



USER INSTRUCTIONS

COUNTERTOP BALL-ICE ICE MAKER

FDHD1Q501



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GENERAL OPERATING INSTRUCTION

**Read these instructions before use and save them for future reference.
Let the unit rest and unplugged for 24 hours before use.**

- Remove all external and internal packaging materials. Be sure that all parts have been included before discarding any packaging materials. You may want to keep the packaging materials for use at a later date.
- Upon receipt and inspection of the unit, the power cord must be replaced if it is damaged.
- Contact customer service at 800-433-9938 or info@kbgoodice.com.

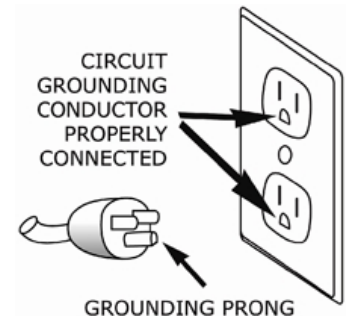
SAFETY INSTRUCTIONS

Electrical Safety

DANGER

Improper use of the power cord plug can result in the risk of electrical shock, property damage and personal injury or death.

- This appliance is equipped with a 3-prong grounding-type plug, and shall be plugged into a properly connected grounding-type outlet.
- It is required to use a 3-prong grounding-type electrical outlet properly grounded in accordance with the National Electrical Code and local codes and ordinances.
- A separate adequately fused and grounded circuit shall be used for this appliance. The voltage rating must match the rating label on the unit.
- Do not use an adapter or an extension cord.
- Do not under any circumstances cut or remove the third ground prong from the power cord.
- Never unplug the appliance by pulling the power cord. To disconnect the unit, always grip the plug firmly and pull straight out from the wall outlet.
- Do not operate the appliance if the appliance housing is removed or damaged.
- Do not attempt to repair or replace any part of your appliance unless it is specifically recommended in this manual. All other servicing shall be referred to a qualified technician.
- To protect against electric shock, do not immerse appliance, plug or cord into water or other liquids.



Cleaning

DANGER

To reduce the risk of injury when cleaning your appliance, follow these basic precautions.

- Unplug the appliance or disconnect power before performing any maintenance or cleaning.
- Do not clean appliance with flammable fluids. Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other unit. The fumes can create a fire hazard or explosion.
- Do not use solvent-based cleaning agents or abrasives on the interior or exterior of the appliance. These cleaners may damage or discolor the appliance.
- Do not operate the appliance with wet hands, while standing on a wet surface or while standing in water.

Moving

DANGER	To reduce the risk of injury when moving your appliance, follow these basic precautions.
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- Exercise caution when moving and installing the appliance. The unit is heavy, to prevent strain or injury, it may require two or more people to move the unit.
- Remove all ice, empty water and secure all loose shelves before you transport the unit. Use protective materials to prevent the glass shelves from being damaged.

