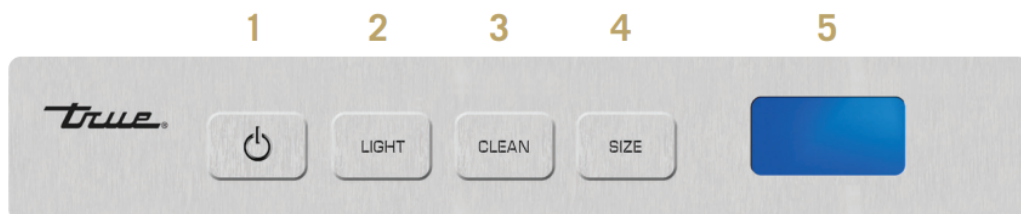














FEATURES OF THE TRUE™ ICE MACHINE
















- Produces up to 70 pounds of ultra-clear gourmet ice cubes per day.
- Stores 28 pounds of ice cubes.
- Three-Character LED display tells you what your machine is doing.
- Auto-clean sequence for walk-away cleaning simplicity.
- Cleaning time remaining is shown on the display.
- Drain pump standard on all models.
- Built-in water filter insures that no parts are exposed to unfiltered water.
- Fourteen-Color LED bin light.
- High quality ice scoop and built-in scoop holder included.
- Automatic filter change reminder.
- UL approved for outdoor use.
- Industry-leading True Warranty on page 42.



TRUE PRECISION CONTROL® OPERATION





1. Power Button
2. Bin Light
3. Initiate Cleaning Sequence
4. Adjust Cube Size
5. Display

KEY COMBINATIONS	LCD READOUTS	DESCRIPTION
 Off / On (hold 3 sec)		Power unit off / on.
Making Ice		Circulation pump is running, spraying water into the molds to make cubes.
Harvesting Ice		Water will fill for the next batch of ice and drop the ice in the molds.
Fill		Water is filling the reservoir and will run for 2-3 minutes.
Bin is Full		Ice has reached the bar located on the interior right hand wall.
 Replace Water Filter (hold 3 sec)		Unit will shut down. Change water filter, clean, and sanitize machine.
 Color		Switch LED colors - Slowly press and release to switch between 14 colors.
 Cube Size Setting		Factory default cube size is "2" the size can be changed from 1 to 5. 1 being the smallest and 5 being fuller interior cube.

KEY COMBINATIONS	LCD READOUTS	DESCRIPTION
 Clean Mode (hold 3 sec)		Press and hold "CLn" for 3 seconds. Unit will count down from 30 to "off".
 Add Cleaning Chemicals		In the clean mode. "Add" notification will give you 45 seconds to add the cleaners.
 +  Low-scale Water (hold 3 sec)		Average water quality setting. Low scale is factory setting. Normal operation. Filter change reminder set at 1 year.
 +  High-scale Water (hold 3 sec)		Below average water quality setting. Adds time to harvest. Filter change reminder set at 6 months.
Drain Pump Failure		Clogged or kinked drain line. Drain was not able to clear within 5 minutes of running.
Thermistor 1 Failure		Thermistor 1 is located in condenser discharge air. Probe is open or has a loose connection at control board.
Thermistor 2 Failure		Thermistor 2 is located on the suction line by the evaporator coil. Probe is open or has a loose connection at control board.
Ambient too Hot		Condenser discharge thermistor reached 155°F.
System too Hot		Suction line evaporator thermistor reached 125°F

KEY COMBINATIONS	LCD READOUTS	DESCRIPTION
Ambient too Cold		Condenser discharge thermistor reached 50°F.
System too Cold		Suction line evaporator thermistor reached 5 degrees within the first 10 minutes of "ice" mode.

KEY COMBINATIONS	LCD READOUTS	DESCRIPTION
Ambient too Cold		Condenser discharge thermistor reached 50°F.
System too Cold		Suction line evaporator thermistor reached 5 degrees within the first 10 minutes of "ice" mode.

