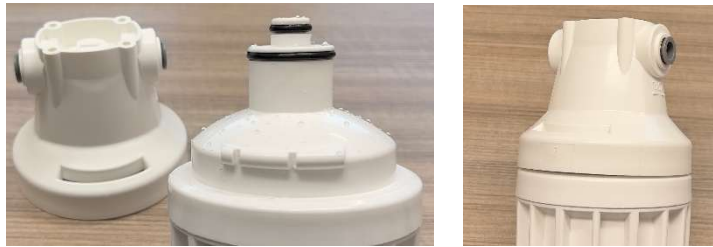
2. Connect the inlet of the filter head to the water supply using 3/8" LLDPE tubing. Take note of the small arrow on top of the head indicating the proper flow direction. Using the same tubing, connect a length of tube to the outlet of the filter head, such that it can be routed to a drain or sink.

INLET   OUTLET

3. Turn on the water and check for leaks at both ports of the filter head, and between the filter and filter head union. If leaks occur, and cannot be diagnosed, call Product Support.

Check for leaks   Check for leaks

Check for leaks

4. Allow 5 gallons of water to run through the filter. Once complete, shut the water off, and continue to the **Filter Installation** section.

i30 INSTALLATION

SETTING THE i30 ON THE BASE (if Freestanding)

To place the unit safely and properly onto the Base Cabinet, follow the procedure below.
NOTE: Moving this unit is a two-person lift.

1. Using a level, adjust the legs on the base to ensure the base is level prior to setting the i30 on the base.

2. The legs of the ice machine will sit on the rails on top of the base. Pro Tip: Remove the base door so that it is not in the way when walking the ice unit onto the base. Reinstall it once the unit is set on base.
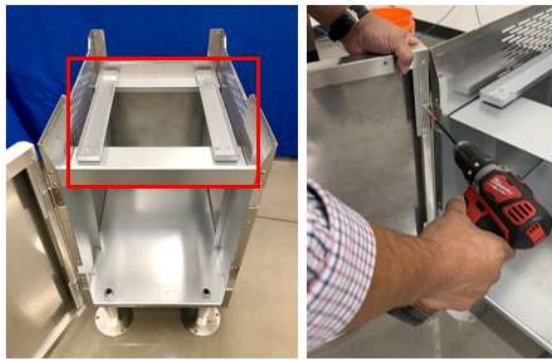
3. Remove the drip tray from the unit by pulling it straight out from the front. This will provide a grip point when it comes time to lift and walk the unit onto the base. The second grip point is the bottom back of the unit. Make sure to grab inside of the legs.

4. Grab hold of the unit and using your legs, lift the unit. Carefully walk the unit onto the base and set it down with the legs on the base rails. **NOTE: Again, to move this unit requires a two-person lift.**

INSTALLING THE SUPPORT BRACKETS (if Freestanding)

The Base Cabinet has two support brackets included in the box that can be used to secure the unit to the Base Cabinet. The following procedure outlines how to install them.

1. The i30 Support Brackets secure the unit to base. The pair of brackets come with four screws. Remove the bottom screws from the side panels of the unit and set them aside.

2. Secure the Support Bracket to the base using the screws provided with the bracket. Using the screws from the side panel that were set aside, secure the Support Bracket to the ice machine.

DRAIN KIT INSTALLATION

The following procedure outlines how to properly install the included drain kit onto the unit.

1. Locate the provided brass ¾" NPT x 1" Barb fitting. Apply Teflon Tape to the threads and screw the fitting into the unit in the location shown.

2. The provided drain kit consists of the Molded Drain Line, 3 worm gear clamps, and one female ¾" NPS x 1" Barb fitting that will accept ¾" NPS x ½" CTS.

3. Route drain kit from the rear and bottom of the unit and clamp the 1.25" end of the drain kit on to the drip tray port with the provided clamp. Next clamp the 90⁰ end of the drain kit onto the 1" brass barbed fitting on the i30. The dogleg of the drain hose can be connected to any 1" barb fitting using the last clamp to adapt to the desired drain solution.
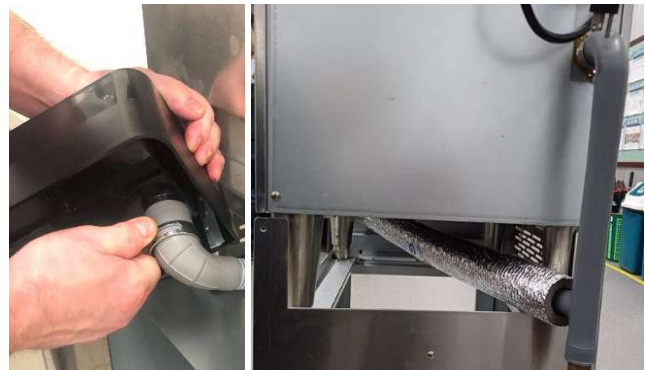
CONDENSATE PUMP INSTALLATION

It is recommended that if the unit cannot be installed in close proximity to a floor drain (10ft or less), a condensate pump should be used to pump the drain water to an external drain. The following procedure outlines how to install a condensate pump to use with the unit.

