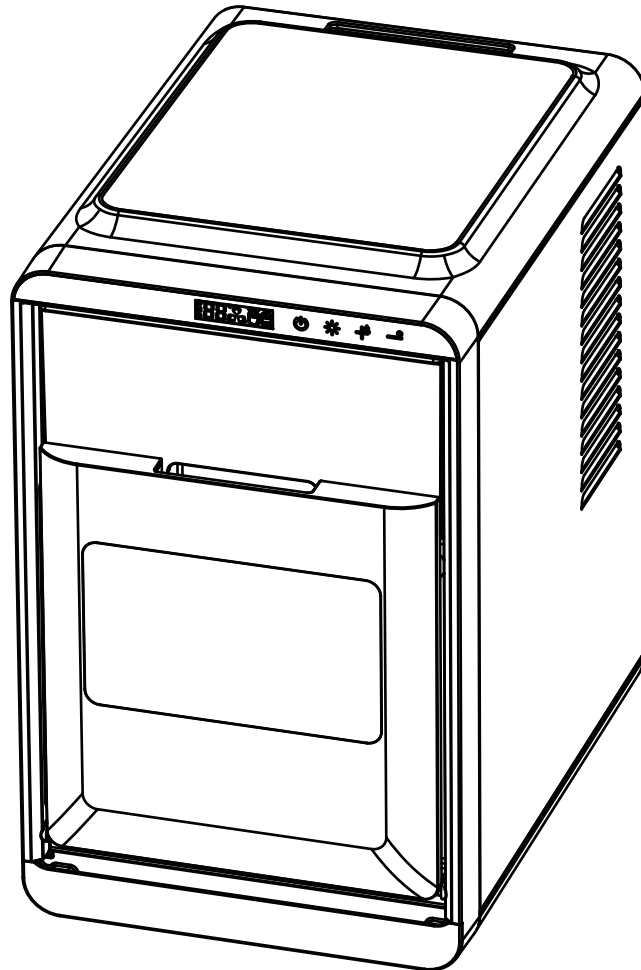


USER MANUAL

ICE MAKER



MODEL NO.: HZB-12M



Scan the QR code to watch
the product videos



Web: www.electacticshop.com



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IMPORTANT SAFETY INSTRUCTIONS

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance.
Always read and obey all safety messages.

This is the safety alert symbol:



All safety messages will follow the safety alert symbol and the word “DANGER” or “WARNING”



DANGER



WARNING

These words mean:

Serious injury may occur if you don't immediately follow instructions.

All safety messages will tell you what the potential hazard is, how to reduce the chance of injury, and what could happen if the instructions are not followed.

IMPORTANT SAFETY TIPS

When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons or property. Read all instructions before using any appliances.

- Do not operate this ice maker, or any other appliance with a damaged cord.
If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
This ice maker must be positioned where the plug is accessible.
Connect to properly polarized outlets only. No other appliance should be plugged in the outlet. Be sure that the plug is fully inserted into the socket.
- Do not run the power cord over carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas, and do not submerge in water.
- We do not recommend the use of an extension cord, as it may overheat and become a risk of fire. If you must use an extension cord, the cord must be of No.14 AWG with it rated watts no less than 1875W.
- Unplug the ice maker before cleaning or making any repairs or servicing.
- Exercise caution and use reasonable supervision when the appliance is used near children.
- Do not use your ice maker outdoors. Place the ice maker away from direct sunlight and make sure that there is at least 4 inches of clearance between the back of your unit and wall. The minimum clearance from each side of the unit must be no less than 4 inches.
- Do not use any liquid other than water to make the ice cube.
- Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
- Do not flip over.
- If the ice maker is brought in from outside in winter time, give it a few hours to warm up to room temperature before plugging it in.
- WARNING : This appliance must be earthed.
-  DANGER - Risk Of Fire Or Explosion. Flammable Refrigerant Used. Do Not Use Mechanical Devices To Defrost Ice Maker. 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.

-  CAUTION – Risk Of Fire Or Explosion. Flammable Refrigerant Used. Consult Repair Manual/Owner’ s Guide Before Attempting To Install or Service This Product. All Safety Precautions Must be Followed.
-  CAUTION – Risk Of Fire Or Explosion. Disposal Of Property 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 Carefully. Flammable Refrigerant Used.
- The ice maker should be installed in accordance with the safety standard for Refrigeration Systems, ASHRAE15. The ice maker shall not be installed in corridors or hallways of public buildings.
- If problems that need servicing occur, such as the replacement of some components, the servicing shall be done by service personnel authorized by the factory to minimize the risk of possible ignition due to incorrect components or improper service.