BEFORE OPERATING

To insure ice quality, please clean and sanitize this machine prior to first use. To ensure proper operation, follow the installation checklist at the front of this manual.

NOTE: COSTS ASSOCIATED WITH ADJUSTMENTS, CLEANING AND SANITIZING PROCEDURES IN THIS GUIDE ARE NOT COVERED BY THE WARRANTY.

WARNING: DO NOT USE THE ICE MACHINE TO STORE ANYTHING OTHER THAN ICE.

WARNING: DO NOT OPERATE EQUIPMENT THAT HAS BEEN MISUSED, NEGLECTED, DAMAGED, ALTERED OR MODIFIED IN ANY WAY

ICE MAKING SEQUENCE

Your True Ice® machine will produce one batch of ice (24 cubes) roughly every 30 minutes. The following steps occur during ice making:

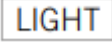
- HARVEST / FILL – The ice machine always begins in the harvest mode. Display will read “HAr.” During harvest all the ice cubes are melted free from the evaporator. The ice machine does this by warming up the evaporator with warm refrigerant. During harvest the ice machine will also fill with water and drain off any excess/residual ice making water. At start up the harvest will last two minutes.
- ICE MAKING – During ice making the display will read “ICE.” Water is sprayed into the inverted ice cups while the evaporator is cooled. This causes ultra-clear ice cubes to form inside each ice cup. The compressor, condenser fan and water pump all operate during this mode. The ice machine automatically adjusts the freeze time based on the ambient air temperature.
- FULL BIN – The ice machine shuts off automatically when the bin is full of ice. A full bin is detected when ice touches the bin thermostat tube. The machine will come back on when ice is no longer in contact with the thermostat tube.



POWER

- Press the power button once to begin ice making operation. Press the button a second time to turn the ice machine off.
- When unit is plugged in, the control board goes through a sequence of checks to verify all sensors are working properly.
- The drain system is energized when power is supplied to the unit. It automatically turns on when it senses water in the drain tube.
- Display will show “OFF” until the power button is pressed.
- If the unit powers the drain pump but the drain remains clogged for five minutes, the display will show “drn” and cut power to the unit.


- If unit is too cold (below 50°F), too hot, or if the temperature probe is unplugged or has failed, the unit shuts down and displays an error message.

BIN LIGHT

Use the  button as follows:

- PRESS THE  BUTTON REPEATEDLY TO CYCLE THROUGH THE 14 PRESET DESIGNER COLORS.
- HOLD THE  BUTTON FOR FIVE SECONDS TO TOGGLE THE BIN LIGHT ON OR OFF

CUBE SIZE ADJUSTMENT

- Pressing the  button repeatedly allows you to toggle between the available cubes sizes.
- There are five cube sizes possible, where “1” = smallest, “5” = largest.

NOTE: CUBE SIZE VARIATION IS RELATIVELY SMALL. WHEN SET TO “1”, THE CUBES WILL BE HOLLOW, LIKE A THIMBLE OR SHOT GLASS. WHEN SET TO “5”, THE CUBES WILL BE SOLID. ALWAYS LET THE MACHINE MAKE TWO BATCHES OF ICE BEFORE RESETTING THE THICKNESS.

BIN THERMOSTAT / ICE LEVEL ADJUSTMENT

The bin thermostat senses when ice has reached the top of the bin and shuts the machine off. The thermostat is adjusted at the factory for room-temperature operation and normally will not require adjustment.

To check the operation of the bin thermostat, hold three ice cubes in contact with the thermostat tube in the bin. The machine should stop making ice within five minutes. Display will read “FUL”. Then remove the ice cubes. The machine should then restart within five minutes.