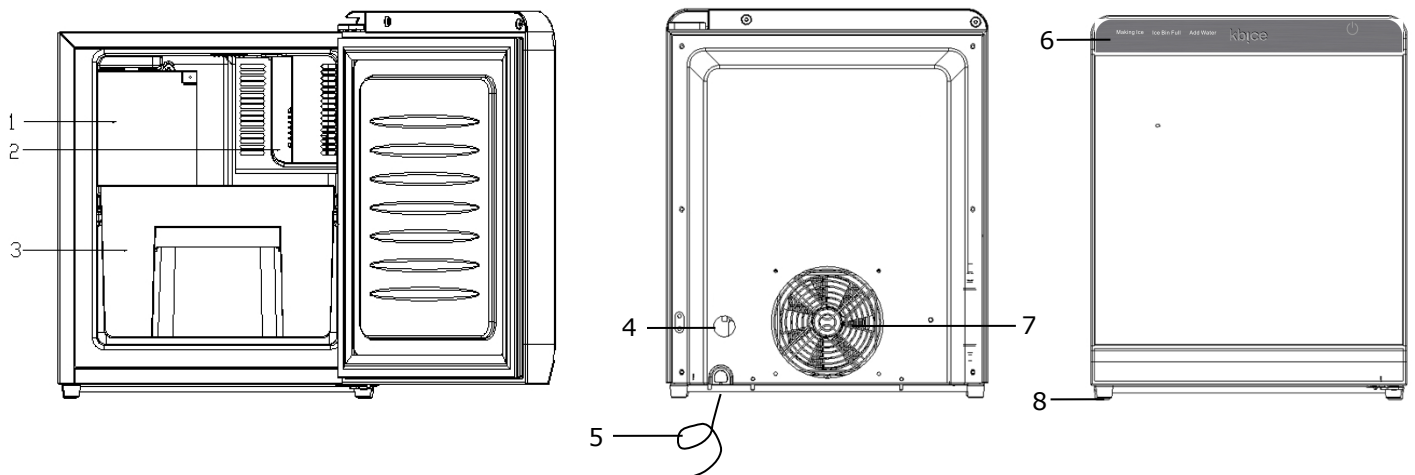
Disposing

DANGER	When disposing of refrigerated appliances, special handling is often required. It is the consumer's responsibility to comply with federal and local regulations when disposing of this product.
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- Keep the carton, plastic bags and any exterior wrapping materials in a safe place where children cannot reach them. If you don't need these materials, destroy or recycle them. These items may cause suffocation to children.
- To avoid entrapment and suffocation, before you discard this appliance, remove the doors and leave the shelves in place, so that children may not climb inside.

PARTS & FEATURES

Parts



1. **Ice maker**
2. **Evaporator**
3. **Ice Bin**
4. **Water Tank Connector**
5. **Power Cord**
6. **Display panel**
7. **Condenser fan**
8. **Foot**

- This countertop ice maker is a great appliance to help you prepare cold beverages or drinks.
- The ice freezer keeps up to 27 pcs of ball ice available anytime. The filtered water system creates the flexibility to place it anywhere in the office, resting room, hotel and home.
- The hot-gas defrost system makes the unit frost-free.
- Please refer to the guide of water tank in case of providing water direct from water tank to the icemaker unit.

Features

Model No	FDHD1Q501
Ice Type	2" Ball-Ice
Ice Production Capacity (70°F Air/50°F Water)	Up to. 9 pcs / 24 h
Storage Capacity	Up to 27 pcs
Storage Capability*Conditions Apply	Yes*Ice will start to deform(sublime) between 48 to 72 hrs
Operating Temperature for Ice	50~110 °F
Water Supply	Water Tank
Recommended Water Valve Pressure	25~40 PSI
Draining	Not Required
Defrosting	Automatic
Electrical Rating	115V/60HZ/1.3A
Unit Dimensions	15-3/8"W x 21-5/16"D x 17-5/8"H
Package Dimensions	18-1/8"W x 23-5/8"D x 20-1/2"H
Net Weight	45 lb
Shipping Weight	50 lb

Shape of ball-ice

The variance in shapes is normal, typically about 6 shapes of ball-ice:

- Half sphere of ice could be caused by lack of water supply to the icemaker.



This shape is generally not accepted as a ball-ice.

Half sphere

- From replacing the water filter without flushing out air and contaminants or low water pressure, you will see the ball-ice with flat top / oblong / crater.



Flat top

This shape is regarded as normal and top portion not more than 20% truncated.



Oblong

This shape is not accepted as a ball-ice.



Crater

This shape is not accepted as a ball-ice.

- It is also common to see a raised ridge or ring around the perimeter of the ball ice.



This shape is regarded as normal.

Ring

- A raised tab on the top of the ice is created when too much water is supplied to the tray.



This shape is regarded as normal and the maximum allowable tab should not more than 10%.

Tab

- The ball ice will melt or become out of shape when the ice storage time is over 48 hours (due to ice sublimation).

USE OF ICE MAKER

DANGER	Unplug the unit or disconnect power before performing any maintenance.
CAUTION	Do not store food and drink in the ice freezer.
NOTE	For the first time use, allow 24 hours to produce the first batch of ice. Discard the first three batches of ice produced. For the first time use or after connecting a filter water source or after replacing the water filters, flush the water system by dispensing several cups of water, then discarding them. Repeat until water is clear and tasting good.

Display



Making Ice

ON / OFF

Making Ice LED

- Press the button once to start making ice, the Making Ice LED illuminates.
- Press and hold for 3 seconds to stop making ice, the Making Ice LED goes off.

Ice Bin Full

While the unit automatically stops making ice, the Ice Bin Full LED illuminates.

Add Water

It illuminates when more water is needed.

- If the water tank is lack of water, the Add Water LED illuminates and Making Ice LED goes off.
- Press the button once to restart making ice, after fill the water tank.