1. Place the condensate pump at the rear of the unit, and connect to power.

2. Using desired tubing, route the outlet of the condensate pump to the drain. It is recommended, and if possible, to use a one-way check valve on this line.

3. Connect the dogleg of the molded drain line to the collection port of the condensate pump using desired tubing or hose solution. Materials to accomplish this are not included with the unit, and should be selected and used at the sole discretion of the installer. The photos shown use ½" rigid PEX line to route to the condensate pump.

FILTER INSTALLATION

To install the filter, follow the steps outlined below:

1. The Filter Head Bracket should be mounted with two screws to the back of the unit. The Filter Head Bracket and Filter Assembly can be mounted using only one screw in a pre-existing hole, but it is recommended to mark and drill a second screw hole in the back panel of the unit. The hole should be drilled 18.25" down from the top edge of the back panel, 2.5" to the right of the existing hole shown.
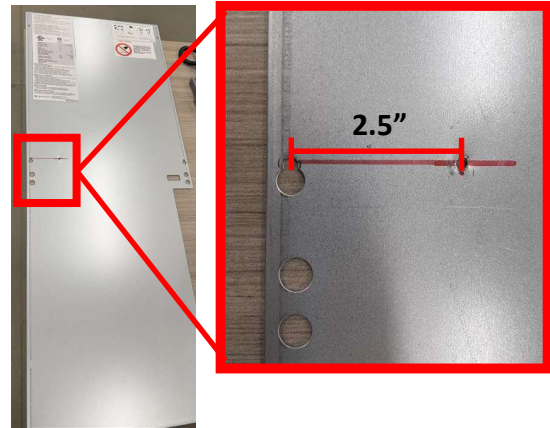
2. Secure the filter bracket in place using the existing screw that holds the panel in place and a provided screw. Then secure the filter head onto the bracket and install the filter making sure it locks in place.

3. After adapting to the cold-water side of the water source, insert 3/8" tubing into the "IN" port of the filter head. Assuming the filter has already been flushed, run 3/8" tubing from the "OUT" port of the head to the bulkhead on the ice machine. Turn water "ON" and check for leaks. **NOTE**: Max water pressure is 60psi.

SANITIZING THE UNIT

Before starting the sanitizing or normal operation, any filter(s) being used to filter the source water for the unit must be flushed. DO NOT install and setup the unit before flushing the filter(s). Listed below are the steps to properly sanitize the *Wellsys i30 Ice and Water Dispenser.*

What you will need:

Nitrile Gloves | Safety Glasses | IMS-III Sanitizing Concentrate | 1-Gallon Pitcher | Step Stool/Ladder

WypAll Lint Free Towels | Microfiber Towels | 32oz Spray Bottle

- Safety Glasses
- IMS-III Sanitizing Concentrate (Recommended)
- 1-gal Pitcher
- Nitrile Gloves
- WypAll Towels for sanitizing processes
- Microfiber towels – Exterior
- 1 32oz spray bottle
- Step Stool or Ladder

Sanitizing Solution

Prepare the recommended "Sanitizing Solution" by mixing 1.6oz of IMS-III Sanitizing Concentrate with 1 gallon of water. The label on the bottle is marked and each mark represents 1.6oz. **Pro Tip:** To produce a suds free Sanitizing Solution, fill the 1-gallon container with water first, then pour the concentrate solution into the pitcher of water and stir.


Each mark = 1.6oz

Remove the sprayer from the spray bottle and fill the bottle with sanitizing solution from the pitcher. Leave the sprayer off and set the bottle aside. The bottle will be used to fill the water reservoir during the sanitizing process which will use up to 2 liters, so the bottle will need to be filled twice.

1. Open the Front Door Panel of the unit. To do this, simply use a flathead screwdriver to turn the slotted key counter-clockwise to unlock the panel. Then, give a firm pull on the bottom lip of the door panel.

2. Remove the Top Panel. After opening the Front Door Panel, locate the two screws circled in RED and set them aside. Pull the panel about 1" forward, lift, and remove.
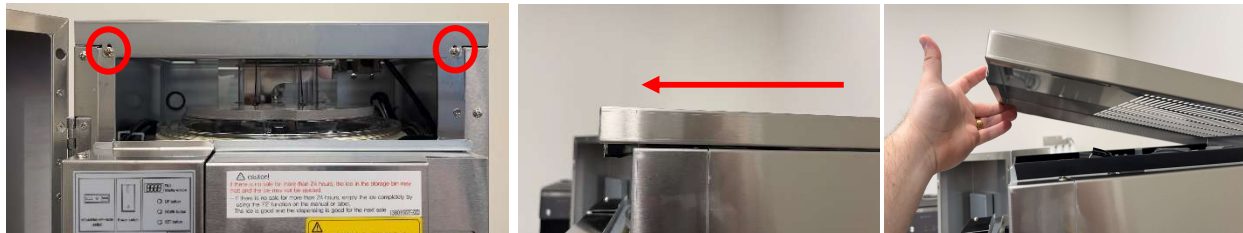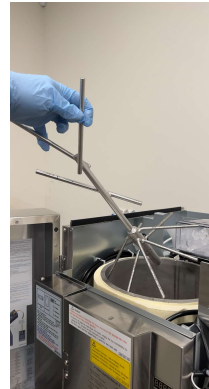
3. With the water supply "ON", set the "Ice-Off-Wash" (IOW) switch to "Off" and then turn the Main Power switch "ON".
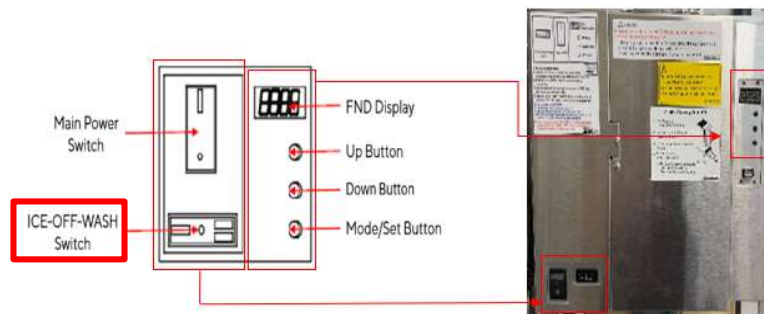
4. Remove the top cover to the unit then remove the hopper cover by removing the three white colored thumb screws around the perimeter of the cover, circled in RED. The lid has a switch connected to a cable. There is no need to disconnect this, as there is enough slack in the cable to set the lid aside without disconnecting.