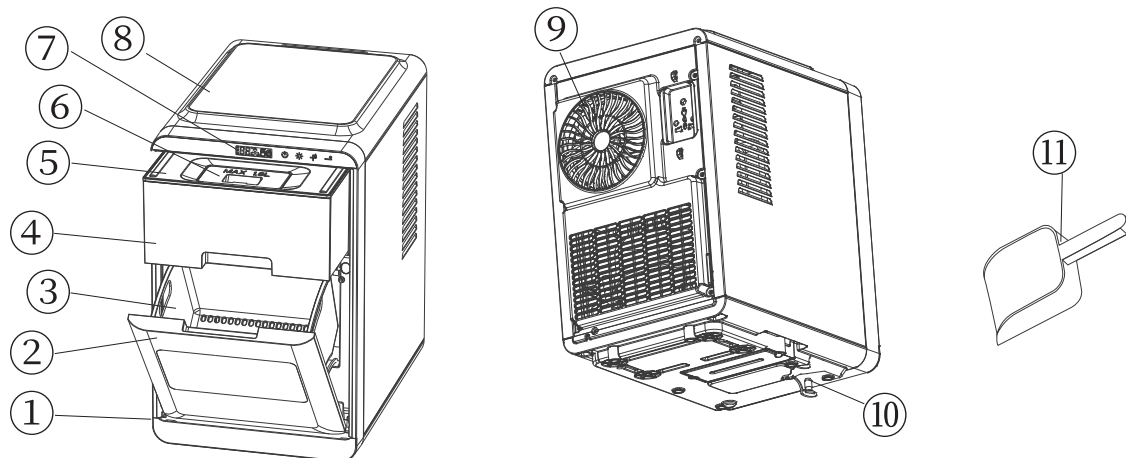
IMPORTANT:

The wires in this main lead are colored in accordance with the following code:

Green or Green with a yellow strip:	Grounding
White:	Neutral
Black:	Live

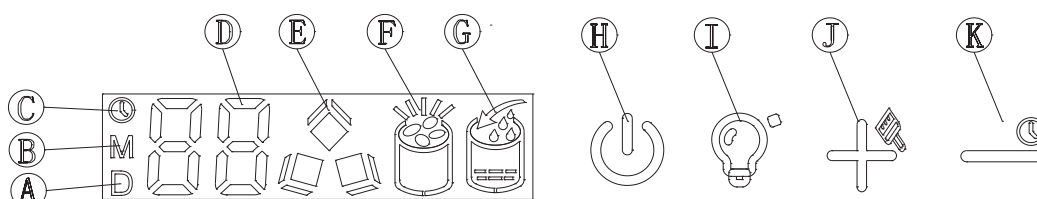
To avoid a hazard due to instability of the appliance, it must be placed on an even or flat surface.

GETTING TO KNOW YOUR UNIT



- | | | |
|------------------------------|--------------------------|---------------|
| 1. Water Tray | 2. Ice Basket Panel | 11. Ice scoop |
| 3. Ice Basket | 4. Water tank | |
| 5. Water Tank Cover | 6. Water Tank Fill Cover | |
| 7. Display and Control Panel | 8. Top Cover | |
| 9. Air Outlet | 10. Drain Plug | |

Operation and display areas



- A. Ice cube thickness adjustable symbol.
- B. Ice-making time countdown indicator, displayed alongside the numeric display.
- C. Timer setting indicator, displayed alongside the numeric display.
- D. Number Display:

Ice Thickness Adjustment Display:

When "D" and a number are displayed together, it shows the ice cube thickness setting. For example, "1" and "D" indicate an additional 1-minute ice-making time.

Ice-Making Time Countdown Display:

When "M" and a number are displayed together, it indicates the remaining time for the current ice-making process. For example, "2" and "M" indicate approximately 2 minutes left before ice harvest begins.

Timer Display:

When the symbol "⌚" is displayed, it indicates the timer for auto-on or auto-off.

Automatic Cleaning Countdown Display:

When the numeric display flashes with no additional symbols, it shows the remaining time for the cleaning process. For example, a flashing "20" indicates approximately 20 minutes left to complete the automatic cleaning.

- E. **Ice-Making and Ice Harvest Indicator:** A steady icon indicates ice-making is in progress, A flashing icon indicates ice harvest is in progress
- F. **Ice-Full Indicator:** The indicator will light up when the ice is full. You need to remove ice at this time. After removing ice, the machine will automatically resume ice-making.