Location

CAUTION	This unit is designed for indoor use only.
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- Place the unit away from direct sunlight and heat sources.
- Do not install the unit in moist areas.
- Do not install the unit in garage.

- Do not install the unit where the ambient temperature range will be below 50 °F or above 110 °F. Otherwise, the compressor will not be able to maintain proper temperature.
- The unit must be placed in a properly ventilated location to prevent heat build-up generated by the refrigeration system. Failure to do so will prevent the unit from cooling properly, and may result in damage to unit components as well as its contents.
- The unit must be installed on a counter that is level and strong enough to support a fully loaded unit up to 60 lb.

Clearance

CAUTION	This unit is designed for free-standing or recessed installation.
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- Allow for minimum 2" on the back, and 1" at the top for proper air circulation.
- If the unit is installed next to a fixed wall on the right side, leave 1" minimum clearance to allow the door to swing.
- Adjust the levelling legs to level the unit at a height that allows the door to be opened and closed properly.

Electrical Requirements

DANGER	It is required that you connect this unit only to a GFCI protected receptacle. It is strongly recommended that you do not use an adapter or an extension cord to connect this unit because of potential safety hazards.
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- A dedicated 120V, 60Hz, 15A fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your appliance be provided.
- Only connect to properly polarized outlets.
- Use outlets that cannot be turned off by a switch.
- Only plug the unit into a grounded 3 prong outlet.

If the ice bin is stuck

- Unplug the unit.
- Use a hair dryer with warm or cold air to melt the ice.
- Pull out the ice bin and empty it.
- Wipe up water and put the ice bin back.
- Plug in the unit.

If ice cubes are jammed in the icemaker

- Unplug the unit.
- Use a hair dryer with warm or cold air to melt the jammed ice cubes.
- Then remove the jammed ice cubes.
- Plug in the unit.

If a power outage happens

- Unplug and replugin the unit.
- Press the power again, unit will redetect the temperature in the unit and enter ice making mode automatically.
- If the power outage is long, the ice in the icemaker may have melted into water and being pour into ice bin after power up. Pull out the ice bin and empty the water.
- Wipe away any water in the unit and put the ice bin back.

If you are away on holidays or vacations

- Unplug the unit or disconnect the power.
- Pull out the ice bin and empty it.
- Let the freezer defrost.
- Wipe up water and dry the freezer.

TROUBLESHOOTINGS

Chart

Common Issues	Possible Causes	Possible Actions
Unit is not working	<ul style="list-style-type: none"> a. Power cord is unplugged. b. There is no power at outlet. c. Power cord is broken. d. Control PCB is defective or with wiring problems. 	<ul style="list-style-type: none"> a. Plug in the power cord. b. Check for outlet and breaker or fuse. c. Call for service. d. Call for service.
Icemaker is not producing ice	<ul style="list-style-type: none"> a. There is ice in the ice mould, but the icemaker is turned off. b. There is ice in the ice mould, but ice cubes are jammed. c. There is no water in the ice mould and the water fill tube freezes. d. There is no water in the ice mould and the water filters are clogged. e. There is no water in the ice mould and the icemaker is defective. f. There is ice in the ice mould, but the icemaker is not working. g. There is water in the ice mould but the cooling system is not working. 	<ul style="list-style-type: none"> a. Turn the icemaker on. b. Clear the ice cubes. c. Unplug the power , leave the door open for 24 hrs and use a clean cloth to wipe wherever can see water remains, then restart the machine. d. Bypass the water filters and check if ice quality improves. e. Call for service. f. Call for service. g. Call for service.
Icemaker is not producing enough ice or ice cubes are small	<ul style="list-style-type: none"> a. The freezer door is not closed properly. b. The water line is blocked and the ice mould is not filled with sufficient water. c. The icemaker is not working properly. d. The cooling system is not working properly. 	<ul style="list-style-type: none"> a. Check for the door seal and door opening. b. Check for blockage. c. Call for service. d. Call for service.
Ice cubes are hollow	<ul style="list-style-type: none"> a. The icemaker temp probe is defective. b. The water line is blocked and the ice mould is not filled with sufficient water. c. The cooling system is not working properly. 	<ul style="list-style-type: none"> a. Call for service. b. Check for blockage. c. Call for service
Ice cubes are frozen together in the ice bin	<ul style="list-style-type: none"> a. If ice cubes haven't been used for a long period of time, they may freeze together. b. Ice cubes are produced continuously because the feeler arm is blocked up. c. The freezer door is not closed properly. d. The icemaker is not working 	<ul style="list-style-type: none"> a. Pull out the ice bin and shake it or remove the large clumps of ice cubes. b. Clear ice cubes around the feeler arm. c. Check for the door seal or door