5. Facing the unit, remove the ice dispense auger components from the ice hopper and set them aside. There is the main auger, and a smaller piece that slides into a guide plate inside the hopper. Remove this smaller piece as well.

6. Using the prepared solution in the spray bottle, pour 1.5 liters into the Sanitizing/Descale Funnel on the top of the reservoir and allow to sit for 10 min. The bottle will have to be refilled, as it holds approx. 1 liter. Using a larger mouth funnel (pictured) in the smaller Sanitizing/Descale Funnel will make it easier to fill the reservoir.

Sanitizing/ Descale Funnel
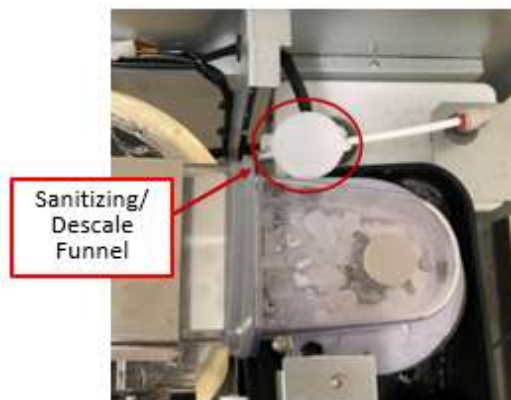
7. Remove the three thumb screws (circled in RED) that hold the Auger Housing in place and remove the housing. Spray the auger housing with the sanitizing solution and wipe it dry. Spray the top portion of the auger and wipe it dry with a clean paper towel or clean microfiber towel, then reinstall auger cover.
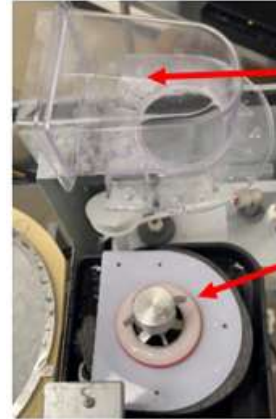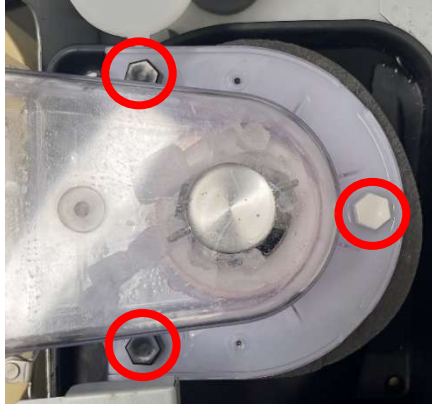
Spray w/ sanitizer & wipe clean

Spray w/ sanitizer & wipe clean

8. Spray the inside of the hopper and auger components with sanitizing solution and let sit for 5 minutes then wipe dry. Reinstall the auger components into the hopper. NOTE: The auger can only be installed one way, by sliding into the half-moon slot at the bottom of the hopper. Reinstall the hopper cover.
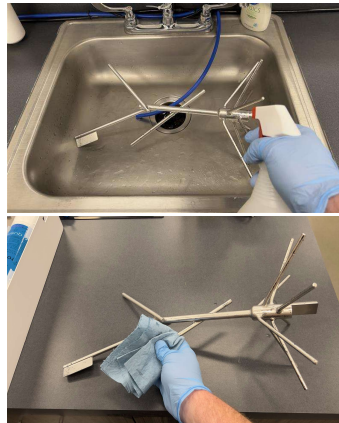
9. 10min after adding the sanitizer to the Sanitizing/Descale Funnel, turn the IOW switch to "Wash".