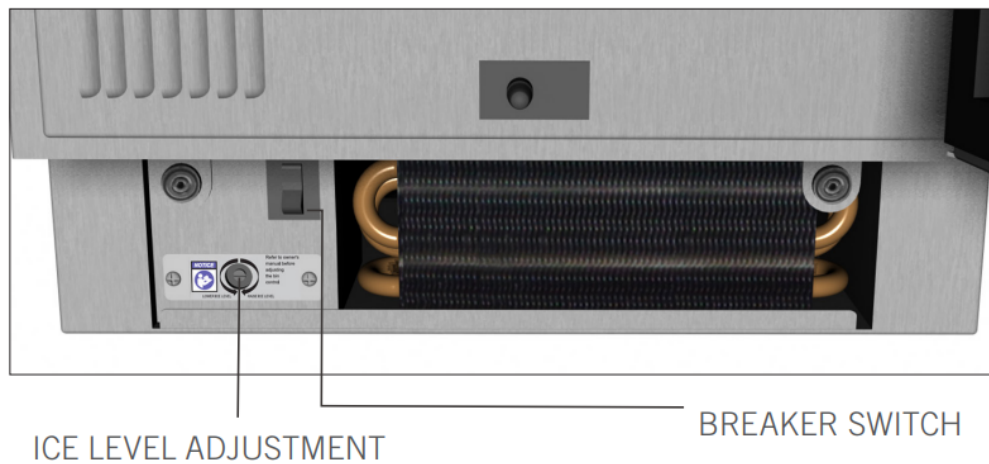
If necessary, the level of ice in the bin can be adjusted by turning the bin thermostat screw. This screw is located just behind the kickplate on the left side of the machine. Turn the screw clockwise to raise the ice level, counter-clockwise to lower the ice level.

Bin thermostat / Ice level adjustment is located behind front kickplate. Remove front kickplate.

Use a standard screwdriver:

- RAISE ICE LEVEL - Turn adjustment clockwise to raise ice level.

- LOWER ICE LEVEL - Turn adjustment counterclockwise to lower ice level.



BREAKER RESET

- The breaker switch is located behind the kickplate. If the unit trips, flip the switch down. To reset, flip the switch up

WATER QUALITY SETTING

- Your True Ice® machine may operate differently depending on the water quality setting of the machine. To determine your water quality, it is recommend to purchase a water quality test kit from a local source.
- LOW SCALE (“LSC” ON THE DISPLAY): When set to LSC, the machine will make ice more quickly, harvest more quickly and will require a filter change every 12 months.
- HIGH SCALE (“HSC” ON THE DISPLAY): When set to HSC, the machine will allow more time for freezing and harvesting ice to compensate for the presence of scale. The water filter should be replaced more frequently.
- Press and hold the **CLEAN** and **SIZE** buttons simultaneously for three seconds to toggle between the LOW SCALE (“LSC”) and HIGH SCALE (“HSC”) water quality settings on the machine. Set unit to LSC when the total dissolved solids (TDS) are below 300 mg/L. Set unit to “HSC” when the total dissolved solids (TDS) are above 300 mg/L.

GENERAL MAINTENANCE

You are responsible for maintaining the ice machine in accordance with the instructions in this manual. Maintenance procedures are not covered by the warranty.

WARNING: IF YOU DO NOT UNDERSTAND THE PROCEDURES OR SAFETY PRECAUTIONS THAT MUST BE FOLLOWED, CALL YOUR LOCAL TRUE SERVICE REPRESENTATIVE TO PERFORM THE MAINTENANCE PROCEDURES FOR YOU.

True recommends that you perform the following maintenance procedures a minimum of once every six months to ensure reliable, trouble-free operation.

1. **EXTERIOR CLEANING:** Perform as needed. Follow the stainless steel cleaning instructions listed on page 38 to insure your machine always looks like new.
2. **DESCALING AND SANITIZING:** Perform every six months. Follow the instructions on pages 38-39 or the instructions on the inside of the ice machine door.
3. **WATER FILTER REPLACEMENT:** Replace the water filter a minimum of every twelve months. More frequent replacement may be required if you have poor water quality. Follow the instructions on page 37.
4. **CONDENSER CLEANING:** For optimum operation, clean your condenser every six months using the instructions on page 37.