	properly. e. The cooling system is not working properly.	opening. d. Call for service. e. Call for service.
Icemaker evaporator is iced	a. The freezer door is not closed properly. b. The ice chute flap is not closed properly. c. Water fill tube is leaking water.	a. Close it. b. Close it. c. Align the fill tube in the fill cup.
Both freezer and icemaker evaporators are iced	a. The defrost solenoid valve is defective or with wiring problems. b. The defrost drip tray heater is broken or with wiring problems. c. The evaporator fan is broken. d. The defrost sensor is defective. e. The freezer sensor is defective.	a. Call for service. b. Call for service. c. Call for service. d. Call for service. e. Call for service.
No ice made at time of 8-9 hours	a. Water tank is not seat properly with its base b. Water tube at rear between water tank and machine is not connected properly	a. Push down the water tank to ensure it is properly seated on its base b. Check the water tube is properly connected
Icemaker is not producing ice after few days	a. Machine door is not closed or sealed properly, caused frosting internally. b. Machine is down or faulty	a. Unplug the power , leave the door open for 24 hrs and use a clean cloth to wipe wherever can see water remains, then restart the machine b. Call for service
“Add water” LED light up	a. Lack of water or water tank level is low b. Water tank is not seat properly with its base c. Incoming tube is frozen	a. Add water in to the tank b. Push down the water tank to ensure it is properly seated on its base c. Unplug the power , leave the door open for 24 hrs, then restart the machine
“ICE BIN FULL”LED blinks but actual bin not full	a. The ice detector probe is abnormally blocked.	a. Remove the ice or anything away that is blocking the probe
All LED blinks at the same time	a. Ice jammed at deicing b. Machine is down or faulty	a. Unplug the power , leave the door open for 24 hrs, then restart the machine b. Call for service

SERVICE & IMPORTANT NOTICE

The manufacturer has a policy of continuous improvement on its products and reserves the right to change materials and specifications without notice.

Contact us with any questions at

800-433-9938
info@kbgoodice.com

5983 Smithway St. Commerce, CA 90040 USA

LIMITED WARRANTY: Seller warrants that the goods will be free of defects in materials and workmanship for a period of 12 (twelve) months from date of sale, removal and re-installation of unit is not included in warranted labour. For a scratch and dent or refurbished unit, warranty is 3 months from your dated invoice (parts for function only, not cosmetic). There is no warranty on parts purchased separately. Purchaser's exclusive remedy is limited, at Seller's option; to repair or replace defective part[s] with either new or factory reconditioned part[s]. Purchaser is responsible for shipping the unit pre-paid to designated facility and Seller will pay return shipping charges in the continental United States for items repaired under warranty within 12 (twelve) months from date of sale. Improper placement of the unit will void the warranty. This limited warranty does not cover damage due to such things as accident, misuse, abuse, mishandling, neglect, acts of God, fires, earthquakes, floods, high winds, government, war, riot or labour trouble, strikes, lockouts, delay of carrier, unauthorized repair, or any other cause beyond the control of the Seller, whether similar or dissimilar to the foregoing. Seller is not responsible for any damages caused to Seller's property resulting from the good. This limited warranty applies only inside the Continental US. (Alaska, Puerto Rico and Hawaii are not warranted.)

Seller is not responsible for incidental or consequential damages, and there are no warranties, expressed or implied, which extend beyond the Limited Warranty described above. The implied warranties of merchantability and of fitness for a particular purpose are hereby expressly disclaimed. Some states do not allow the exclusion of incidental or consequential damages, or a waiver of the implied warranties of fitness and/or merchantability, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. In the event of any dispute between Seller and Purchaser arising out of or relating to these terms and conditions or to the goods sold generally, Purchaser must first file a written claim with Seller within ten days of the occurrence giving rise to the claim and wait an additional thirty days for a response before initiating any legal action. In no event may Purchaser initiate any legal proceeding more than six months after the occurrence of the event giving rise to the dispute.

The above terms and conditions are the only ones governing this transaction and Seller makes no oral representations of any kind. These Terms and Conditions can only be modified in writing, signed by both Purchaser and Seller.

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