10. The auger will rotate for 5 minutes churning the solution inside the auger housing, then the water reservoir and auger will drain for one minute.
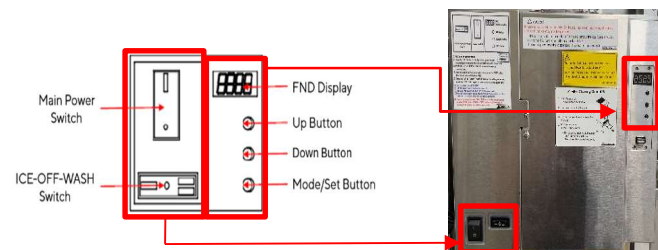
11. Next, the unit will perform 3 rinse cycles. The reservoir will fill with water, and then the auger will churn for 1 min then drain for 30 seconds, and this will repeat 2 more times. After the rinse cycle, set the IOW switch to "OFF".

12. Turn off the water supply and add a 3' piece of tubing the "OUT" port of the filter. This tubing can be used to gently rinse the sanitizing solution from the ice hopper.

13. Perform a "Forced Drain Function" to drain the reservoir of any remaining water.
    To perform the Forced Drain Function: With the Main Power Switch set to "ON," press the "DOWN" + "MODE/SET" buttons simultaneously for 3 seconds on the FND (Flexible Numeric Display) panel. Water will purge from the water reservoir and auger housing for 90 seconds.

14. Reinstall the Hopper Cover and reinstall the Top Cover.

15. Turn the water supply on and set the IOW switch to "Ice".

16. The unit will fill with water and begin making ice, and the Sanitizing Procedure is complete.

Assuming the filter has been flushed and installed, the drain kit and condensate pump or drain connection have been set up and/or installed, and the unit has been set into place, the **Wellsys i30 Ice and Water Dispenser** is now ready for use.

i30 PM GUIDE

To ensure proper function and effectiveness of the *Wellsys i30* unit, preventative maintenance must be performed on a timely basis, at a bare minimum of once per year, but recommend at least every 6 months. PMs typically consist of filter changes but do also require hopper, auger, and reservoir descaling on a yearly basis, especially if not using RO filtration. The filter change schedule is listed below. DO NOT run the filtration system in the unit before flushing the filters.

It is imperative to regularly change the filters on the Wellsys i30 unit every 6 months. Changing the filters keeps the tanks clean and the water and ice tasting fresh. Failing to change filters regularly can also cause premature degradation of the auger assembly, which can increase maintenance costs. Refer to the filter flushing guide for the proper flushing procedure.

Regularly descaling the unit will also help to improve the water quality and prevent costly maintenance (or even replacement) of the auger assembly. The descaling procedures are outlined below.

DESCALING PROCEDURE
The following procedure outlines how to properly descale the auger assembly, hopper, and reservoir.

What you will need:

Nitrile Gloves   Safety Glasses   SafeClean Plus   1-Gallon Pitcher   Step Stool/Ladder

WypAll Lint Free Towels   Microfiber Towels   32oz Spray Bottle

- Safety Glasses
- SafeClean Plus (Recommended)
- 1-gal Pitcher
- Nitrile Gloves

- WypAll Towels for descale processes
- Microfiber towels – Exterior
- 1 32oz spray bottle
- Step Stool or Ladder

1. Begin by preparing a "Descaling Solution" by mixing a half bottle (4oz) of SafeClean Plus ice machine descaling solution with 60oz of hot water, making a total solution of 1/2-gallon.

2. Remove the sprayer from the spray bottle and transfer descale solution from the pitcher to the bottle. Leave the sprayer off and set the solution aside. The bottle will be used to fill the water reservoir during the descale process. The process will use up to 2 liters so the bottle will need to be filled twice. **Pro Tip:** To produce a suds free descaling solution, fill the 1-gallon container with water first, then pour the descaler into the water and stir.


3. Open the Front Door Panel of the unit. To do this, simply use a flathead screwdriver to turn the slotted key counter-clockwise to unlock the panel. Then, give a firm pull on the bottom lip of the door panel.

4. Remove the Top Panel. After opening the Front Door Panel, locate the two screws circled in RED and set them aside. Pull the panel about 1" forward, lift, and remove.
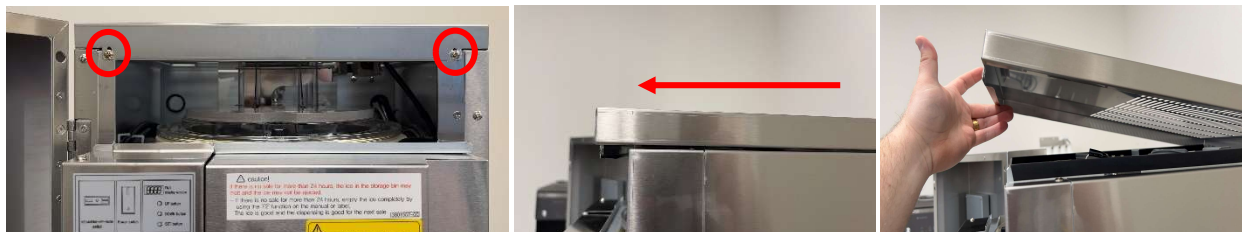
5. With the water supply "ON", set the "Ice-Off-Wash" (IOW) switch to "Off" and then turn the Main Power switch "ON".
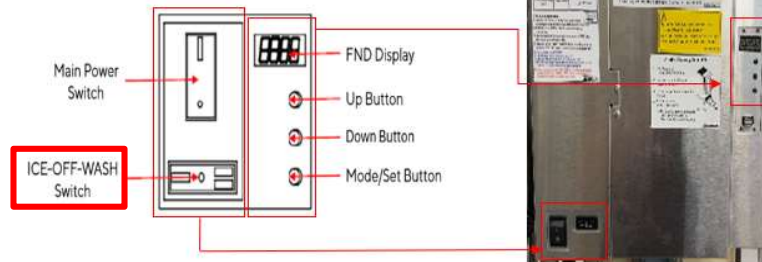
6. Perform a "Forced Drain Function" to drain the reservoir of any remaining water.
To perform the Forced Drain Function: With the Main Power Switch set to "ON," press the "DOWN" + "MODE/SET" buttons simultaneously for 3 seconds on the FND (Flexible Numeric Display) panel. Water will purge from the water reservoir and auger housing for 90 seconds.