Maintenance	Weekly	Semi-Annual	Annual	After Prolonged Shutdown	At Start-Up
Clean Cabinet Exterior	X			X	X
Sanitize Ice Machine		X	X	X	X
Descale Ice Machine		X	X	X	X
Clean Condenser Coil		X	X	X	
Change the Water Filter		X	X	X	
Check Ice Quality	X	X	X	X	X



WATER SHUTTERS



Water shutters prevent spraying water from escaping the evaporator compartment.

Removing water shutters for cleaning:

1. Lift shutter shaft out of recesses on either end of shaft.
2. To reinstall, insert ends of shaft into recesses above either side of evaporator compartment opening.

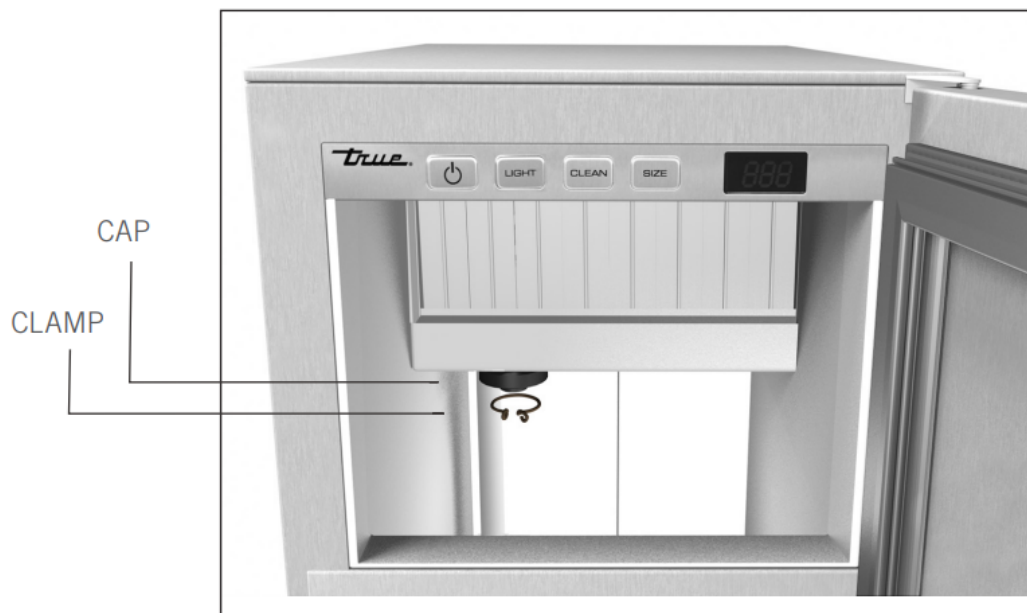
ICE GUIDE



The ice guide is seated over the spray nozzles and allows ice to fall into the bin. It must be firmly positioned over the spray bar, with the front edge inside the water trough. Spray nozzles must align with the slots in the ice guide or spray water will fall into the bin.

