

## ICE TROUBLESHOOTING INDEX

1. Nothing happens when Ice Dispense Button is activated
2. Ice Churns but no ice is dispensed
3. Ice Randomly Dispenses from unit
4. Ice Door opens, but no ice is Dispensed
5. Unit Does not make Ice
6. Ice Full LED is lit but no ice is dispensed

### **1. Nothing happen when Ice Dispense Button is activated**

Possible Cause	Solution
Touch sensor Failure	Inspect front panel touch sensor boards, ensure connection to PCB is secure.
Unit is out of Ice	Allow 20-30min for ice production to ramp up.

### **2. Ice Churns but no Ice is dispensed**

Possible Cause	Solution
Ice Chute Door Failure	Inspect Ice Chute Door. Clear any obstruction to opening/closing.
Ice Door Link-arm Failure	Inspect Ice Door Link-arm. Joint of link-arm should bend up into the chute, correct if needed, replace as needed.
Ice Door Motor Failure	Inspect Ice Door Motor and its connection to the PCB.

### **3. Ice Randomly dispenses from unit**

Possible Cause	Solution
Ice Door Failure	Inspect Ice Door inside of dispense chute for proper function. Repair or replace as needed.
Touch Sensor Malfunction	Inspect front panel touch sensor boards, ensure connection to PCB is secure.

#### 4. Ice Door opens but no Ice is Dispensed

Possible Cause	Solution
Unit is out of Ice	Allow 30 min for machine to produce 2 batches of ice cubes.
Ice Auger Motor Failure	Inspect the Ice Auger Motor (inside the Ice Door housing) and ensure proper function and connection with main PCB.
Ice Auger is off its axis	Drain the Ambient tank and remove the Ambient tank. Inspect Ice Auger and insure it is positioned inside of its axis couplers.

#### 5. Unit does not make Ice

Possible Cause	Solution
Unit is out of Ice	Allow 30 min for machine to produce 2 batches of ice cubes.
Compressor Failure	Inspect Compressor for proper function, and that refrigerant has not leaked.
Ice Water Pump Failure	Inspect Water Pump for Ice circuit for proper functionality and its connection to the main PCB. Replace as needed.
Ice Temp Sensor Failure	Inspect Ice Temp Sensor and its connection to the main PCB. Replace as needed.
Ice Bucket and/or Motor Failure	Drain the Ambient tank and remove. Inspect the Ice Bucket and ensure it is fixed in its axis couplers. Inspect Bucket motor and ensure proper function and connection to main PCB.

#### 6. Ice Full LED is lit, but no ice is dispensed

Possible Cause	Solution
Ice Full Sensor Failure	Inspect both ice full sensors (pair) and ensure proper function and connection to main PCB