7. Remove the top cover to the unit then remove the hopper cover by removing the three white colored thumb screws around the perimeter of the cover, circled in RED. The lid has a switch connected to a cable. There is no need to disconnect this, as there is enough slack in the cable to set the lid aside without disconnecting.


8. Facing the unit, remove the ice dispense auger components from the ice hopper and set them aside. There is the main auger, and a smaller piece that slides into a guide plate inside the hopper. Remove this smaller piece as well.

9. Using the prepared solution in the spray bottle, pour 1.5 liters into the Sanitizing/Descale Funnel on the top of the reservoir and allow to sit for 10 min. The bottle will have to be refilled, as it holds approx. 1 liter. Using a larger mouth funnel (pictured) in the smaller Sanitizing/Descale Funnel will make it easier to fill the reservoir.

10. Remove the three thumb screws (circled in RED) that hold the Auger Housing in place and remove the housing. Spray the auger housing with the descaling solution and wipe it dry. Spray the top portion of the auger and wipe it dry with a clean paper towel or clean microfiber towel, then reinstall auger cover.

Spray w/ descaler & wipe clean

Spray w/ descaler & wipe clean
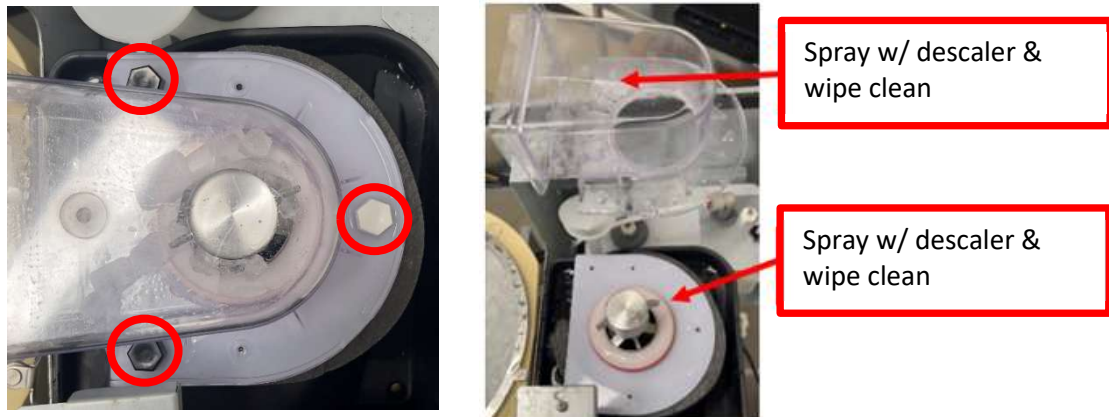
11. Spray the inside of the hopper and auger components with descaling solution and let sit for 10-15 minutes, this will be rinsed later. Reinstall the auger components into the hopper. NOTE: The auger can only be installed one way, by sliding into the half-moon slot at the bottom of the hopper. Reinstall the hopper cover.
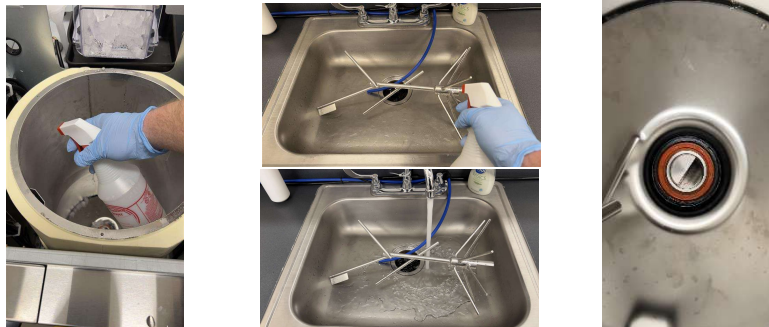
12. 10min after adding the descaler to the Sanitizing/Descale Funnel, turn the IOW switch to "Wash".

13. The auger will rotate for 5 minutes, churning the solution inside the auger housing, then the water reservoir and auger will drain for one minute.