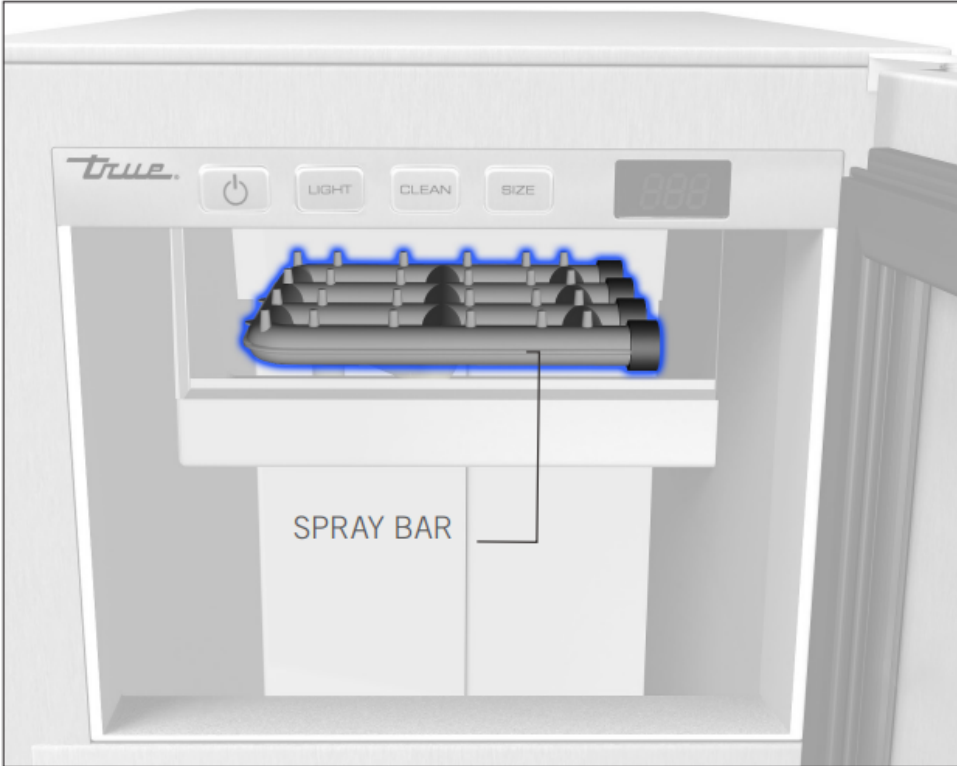
1. Grab guide and lift up to remove.
2. To reinstall ice guide, grab guide and position over water spray nozzles. Make sure front edge is inside of water trough.

PUMP CLEAN-OUT CAP



1. Remove clamp.
2. Pull down clean-out cap.
3. To reinstall, slide cap over hole underneath pump. Replace clamp.

SPRAY BAR DISASSEMBLY





The spray bar is located in the water trough and supplies water to the individual ice making cups. Water from the pump sprays through the nozzles, located on the upper portion of the tubes.

Removing spray bar for cleaning:

1. Grab spray bar with one hand and the water supply hose (located below spray bar) with the other hand.
2. Carefully pull the two apart.
3. To reinstall spray bar attach the water supply hose to the bottom of the spraybar assembly. Re-seat the spray bar in the evaporator compartment.

WATER FILTER REPLACEMENT

- The built-in water filter is designed to filter sediment, remove unpleasant taste and odor and inhibit scale. The filter is shipped inside the ice machine and must be installed prior to running the ice machine. Install the filter by inserting it into the opening on the front of the machine and twisting it clockwise to lock it in place.

NOTE: PRIOR TO INSTALLATION OF THE FILTER, LUBRICATE THE O-RINGS OF THE FILTER.



- THE ICE MACHINE WILL NOT MAKE ICE IF THE WATER FILTER IS NOT INSTALLED.
- The life expectancy of the filter is twelve months for low-scale water and six months if the water has a high level of scale. The ice machine monitors how long the filter has been in operation and will display “FLT” when the filter needs to be replaced.
- Replacement water filters are available through your True dealer.

CAUTION: DO NOT ALLOW THE ICE MACHINE TO BE EXPOSED TO TEMPERATURES BELOW 32°F (0°C) AS THIS WILL CAUSE ANY WATER IN THE MACHINE OR IN THE WATER FILTER TO FREEZE. FAILURES CAUSED BY EXPOSURE TO FREEZING TEMPERATURES ARE NOT COVERED BY THE WARRANTY.

CONDENSER CLEANING INSTRUCTIONS

- Keeping the condenser coil clean will minimize required service and lower electrical cost.
- The condenser coil should be cleaned by removing dust and other build-up from the tube assembly with vacuum or a clean rag.
 1. Remove kickplate.
 2. Vacuum or use clean rag to remove dust build-up from coil.
 3. Re-install kickplate.



