

# IM002-N NUGGET ICE MAKER

## User Manual

SKU: IM002-NBL-USEH





# THANK YOU

for purchasing the Euhomy ice maker



Scan the QR code using  
a mobile device

ACTIVATE YOUR WARRANTY

<https://euhomy.com/pages/activate-warranty>



## RECORD THIS INFORMATION

Model Number IM002-N

Serial Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Store of Purchase \_\_\_\_\_

(Keep receipt)

### TIP

Check the back or side of the  
machine for the serial number  
on the nameplate.

For car refrigerators, it's usually on the bottom  
or side. If you can't find it, don't worry — it  
won't affect your warranty registration.

## CUSTOMER SERVICE



1-833-362-2655(US)



support@euhomy.com



<https://euhomy.com>

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enthusiasts!

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# IMPORTANT SAFETY INSTRUCTIONS

 Read and review instructions to understand the operation and use of the product.

 This is the safety alert symbol

 All safety messages will follow the safety alert symbol and the words “DANGER” or “WARNING.” Indicates the presence of a hazard that can cause personal injury, death, or substantial property damage if the warning included with this symbol is ignored.

## Note

1. *Indoor household use only.*
2. *This appliance must be grounded.*
3. *The wires in the power cord are colored in accordance with the following code:*

| COLOR                                | WIRING    |
|--------------------------------------|-----------|
| Green, or green with a yellow stripe | Grounding |
| White                                | Neutral   |
| Black                                | Live      |

To prevent a hazard due to the instability of the appliance, it must be placed on a flat and even surface.

## WARNINGS

*Failure to follow these instructions could result in electric shock, fire, or burn hazards, which could cause property damage, personal injury, or death. When using electrical appliances, basic safety precautions should always be followed, including the following:*

1. Unplug the ice maker before cleaning, repairing, or servicing it.
2. Exercise caution and provide reasonable supervision when using the appliance near children.
3. **Do not** operate this 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 prevent a hazard. This ice maker must be positioned so that the plug is accessible.
4. **Do not** run the power cord over carpeting or other heat insulators. **Do not** cover the cord. Keep the cord away from traffic areas. Do not submerge the cord in water.

5. We **Do not** recommend using an extension cord, which may overheat and become a fire hazard. If you must use an extension cord, use a size 14AWG at minimum, rated no less than 1875 watts.
6. **Do not** use the ice maker outdoors.
7. Place the ice maker out of direct sunlight.
8. Be sure that there is at least **6 inches** of space between the back of the machine and the wall.
9. Keep a minimum distance of **6 inches** on each side of your machine free.
10. **Do not** use liquids other than water to make ice cubes.
11. **Do not** clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
12. **Do not** tip the machine over.
13. If the ice maker has been in a cold environment, give it a few hours to warm up to room temperature before plugging it in.

## **Risk Of Fire or Explosion-Flammable Refrigerant Used**

*Consult the Repair Manual/Owner's Guide before attempting to install or service this product. All safety precautions must be followed.*

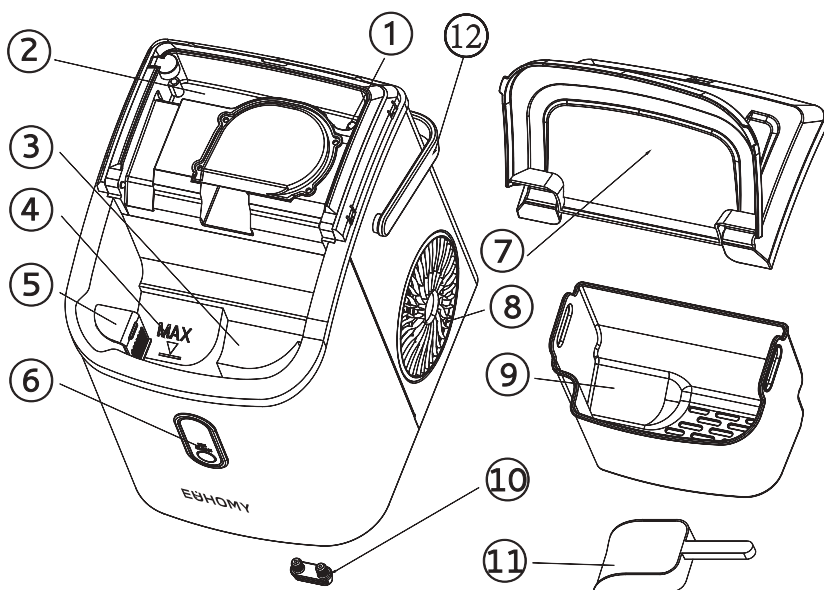
- Dispose of the appliance following federal or local regulations. Follow all handling instructions to ensure safe disposal.
- **DO NOT** use mechanical devices to defrost the ice maker.
- **DO NOT** puncture refrigerant tubing.
- Servicing must be performed by trained personnel only.
- The ice maker should comply with the safety standard for refrigeration systems (ASHRAE15) and should not be installed in corridors or hallways of public buildings.
- Clean and maintain the appliance regularly according to this manual's Cleaning & Maintenance section.