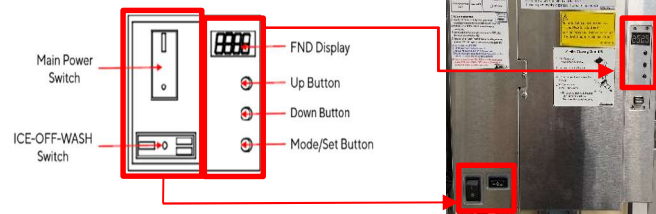14. Next, the unit will perform 3 rinse cycles. The reservoir will fill with water, and then the auger will churn for 1 min then drain for 30 seconds, and this will repeat 2 more times. After the rinse cycle, set the IOW switch to "OFF". After the rinse cycle, set the IOW switch to "OFF."

15. Turn off the water supply and add a 3' piece of tubing the "OUT" port of the filter. This tubing can be used to gently rinse the descaling solution from the ice hopper.

16. Perform a "Forced Drain Function" to drain the reservoir of any remaining water.
To perform the Forced Drain Function: With the Main Power Switch set to "ON," press the "DOWN" + "MODE/SET" buttons simultaneously for 3 seconds on the FND (Flexible Numeric Display) panel. Water will purge from the water reservoir and auger housing for 90 seconds.

17. Reinstall the Hopper Cover and reinstall the Top Cover.

18. Turn the water supply on and set the IOW switch to "Ice".

19. The unit will fill with water and begin making ice, and the Descaling Procedure is complete.

CLEANING THE AIR FILTER

The air filter on the 980-30 should be cleaned every PM. Remove the drip tray by pulling straight out from the unit and set aside. Locate the air filter underneath the unit and remove it by pulling the filter tab, as shown. Rinse the filter clean under a sink until it is free of debris. Once clean, simply dry the air filter with a lint free towel and reinstall it.
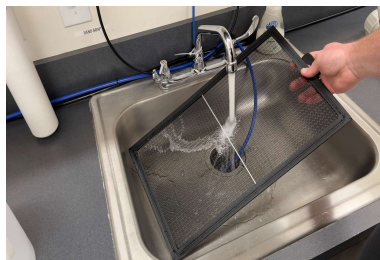
FINAL INSPECTION

After installation and sanitization, verify the following:

1. There are no leaks or loose components.

2. Ice is being produced and is dispensing properly.

3. Water is dispensing from the unit properly.

4. Confirm acceptable product water flow.

5. If the system is not filling, then check the water supply and supply solenoid inside the unit. Also ensure the IOW switch is set to "ICE."

6. Ensure the systems exterior is clean and all components are in place.

Other items to check:

1. Once the system has been flushed it should remain plugged in and water should, at a minimum, be dispensed occasionally. *Avoid storing in your vehicle or warehouse with residual water in the tank, this will result in a bad taste after installation.

2. Always drain the system before moving it.

3. Never lay the system on its side.

PREVENTATIVE MAINTENANCE

The following is an outline of preventative maintenance that should be performed on yearly or semi-yearly basis to keep the unit running in top shape.

1. Change filters according to the filter change schedule. Always rinse new filters using the same procedure as the original filters.

2. Drain the system and use an approved cleaning agent to sanitize the system as needed as outlined in the sanitization section.

3. Drain the system and use an approved descaling agent to descale the system, at least every 6 months.

4. Check all fittings for signs of scale or wear and replace as needed.

5. Check solenoids for proper function. Dripping solenoids should be replaced immediately.

Every 5 years, in addition to the above, perform the following:

- Replace all internal fittings and tubing.

- Replace solenoids.

SYSTEM INSPECTION

When changing filters or performing service, the following items should be completed:

    Visual Inspection
    Hose & Fitting Inspection
    Electrical Inspection
    Pressure and Flow Test
    Clean the exterior of system and condenser coils on bottom of system.
    TDS Check if using RO filtration
    Site Cleanup

WARRANTY PROCEDURE

Procedure for *Wellsys i30* warranty evaluation:

Contact WELLSYS technical support and provide the following information:
    Serial number
    Failure
    Full details around failure
    Water pressure into the system
    Tap TDS
    Pictures

Depending on the situation, technical support may request more information. Upon approval, WELLSYS will process warranty credit or replacement part to be fulfilled.