STAINLESS STEEL EQUIPMENT CARE AND CLEANING

CAUTION: DO NOT USE ANY STEEL WOOL, ABRASIVE OR CHLORINE BASED PRODUCTS TO CLEAN STAINLESS STEEL SURFACES.

STAINLESS STEEL OPPONENTS

There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

1. Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
2. Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
3. Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

STAINLESS STEEL CLEANING AND RESTORATION

Do not use stainless steel cleaners or similar solvents to clean plastic or powder-coated parts. Instead, use warm soapy water.

- For routine cleaning and removal of grease and oil, apply white vinegar, ammonia, or any good commercial detergent* with a soft cloth or sponge.
- Stainless steel polish (e.g., Zep® Stainless Steel Polish, Weiman® Stainless Steel Cleaner & Polish, Nyco® Stainless Steel Cleaner & Polish, or Ecolab® Ecoshine®) and olive oil can act as a barrier against fingerprints and smears.
- Degreasers* (e.g., Easy-Off® Specialty Kitchen Degreaser or Simple Green® Industrial Cleaner & Degreaser) are excellent for removal of grease, fatty acids, blood and burnt-on foods on all surfaces. STAINLESS STEEL EQUIPMENT CARE AND CLEANING
- For restoration/passivation or removing stubborn stains and discoloration, Brillo® Cameo®, Zud® Cleanser, Ecolab® Specifax™ First Impression® Metal Polish, Sheila Shine, or talc can be applied by rubbing in the direction of the polish lines.

*Do not use detergents or degreasers with chlorides or phosphates.

NOTE: The use of proprietary names is intended for example only and does not constitute or imply an endorsement. Omission of proprietary cleansers from this list does not imply inadequacy.

8 TIPS TO HELP PREVENT RUST ON STAINLESS STEEL MAINTAIN THE CLEANLINESS OF YOUR EQUIPMENT: Avoid build-up of hard stains by cleaning frequently. Use cleaners at the recommended strength (alkaline chlorinated or non-chloride).

USE THE CORRECT CLEANING TOOLS: Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads.

CLEAN ALONG POLISHING LINES: Polishing lines ("grain") are visible on some stainless steels. Always scrub parallel to polishing lines when visible. Use a plastic scouring pad or soft cloth when you cannot see the grain.

USE ALKALINE, ALKALINE-CHLORINATED OR NON-CHLORIDE CLEANERS: While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner's chloride content, contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts, as they can attack stainless steel, causing

RINSE: When using chlorinated cleaners, you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

NEVER USE HYDROCHLORIC ACID (MURIATIC ACID) ON STAINLESS STEEL: Even diluted, hydrochloric acid can cause corrosion, pitting and stress corrosion cracking of stainless steel.

WATER TREATMENT: To reduce deposits, soften hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can also be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

REGULARLY RESTORE & PASSIVATE STAINLESS STEEL: Stainless steel gets its stainless properties from the protective chromium oxides on its surface. If these oxides are removed by scouring, or by reaction with harmful chemicals, then the iron in the steel is exposed and can begin to oxidize, or rust. Passivation is a chemical process that removes free iron and other contaminants from the surface of stainless steel, allowing the protective chromium oxides to re-form.

DESCALING AND SANITIZING

- Please follow the instructions below when descaling and sanitizing your machine.
- Hold the **CLEAN** button for three seconds to initiate the automatic descaling sequence. The descaling sequence begins by harvesting all the ice from the evaporator. Once the harvest is complete, the machine will beep and display “Add” indicating it is time to add cleaning chemicals to the unit.
- After the chemicals have been added, the machine will go through a sequence of rinse and drain cycles to descale the machine and drain all the descaling chemicals from the unit. Once complete, the machine will resume whatever it was doing to prior to descaling. If the machine was making ice prior to pressing the **CLEAN** button, it will resume ice making. If the machine was off before **CLEAN** was pressed, it will turn off when descaling is complete.