SCAN HERE to watch the installation, usage, cleaning videos and more information.

# KEY COMPONENTS AND STRUCTURE

- ① Float switch;
- ② Secondary water tank: It connects directly with the evaporator;
- ③ Water tank;
- ④ Maximum water level;
- ⑤ Filter;
- ⑥ Control Panel;
- ⑦ Top cover, removable from the top;
- ⑧ Hot air outlet;
- ⑨ Ice basket;
- ⑩ Water drain cap: at the front bottom side of the machine;
- ⑪ Ice scoop;
- ⑫ Handle.



## Accessories

- 1 x Nugget Ice Maker
- 1 x Handle

- 1 x Ice Scoop
- 1 x Ice Basket

# GETTING TO KNOW YOUR ICE MAKER

## Control Panel & Modes

### A. ICE/CLEAN Button:

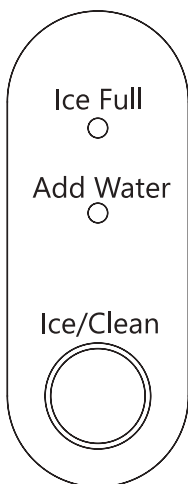
- In **Standby Mode**, briefly press the ICE/CLEAN button to start the ice-making process, and press again to stop making ice.
- In **Standby Mode**, press this button for 3 seconds to start the self-cleaning function, and press again to stop the cleaning function.

### B. Ring Indicator Light:

- In **Standby Mode**, the Ring Indicator Light stays red.
- In **Ice-making Mode**, the Ring Indicator Light stays white.
- In **Cleaning Mode**, the Ring Indicator Light flashes white.

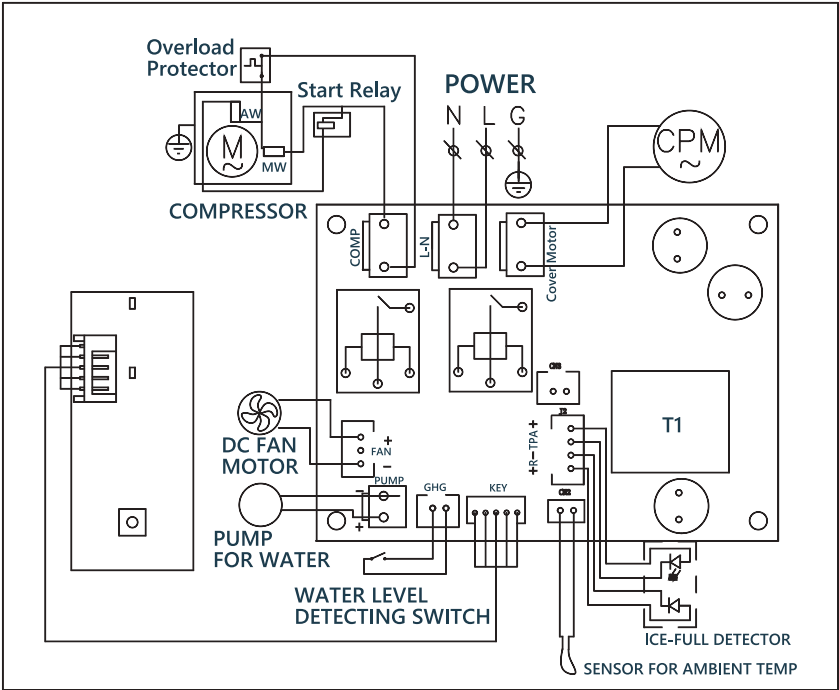
**C. Add Water Indicator:** This light turns on, indicating the water tank lacks water.