- G. Water Shortage Indicator:** A steady icon indicates a water shortage.
- H. On/Off Button:** Used to start or stop ice-making, cancel cleaning, or cancel the timer function; **During ice-making, holding the button for more than 5 seconds forces the machine into the ice harvest state.**
- I. Light and Ice Thickness Adjustment Button:** A short press toggles the light on and off. Holding the button for more than 5 seconds enters ice thickness adjustment mode. Use the "+" and "-" buttons to adjust the ice thickness.
- J. Time "+" and Auto-Clean Button:**
Ice-Making Time Adjustment: Each press increases the ice making time by 1 minute.
Timer Adjustment: Each press increases the timer by 1 hour.
Auto-Clean Setting: Holding more than 5 seconds in standby mode allows auto-clean function
- K. Time "-" and Timer Setting Button:**
Ice-Making Time Adjustment: Each press decreases the ice making time by 1 minute.
Timer Adjustment: Each press decreases the timer by 1 hour.
Timer Setting: Holding more than 5 seconds in standby mode allows setting the timer for auto-on or auto-off.

OPERATING PROCEDURES & MAINTENANCE

UNPACKING YOUR ICE MAKER

1. Remove the exterior and interior packaging. Check that ice basket and ice scoop is included. If any parts are missing, please contact our customer service.
2. Clean the interior with lukewarm water and a soft cloth. Take out the ice basket and clean it
3. Find a location for your ice maker that is protected from direct sunlight and other sources of heat (i.e.: stove, furnace, radiator). Place the ice maker on a level surface. Make sure that there is at least 6 inches of space between the back and sides of your ice maker and the wall.
4. Allow 2 hours for the refrigerant fluid to settle before plugging ice maker in.
5. The appliance must be positioned so that the plug is accessible.

WARNING: fill with potable water only.

CONNECTING YOUR ICE MAKER

DANGER

*** Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged please call our customer service.**

1. This unit should be properly grounded for your safety. The power cord of this appliance is equipped with a three-prong plug which mates with standard three prong wall outlets to minimize the possibility of electric shock.
2. Plug your appliance into an exclusive, properly installed, grounded wall outlet. Do not under any circumstances, cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician.
3. This appliance requires a standard 110-120volt, 60Hz electrical outlet with three-prong ground.

CLEANING AND MAINTAINING YOUR ICE MAKER

Before using your ice maker, it is strongly recommended to clean it thoroughly.

1. Take out the ice basket.
2. Clean the interior with diluted detergent, warm water and a soft cloth.
3. Then use the water to rinse the inside parts, and drain out the water from the draining port by unplugging the Water drainage cap on the bottom.
4. The outside of the ice maker should be cleaned regularly with a mild detergent solution and warm water.
5. Dry the interior and exterior with a soft cloth.
6. When the machine is not in use for a long time, open the water drain cap to drain water completely out from the water reservoir.

After using your ice maker for a long time, we also suggest you should clean your unit. Especially to the water separator pipe and the water filters, you must clean them periodically.

1. If the water separator pipe is blocked and there is no water flowing down when the compressor and the water pump inside are still working, please refer to the step 5 in page 11.
2. For both of the water tank and the big water reservoir, clean them with diluted detergent, warm water and a soft cloth. Then use the water to rinse the inside, and drain out the water from the draining port by unplugging the Water drainage cap on the bottom. It will help you keep the unit and ice-cube hygienicly, and also make the unit work normally.
3. When cleaning, if find that the ice cube left on the evaporator and can not be taken out easily, you can turn on the unit to let the unit enter the ice making process, then press "On/Off" button for more than 5 seconds to let the unit start ice harvest process to melt the ice cube. It will help you remove the hard ice cube.

How to drain out the water from the internal tank and big water reservoir completely

Because the water in the big water reservoir is stop to drain port by the water valve, if you want to drain away all the water, please plug on the unit and but don't start the unit, then remove the Water drainage cap at the bottom. Wait some minutes, all of the water will flow out.

