

EUHOMY

Live the *cool life*



SCAN HERE to activate your warranty
and become part of the Euhomy community!

FAQs

- How often should I clean my ice maker?**
Clean at least once a week to prevent scale buildup that can block the pump and cause malfunctions.
- Why are my ice cubes cloudy?**
Cloudy ice cubes often result from using water that is not suitable for making ice. Use drinking water or distilled water for more transparent ice. Consider installing a water filter kit if the water quality is consistently poor.
- Can I put milk or juice in the water tank?**
No. Milk or juice can clog the pump and damage the machine.
- Why do my ice cubes melt quickly?**
The machine doesn't have a freezing function for keeping the ice. Keep the lid closed, or transfer the ice to a freezer for storage.
- Why does my machine make noise when it is running?**
It is normal for the machine to emit a subtle sound during operation. Closing the lid can help to minimize noise levels. If you notice excessive noise from the machine, it is advisable to do a deep clean, or try to shut the machine down and let it sit for 2 hours. These actions may alleviate the noise issue. Contact the Euhomy Team if these steps don't resolve the issue.
- Why is water leaking from the machine?**
Ensure the drain cap is inserted into the machine. Leaks may also occur if the water tube inside the ice maker becomes disconnected during transport. To assist you further, please contact the Euhomy Team with a video or photo of the issue.
- Why is there water flowing but not making ice?**
Be sure to operate your ice maker in a room temperature of 50°F to 105°F. Use water temperature of 40°F to 90°F to operate your ice maker. To assist you further, please provide us with a video or photo of the issue. The Euhomy Team will be happy to offer guidance and support.

Why do the ice cubes I made smell like plastic or dirty water?

The ice cubes this machine produces should be free of any taste or odor. If you detect a plastic smell, try the following deep clean steps:

- Unplug the machine for 2 hours to let the ice cubes in the ice maker melt;
- Drain the water from the machine;
- Add about 600ml/20 Oz (approximately 2-1/2 cups or 0.6 liters) of ice maker cleaning solution to the water tank.
- Start the cleaning function until the cleaning is completed;
- Then, wait for 4 hours, drain the cleaning solution from the ice maker;
- Add clean potable water to the tank and start the cleaning function again.

Please refer to the product manual for more detailed information on:



usage



cleaning



maintenance



troubleshooting

support@euhomy.com

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<https://euhomy.com>

EUHOMY

QUICK GUIDE

for IM001-B Commercial Ice Maker

IM001-BBL-USEH

IMPORTANT SAFETY INSTRUCTIONS

 Let the machine sit for **24 hours** on a stable, level surface before first use to allow the refrigerant to settle. **Damage caused by skipping this step is not covered under warranty.**

 Keep the appliance and cord out of children's reach. Close supervision is necessary when used near children.

 Install on a stable surface according to the instructions.

 **DO NOT** store items on top during use.

 **DO NOT** use outdoors or expose to direct sunlight.

1. SET UP

Unpack

Remove packaging and check accessories.

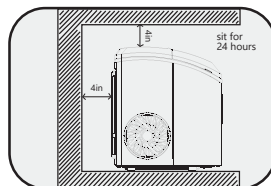


Settle Refrigerant

Place the machine on a level surface and let it sit for **24 hours** to allow the refrigerant to settle before proceeding with setup and use.

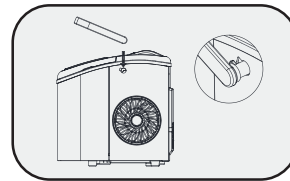
Position

Place on a level surface, away from heat, with a 4 inches clearance at the air outlet.



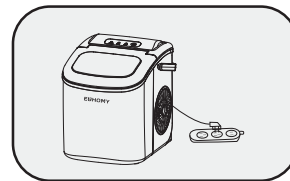
Handle Installation

Rotate the handle to fit the mounting hole on the machine and attach it to it.

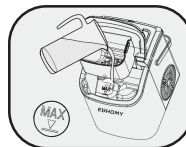


Plug Accessibility

The power plug must be directly accessible. Position the appliance so the plug is easily accessible.



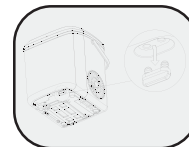
2. FIRST-TIME CLEANING BEFORE USE



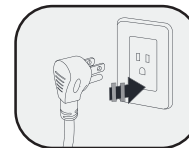
• Take out the ice basket and fill the water tank with potable water to the MAX line.



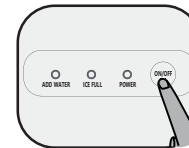
• Clean the inside with warm, soapy water and a soft cloth. We highly recommend using our cleaning solution.



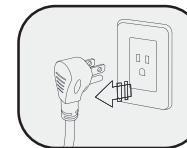
• Rinse the inside and inside parts with clean water. Drain out the water by unplugging the drain cap at the bottom front.



• Replace the ice basket, and plug in the power supply.



• Press the **ON/OFF** button for 5 seconds. The machine will do a 30-minute self-cleaning program while the **ICE FULL** and **ADD WATER** indicators flash together.

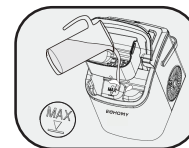


• Unplug and drain the water. Don't forget to reinsert the drain cap.

3. ICE-MAKING PROCESS

Start

Take out the ice basket and fill the water tank with potable water to the MAX line. Replace the ice basket. Plug in the power supply, and the ice maker will enter the standby mode (POWER light green).



Making Ice

Press the **ON/OFF** button to start the machine. The machine will begin making ice. Press the **ON/OFF** button again to stop making ice.



Remove Ice

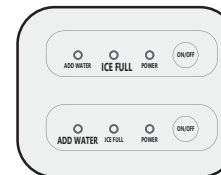
Open the lid, scoop the ice, and close the lid for the next cycle.



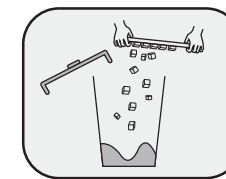
Indicator On

• **ADD WATER** Indicator On: Please add water to the water tank. The machine will start making ice automatically.

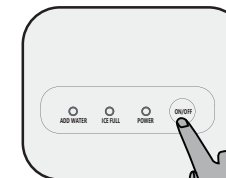
• **ICE FULL** Indicator On: Remove some ice from the ice basket to allow space for the new ice. The machine will automatically start a new cycle once there's enough room available.



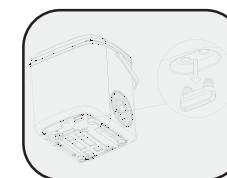
* Discard the first batch of ice for best performance.



4. SELF-CLEANING



• In standby mode, press and hold **ON/OFF** for 5 seconds until the **ADD WATER** and **ICE FULL** indicator lights flash alternatively.



• Drain the water and repeat if necessary.



We suggest you clean your ice maker at least once a week by running the self-cleaning function.

Monthly Clean Guide

Don't forget to deep clean your ice maker monthly using Euhomy ice maker cleaning solution.

* Please use a specialized ice machine cleaner for best performance. Avoid using harsh chemicals, including alcohol, vinegar, or other acids, as they can damage evaporator and shorten the life of the unit.

* Check our User Manual for more maintenance ideas.