NOTE: THE DESCALING SEQUENCE CAN BE CANCELED BY HOLDING THE **CLEAN** BUTTON FOR THREE SECONDS.

- A full descaling should be performed every six months. Descaling also involves removing key ice machine parts and rinsing them and the inside of the machine with ice machine descaler.
- Sanitizing the ice machine is done to remove any biological contamination that may have occurred. That process is identical to the descaling process above except that a sanitizing agent is used in place of the descaling chemicals.

WARNING: WEAR RUBBER GLOVES AND EYE PROTECTION WHEN HANDLING ICE MACHINE DESCALER OR SANITIZER.

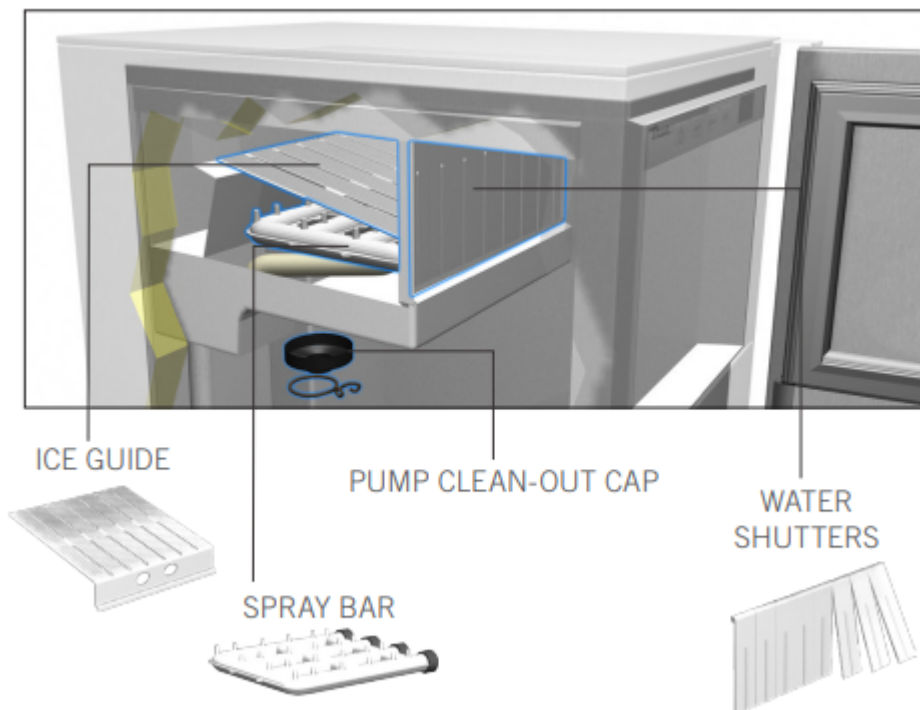
CAUTION: DO NOT MIX DESCALER AND SANITIZER TOGETHER.

PERFORM THE FOLLOWING STEPS EVERY SIX MONTHS TO FULLY DESCALE OR SANITIZE YOUR MACHINE.

PERFORM THE HIGHLIGHTED STEPS WHEN ONLY A LIGHT DESCALING OR SANITIZING IS NEEDED.

DESCALING

1. Remove the ice from bin.
2. Press and hold the **CLEAN** button for three seconds.
3. When machine says “Add”, pour 6 fl. oz. of undiluted True Ice® Machine Descaler into the spray compartment behind the water shutters.
4. Wait until the rinsing is complete (30 minutes).
5. Remove the four ice machine parts illustrated below.
6. Create a descaling solution by mixing 10 fl. oz. of undiluted True Ice® Machine Descaler with 1 gallon of water.
7. Using 1/2 of solution, clean removed parts with a brush then soak them for 20 minutes.
8. Use the remaining solution to descale the ice bin, the door, the door gasket, the inside of spray compartment, and the top of evaporator.
9. Rinse all parts with clean water.