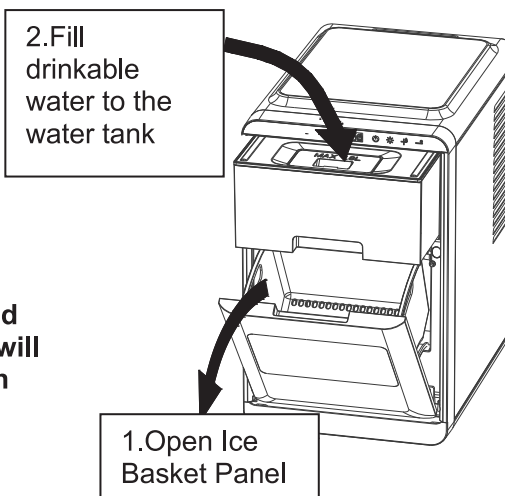
USING YOUR ICE MAKER

Add water to ice maker

Manually add water:

Open the ice basket panel, then pull out the water tank. Open the water tank filling cover fill drinkable water. As shown in the picture on the right:

Note: The water tank must be fully inserted into the machine; otherwise, the machine will detect a lack of water and will not function properly.



Ice making operation

Operation and display areas



1. Starting Ice-Making: Plug in the power cord. The four buttons will light up.

Press the  button on the control panel, the water tank will be refilled through the solenoid valve to the standard water level.

The machine will first enter the ice-harvest program, indicated by the flashing symbol . After a few minutes, the ice-harvest process will finish, and the symbol  will stay on steadily, start the ice-making process.

During ice-making, flashing digits and the symbol "M" appear. For example, flashing "M12" indicates 12 minutes remain for this ice-making cycle to complete.

2. After each ice making is finished, the unit will start to harvest the ice cube, and the ice making

symbol  will be shining. Water will be added to the tank through the electromagnetic water valve until it reaches the standard water level of the tank, and the unit will enter the next ice making cycle; when the water added to the tank cannot reach the standard water level of the tank, the

symbol  will stay on, and the machine will stop working. Add water to the water tank, then restart the machine, or wait approximately 15 minutes to restart automatically.

Note: Each ice-making cycle takes approximately 10-25 minutes, depending on the ambient temperature and water temperature. For the first cycle, higher water temperatures in the tank may result in longer cycles but generally will not exceed 45 minutes

3. Adjustment of Ice Thickness: If the ice thickness is unsatisfactory, press and hold the "" button for more than 5 seconds to enter the ice thickness adjustment mode. The symbol "D" flashes on the display, and digits are displayed steadily. Adjust using the "" and "" buttons on the control panel. Default setting: "0". Press "" once to increase ice-making time by 1 minute, producing thicker ice (maximum increase: 5 minutes). Press "" once to decrease ice-making time by 1 minute, producing thinner ice (maximum decrease: 5 minutes). If no action is taken within 5 seconds, the current settings will be saved, and the machine exits the adjustment mode. To re-enter, press and hold the "" button for more than 5 seconds.

After a power outage, the machine returns to the default setting of "0". Adjustments will only affect the next and subsequent ice-making cycles.

4. When the ice full symbol  lights up, the machine stops working. Remove the ice cubes to resume operation.

5. Shutting Down the Ice Maker: During the ice-making process, press "" button on the control panel to stop the machine and enter standby mode.

Forced Ice Removal or Evaporator Ice Removal

During the ice-making process, press and hold the "" more than 5s to forced the ice remove from the evaporator during the ice-making process. Press the "" button again to turn off the machine.

Automatic Self-Cleaning Program

The automatic self-cleaning program has a default cleaning time of 20 minutes. Fill the water tank with water, plug in the machine, and press and hold the "" button on the control panel for more than 5 seconds to start the self-cleaning function. The number "20" will flash on the display, indicating that the self-cleaning will end in 20 minutes.

Canceling the Self-Cleaning Program: When the program ends, the system will automatically turn off. You can also press the “” button on the control panel to forcefully stop the self-cleaning program.

Timer Function for Automatic Startup and Shutdown

Timer Range: 1-24 hours

Timed Shutdown: Can be set during ice-making.

Timed Startup: Can be set during standby mode.

How to Set the Timer:

Press and hold the “” button on the control panel for more than 5 seconds. The screen will display the timer value “1” and the “” symbol. Use the “+” button to increase the timer by 1 hour per press. Use the “-” button to decrease the timer.

During adjustment, the “” symbol flashes. Once it remains steady after 5 seconds, the timer is set.

Timer Startup Display: When in standby mode, the display shows “” and “5”, indicating that the machine will automatically start in 5 hours.

Timer Shutdown Display: When in ice-making mode, the “” symbol remains on steadily, indicating that a timer shutdown is set. Press and hold the “” button for more than 5 seconds to display the current timer setting. For example, “” and “5” indicate that the machine will automatically shut down in 5 hours.