FUNCTION CODES

CODE	FUNCTION	EXPLANATION
F0	Time Set	Enter time with the UP and DOWN buttons, Press the Settings button to move to the next item. Set in order: year, month, day, hour, minute.
F1	Maximum Dispense Time	**Max Ice Dispense Time**: 20sec (1-20sec, set in 0.1sec increments) **Max Water Dispense Time**: 10sec (1-25sec, set in 0.1sec increments)
F3	Automatic Ice Dispense Control	**(Operating Ice-Only Dispense)** Once the button is sent out signal is detected, even if it's a sign of release, Solenoid and Auger are activated for a set amount of time OFF, At01 – At "F1" Adjust the set solenoid to the maximum operating time.
F4	Initial Drain Function	**(First time operating in ice-making mode)** 1st and 2nd digits (Drain time): 30 seconds (5-99, set in 1sec increments) **(Water supply operation to high water level after drainage)** 3rd and 4th digits (# of repetitions): 1 time (oF-9 times) *Function is not performed in "OFF" state.
F5	Automatic Drain Function	(Works in ice-making mode) 1st and 2nd digits (Drain time): 30sec (oF-99, set in 1sec increments) 3rd and 4th digits (Drain interval): 1.0hr (0.5-9.5hrs, set in 0.5hr increments) *Does not perform the function in the "OFF" state.
F6	Ice and Water Dispense Time for "Ice-and-Water"	1st and 2nd digits (Ice Dispense Time): 5sec (1-F1(max setting), set in 1sec increments) 3rd and 4th digits (Water Dispense Time): 3sec (1-F1(max setting), set in 1sec increments)
F7	UV Lamp Lighting Time (when not in use)	1st and 2nd digits (UV Lamp Lighting Time): 3min (1-99min, set in 1min increments) 3rd and 4th digits (UV Lamp Off Time): 1hr (1-9hrs, set in 1hr increments)
F8	Auger Operating Time Alarm Settings	A._1.0 10,000hrs use warning (adjustment: 0.1-9.9) If you press the increase button under the above conditions. Go to the items below be adjustable by pressing the mode button E._1.1 Time Use Warning (11,000hrs); (0.1=1000hrs)
F9	Auger Operation Time	Displayed in years, months, days, and hours (adjustment: 0.3sec interval). Continue to flow to the above conditions and indicate Auger operation time expressed in hours.
F10	Temperature Scale	Use to set temperature of unit in Celsius or Fahrenheit.
F11	Temperature Sensor Settings	Dipswitch 3 on – Evaporator Inlet Temperature display, continuous refresh per 1sec. Dipswitch 3 off – Condenser temperature indication, continuous refresh per 1sec. Water sensor disconnected or shorted, displayed as off and all operations stopped. Press the setting button on the above item to display the high temperature setting mode "H" (Temperature range: 50-100˚ C adjustable) Press the setting button again to display the low temperature setting mode "L" (Temperature range: 0-50˚ C adjustable). Press the setting button again to move to item F12
F12	EVA Output Temperature	Continuous refresh per 1sec. When sensor disconnected or shorted, displayed as off and all operations ceases.
F13	Ice and Water Mode Operation	Select how ice and water are dispensed when using "Ice and Water" function: Select "A" to dispense one after the other: Ice will dispense, then water will be dispensed. Select "B" to dispense both ice and water simultaneously.
F14	Check Count of Cleaning Functions	0-255 Times (Performing a Forced Drain Function increases the Cleaning Count) Reset with the IOW switch set to "OFF", press, within 1sec, with the reset button on the PCB in initialize. Can be checked upon re-entry after initialization.
F15	Auger and Wash Reset Count	1st and 2nd digits: Shows the Auger reset count. 3rd and 4th digits: Shows the Wash reset count. Reset will be carried out when IOW switch is set to "OFF" and only shows the number of times it has been reset. Can be checked upon re-entry after initialization.
F20	Function Not Used	N/A

ERROR CODES

DISPLAY	ERROR TYPE	CAUSE	ACTION	RELEASE	OPERATION
Er01	Evaporator Temperature Error	When the Evaporator Temperature is 0˚C or more, 30 minutes after making ice.	Check for refrigerant leakage. Check sensor for connection abnormality.	Resupply power after resolving cooling problem.	Ice Production Stops
Er03	Evaporator Temperature Error	When the Evaporator temperature is over -1˚ C after 10 minutes has passed.	Check for refrigerant leakage. Check sensor for connection abnormality.	Resupply power after resolving cooling problem.	Ice Production Continues
Er06	Temperature Sensor Error	Occurrence: When EVA OUT(F12) temperature sensor is broken (All operations will be stopped, and the "water" dispensing mode will be activated).	Check sensor and attachment abnormality.	Start Ice Operation after sensor repair or replacement.	Ice Production Stops
Er07	Temperature Sensor Error	Occurrence: When COND OUT(F11) temperature sensor is broken (All operations will be stopped, and the "water" dispensing mode will be activated).	Check sensor and attachment abnormality.	Start Ice Operation after sensor repair or replacement.	Ice Production Stops
Er13	High Pressure Switch Error	Dust on Condenser, fan motor failure, cold cycle abnormality, etc.	Remove dust, check fan motor, check for abnormal cold cycle	Automatic return after action	Compressor stops and motor stops after operating 10 seconds.
Er14	High Pressure Switch Error	Occurs when High Pressure Switch is OPEN 3 times or more	Contact service representative	Start operation after action.	Compressor stops and motor stops after operating 10 seconds.
Er15	Water Supply Error	When Water level is not detected by the water level sensor due to no water supply for 120 seconds.	Water supply pressure check. Water level sensor check.	Start operation after action.	Ice Production Stops
Er16	Water Level Sensor Error	At the start of ice making, when the upper and lower limits are not detected by the water level sensor for 60 seconds.	Replacement of Water Level Sensor	Start operation after action.	Ice Production Stops
Er20	Cover Error	When the Hopper Cover is open.	Close the Hopper Cover	Start operation after action.	Dispensing Disabled

TROUBLESHOOTING INDEX

1. **No Power, Panel not Lit.**
2. **Cold Water is not Cold**
3. **No or Low Flow of Water**
4. **Overfill of Cold Tank**
5. **Operation Sensors are Unresponsive**
6. **Filtration**

1. No Power, Panel not Lit

Possible Reason	Solution
Power Cord Disconnected	Ensure the power cable is properly plugged into the wall power outlet.
Tripped GFCI	Reset GFCI outlet.
Blown Fuse	Check Fuse on the PCB.