SANITIZING

1. Mix 1.5 fluid ounces (3 tablespoons) of 5.25% hypochlorite solution (chlorine bleach) with 3 gallons of warm water.

2. Use 1/2 of the solution to sanitize the removed parts. Soak the parts in the solution. Do not rinse the parts after sanitizing.
3. Use the remaining solution to sanitize the interior surfaces of the machine and the bin. Do not rinse the sanitized areas.
4. Replace all components.
5. Press and hold the CLEAN button for three seconds.
6. When the machine says "Add", pour 2 teaspoons of 5.25% hypochlorite solution (chlorine bleach) into the spray compartment.
7. When the cleaning cycle is complete, the machine will resume its previous mode (either OFF or ICE).
8. Immediately rinse off and dry any exterior areas where sanitizing solution may have spilled.

EXTERIOR CLEANING

- Wipe with a damp cloth to remove dust and dirt. Use a solution of mild dish soap and water if a greasy residue persists. Wipe dry with a clean, soft cloth. Never use abrasives, chlorinated or citrus-based cleaners on exterior panels.

WINTERIZING INSTRUCTIONS

Use the following instructions to prepare your ice machine for storage or winterization:

1. Descale and sanitize the ice machine per the instructions in this manual or reference the cleaning and maintenance videos on our YouTube channel at True Residential.
2. Turn off the water supply.
3. Disconnect the incoming water line from the back of the unit.
4. Remove the water filter by twisting it counter clockwise and pulling it out of the unit. Discard the water filter.
5. Drain the evaporator compartment by removing the pump clean-out cap.
6. Pour 1 gallon of propylene glycol (RV antifreeze) into the bin drain to fill the drain pump.
7. Once the drain pump shuts off and all the propylene glycol is drained, unplug the unit or turn off the circuit breaker.
8. Wipe down the interior bin with a dry clean cloth.
9. Re-install the pump clean-out cap

RESTART INSTRUCTIONS

Use the following instructions to restart your ice machine after winterization:

1. Install a new water filter in the unit.
2. Reconnect the incoming water line and turn on the water supply.
3. Plug in the unit.
4. Descale the ice machine per the instructions on page 39.
5. Press the power button to start ice making.

NOTE: THE FRESH WATER THAT IS INTRODUCED DURING DESCALING AND START-UP WILL FLUSH THE PROPYLENE GLYCOL DOWN THE DRAIN.

FREQUENTLY ASKED QUESTIONS

Q. WHY IS THE MACHINE RUNNING BUT NOT MAKING ANY ICE?

- A. The machine will run but not make ice if there is no water supplied to the machine. Check to make sure the water is turned on and that the water filter is installed properly.

Q. WHY DOES THE MACHINE SAY “FUL” BUT THE ICE BIN ISN'T FULL?

- A. This is caused by an improperly adjusted thermostat. Adjust the thermostat as needed using the instructions on page 32.

Q. WHY IS THERE WARM AIR COMING FROM THE BOTTOM/FRONT OF THE ICE MACHINE (KICKPLATE AREA)?

- A. This is normal as heat dissipation is part of the ice making process for this machine.

Q. WHY IS THE ICE MACHINE MAKING LESS ICE THAN BEFORE?

- A. If the ambient temperature or the water temperature goes up significantly, the amount of ice the machine can make will go down. Likewise if the condenser coil becomes obstructed or dirty, ice production will drop. For optimal ice production, make sure the front of the condenser coil, located behind the kickplate, is clean.

Q. WHY DOESN'T THE MACHINE MAKE ICE AFTER I PUT IT THROUGH A CLEAN CYCLE?

- A. After cleaning, the machine will resume doing whatever it was doing before cleaning. If you want it to make ice after a clean, make sure it is in the ICE mode when you press the **CLEAN** button to start cleaning.

Q. WHY IS MY ICE MACHINE NOT MAKING FULL CUBES?

- A. Your unit may need to be descaled and/or water filter may need to be changed.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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