How to Cancel the Timer

You can set the timer value to “0”; after 5 seconds, the timer will be canceled.

You can also directly press the “” button on the control panel to forcibly disable the timer function, starting or stopping the machine immediately.

If the timer is active, press and hold the “” button on the control panel for more than 5 seconds.

The symbol “” and digits on the screen will flash. Then, press and hold the “” button again for more than 5 seconds to cancel the timer.

Machine Drainage

Pull out the drain plug located at the bottom of the machine to empty the water inside the inner tank. After draining, return the drain plug to its original position.

To maintain hygiene, replace the water every 24 hours and clean the inner tank and water tank every three days.

Cleaning the Water Distribution Pipe and Water Distributor

During machine operation, regularly clean the water distribution pipe. Issues like scale and foreign objects can easily block the small holes on the water distribution pipe, especially in the following cases:

A. During ice-making, the compressor and water pump operate normally, but there is little or no water flow from the water distribution pipe. The small holes on the water distribution pipe are blocked, leading to abnormal ice shapes or insufficient ice.

B. During ice release, the compressor and water pump operate normally, but the ice often does not fall off.

Note: Disconnect the power supply and drain the water from the bottom of the machine and the water tank before cleaning.

1. Use a tool to remove the two screws on the upper rear part of the machine, as shown in Figure 1.
2. Press the "handle" position of the upper cover with your hand and push the "upper cover" backward. After pushing it out, place the "upper cover" aside, as shown in Figure 1.
3. After removing the "upper cover", pull out the "three silicone tubes" from the "water distribution pipe", as shown in Figure 2.

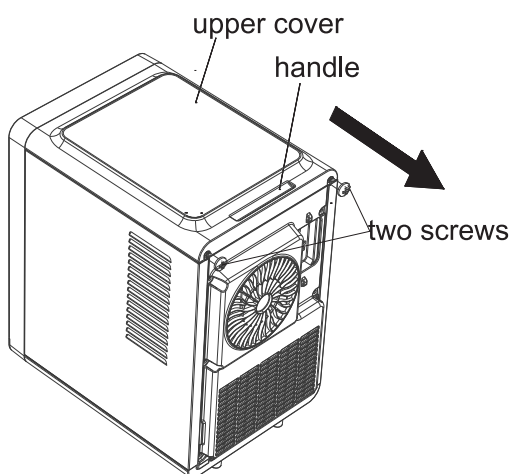


Figure 1

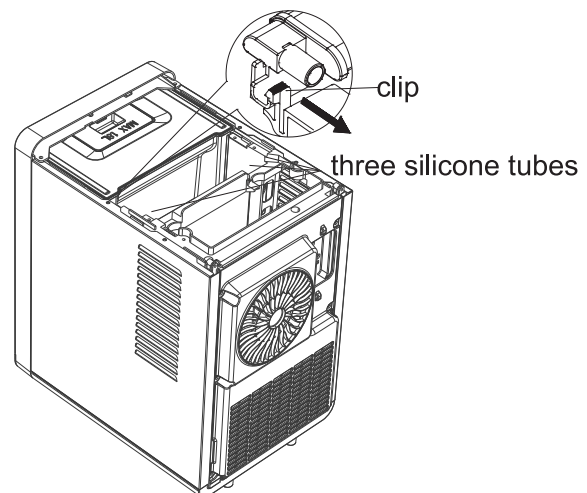


Figure 2

4. Press the "clip" on the side of the "water distribution pipe" backward, then pull the "water distribution pipe" upward, and then take out the "water distribution pipe" obliquely upward. At the same time, the water distribution hopper can be taken out, as shown in Figure 3.

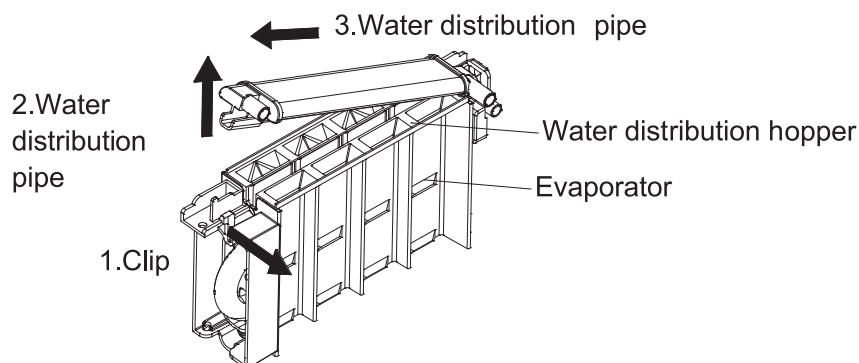


Figure 3

5. After taking out the "water distribution pipe", please clean the inside of the water distribution pipe, especially clean each small hole on the water distribution pipe to ensure that each small hole is unobstructed. At the same time, clean the water distribution hopper to ensure that there is no foreign matter in the water distribution hopper, as shown in Figure 4.