2. Not Producing Ice

Possible Reason	Solution
Cold Thermistor Fault	Replace Cold Thermistor.
Compressor Failure	Check temperature of compressor and report your readings to technical support.
Auger Failure	Inspect Auger for obstruction, scale, power.

3. No or Low Flow of Water

Possible Reason	Solution
Source Water Turned Off	Make sure the source water feed is turned on.
Clogged Filter	Check flow individually from each filter to ensure flow. Replace any filter with reduced flow.
Solenoid Clog or Failure	Check dispense solenoids for proper function. May need to be disassembled to remove blockage, or replaced if failed.

4. Overfill of Reservoir

Possible Reason	Solution
Mechanical Float Failure	Check function of fill float in back of unit. When the float lifts, it should choke water flow to zero. If not, replace.

5. Operation Sensors are Unresponsive

Possible Reason	Solution
Power Failure	Check power at outlet, and check fuse on the back of unit.
Sensor Failure	Ensure sensor has not disconnected from PCB. Ensure front panel protective film has been removed from the unit. If sensor is still unresponsive, replace them.

6. Filtration

It is recommended using RO where possible and almost always if TDS from the tap is greater than 150 PPM. For an RO to work properly it is very important that the following variables are addressed and performed properly.

- Incoming Water Pressure: RO's require 60-70psi to work properly.
- Lower PSI will cause the reduction in TDS to suffer greatly, as well as the recovery rate.
  - o 60psi results in (roughly) 7.3oz/min from 80GPD membrane.
  - o 40psi results in (roughly) 2-3oz/min from 80GPD membrane.
  - o 60psi results in (roughly) 98% reduction of TDS from the RO
  - o 40psi results in (roughly) 80-85% reduction of TDS from the RO
  - o Example:
    - 500 Tap TDS at 98% reduction = 10TDS product water
    - 500 Tap TDS at 85% reduction = 75TDS product water
    - 500 Tap TDS at 80% reduction = 100TDS product water
    - With the mineral add back filter a high concentration of calcium will negatively impact the amount of scale that will, as a result, negatively impact ice systems.
  - o When using a bladder, this is much more susceptible to manifesting itself as a problem.
    - As the bladder pressure pushes back on the filter, lower pressure will reduce recovery even beyond the above stated levels and will be unable to properly fill the bladder.
    - This will also result in burning through pre filters as it will take much more water to make little product water.
  - o Signs of this issue in gravity fed tanks will be manifested mostly through form of taste complaints, in this system it will manifest itself as running out of water prematurely.

Solutions for Low Water Pressure:
- o Add a Booster Pump
- o Use Carbon Filtration (be sure to remove the mineral add back filter)

Bladder Tanks:

- o It is important that the right size bladder tank be used in conjunction with sufficient flow.
- o It is ALSO important that the bladder tank be set to the correct pressure.

Fact
- A 6-gallon tank holds 4.4 gallons of water
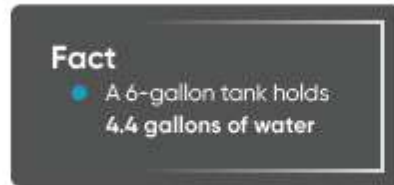
- Increasing air pressure will reduce the water capacity while also increasing water pressure
- Decreasing air pressure will increase the water capacity while also decreasing water pressure
- With no air the water tank will be full, but there will be no pressure to release water

Air

Bladder / Diaphragm

Water

Bladder Tank Water Pressure Changes

Bladder tanks have fluctuating water pressure as they empty. This may impact the flow rate going to the system as the tank is depleted.

- o The amount of bladder tanks, filter banks feeding the bladder, pressure, and if a booster pump are needed must all be considered for install requirements. No two accounts are the same and usage will greatly impact the decision. If you have a large bladder tank installed and you have reports of no water, please revert to the above section on how to check to see if water flow is an issue.
- o For large usage account with larger bladders, it may be necessary to have additional filter banks to improve the recovery time.
    - o Please note that when doing this a booster pump may become necessary even if there a tap pressure of 60psi.
    - o Failure to take this into consideration may cause the bladder to ineffectively fill due to pressure drop with multiple units in line which mainly manifests itself as the larger bladder tanks get closer to filling
    - o This will also result in burning through pre filters and using a lot of water that will ultimately be just sent down the drain

Please see below for recommended air pressure that should be in the bladder depending on size of the bladder.

Size	Part Number	Size	Recommended Air Pressure
4 Gallon	EQGENE-0004	11" (Diam.) x 14" (Height)	6-7 psi
14 Gallon	EQGENE-0014	15" (Diam.) x 23" (Height)	6-7 psi
20 Gallon	EQGENE-0020	16" (Diam.) x 29" (Height)	7-10 psi
32 Gallon	EQGENE-0032	21" (Diam.) x 28" (Height)	7-10 psi
44 Gallon	EQGENE-0044	21" (Diam.) x 37" (Height)	10-15 psi
85 Gallon	EQGENE-0085	26" (Diam.) x 45" (Height)	10-15 psi
120 Gallons	EQGENE-0120	26" (Diam.) x 60" (Height)	10-15 psi