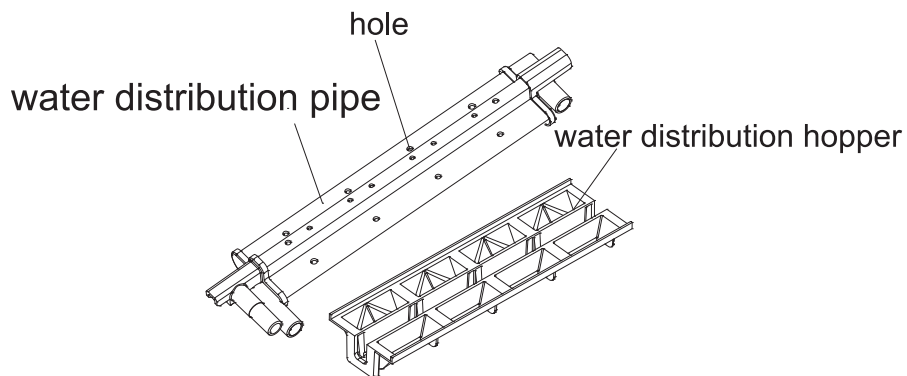


Figure 4

Usage Notes:

- A. Always push the water tank completely into the machine after adding water.
- B. Regularly check if the water tank, inner liner filter, and water distribution pipe are blocked by dirt or impurities, affecting water flow. Clean them as needed.
- C. The temperature of the added water and the environment directly affects ice production. Lower temperatures yield more ice.
- D. The quality of the water used affects the service life of the machine's recirculating pump. For optimal results, use purified or distilled water. Abnormal noises during pump operation are typically caused by water impurities and do not affect machine usage.
- E. During operation, there is a 3-minute delay before the compressor restarts.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
 "lights up"	Water tank not pushed into place	Reinsert the water tank fully into the machine.
	Float of the water level switch stuck	Clean the water tank and water level switch.
	Drain plug at the bottom not inserted	Reinsert the drain plug at the bottom of the machine.
 "lights up"	Too much ice	Remove from the inner container
	Ice full sensor malfunction	Seek professional repair or force ice-making by holding the  for more than 5 seconds to make 5 consecutive batches.
 "flashes"	Small holes on the water distribution pipe are blocked	Clean the water distribution pipe as instructed
	Ice-melting water pump malfunction	Restart the machine seek professional repair to replace the pump.
The water pump is running, but no water flows from the distribution pipe.	Ice slush has formed beneath the ice basket	Continue operation; the machine will recover automatically.
	Blocked small holes on the pipe	Clean the water distribution pipe as instructed
Ice is not transparent	Poor water quality	Change the water and use filtered or softened water.
Less than 16 ice pieces per cycle	Blocked small holes on the pipe	Clean the water distribution pipe and water distributor as instructed
	One ice-making pump is faulty	If each ice-making cycle produces only 8 ice cubes, one of the water pumps is faulty. You can continue using the machine or seek professional support
Irregular ice shapes	Poor water quality or dirty water tank	Clean the water tank and replace the water.
	Blocked small holes on the pipe or distributor	Clean the water distribution pipe as instructed
Thin ice	High ambient temperature or ice set too thin	Move the machine to a cooler location and adjust ice thickness.
	Poor Ventilation	The distance between the back and front of the machine and any obstructions should be greater than 7.87 inches.
Thick ice	Low ambient temperature or ice set too thick	Adjust ice thickness and reduce production time
"E" displayed	High ambient or water temperature	Move the machine to a location with an ambient temperature below 89.6°F and add cooler water.
	High water level below ice basket	Drain water and restart.
	Refrigerant leak	Professional repair needed
	Refrigeration system pipeline blockage	Professional repair needed
"E1" displayed	Ambient temperature sensor malfunction	Continue using; seek professional repair for sensor replacement.
"E2" displayed	Water temperature sensor malfunction	Continue using; seek professional repair for sensor replacement.

ROWAN ELECTRIC APPLIANCE LLC

8:30am-5:30pm P.S.T.
Monday to Friday



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Email: service@electacticshop.com