**D. Ice Full Indicator:** This light turns on to indicate the ice basket is full. The machine will stop making ice when this light is on.



|                            |                                |
|----------------------------|--------------------------------|
| MODEL                      | IM002-N                        |
| Protection Type            | I                              |
| Power                      | 115V/60Hz                      |
| Ice-Making Current         | 2.7A                           |
| Refrigerant                | R600a, 0.57oz/16g Δ            |
| Design Pressure, High Side | 290psig                        |
| Design Pressure, Low Side  | 88psig                         |
| Vesicant                   | C <sub>5</sub> H <sub>10</sub> |
| Net Weight                 | 18.52 lbs                      |
| Dimensions                 | 9.5*11.4*12.6 inches           |
| Enclosure                  | Plastic                        |

# CIRCUIT DIAGRAM



# INSTALLATION GUIDE

## 1. Setup the Ice Maker

### A. Unpack and Inspect

Remove all exterior and interior packaging. Confirm all accessories are included. If anything is missing, contact our customer service.

### B. Prepare the Ice Maker

Remove all tape and tape strips from the machine; take out the accessory parts inside. Clean the inner cabinet and ice scoop with a damp cloth.

### C. Position the Ice Maker

Place the machine on a level, flat surface away from direct sunlight and heat sources (e.g., stove, furnace, radiator). Ensure a clearance of at least **15CM (about 6 inches)**, between the sides and the wall.

### D. Allow Refrigerant to Settle

If the machine was tipped during shipping or transportation, let it sit upright for **24 hours** to allow the refrigerant to settle before plugging it in.

### E. Plug Accessibility

Position the appliance so that the plug is easily and directly accessible.

## Important Safety Warnings

### Note: This machine must be grounded

- Plug into a grounded outlet; never remove the ground prong.
- **DO NOT** use an adapter or extension cord. Failure to follow these instructions may cause fire, shock, or death.

### Electrical Connection

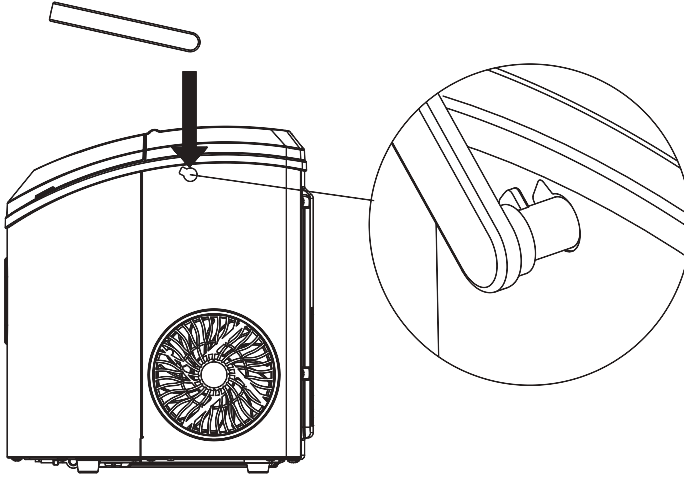
- Ensure a dedicated circuit for the ice maker.
- Use outlets not controlled by a switch.
- For replacement of power cord or plug, contact a qualified technician.
- Requires a 110-120V, 60Hz grounded outlet.

### Note: Grounding Method

For safety, the appliance must be grounded. Use the supplied grounding plug and plug it into a compatible grounded outlet. If one is unavailable, contact a qualified electrician to install it.

## 2. Install the Handle

Rotate the handle to the same angle as the mounting hole on the machine and put it on the machine.



## CLEANING YOUR ICE MAKER BEFORE USING FOR THE FIRST TIME

**\* We highly recommend using our cleaning solution for product maintenance.**

1. Take out the ice basket and fill the water tank with potable water – a maximum of 0.3 gallons (4.8 cups or 38.4 ounces).
2. Replace the ice basket and plug in the power supply.
3. Press the ICE/CLEAN button for 3 seconds. The Ring Indicator Light will flash white during the 15-minute cleaning procedure.
4. Unplug and drain the water. Don't forget to reinsert the drain cap.
5. Your nugget ice maker is ready to go!

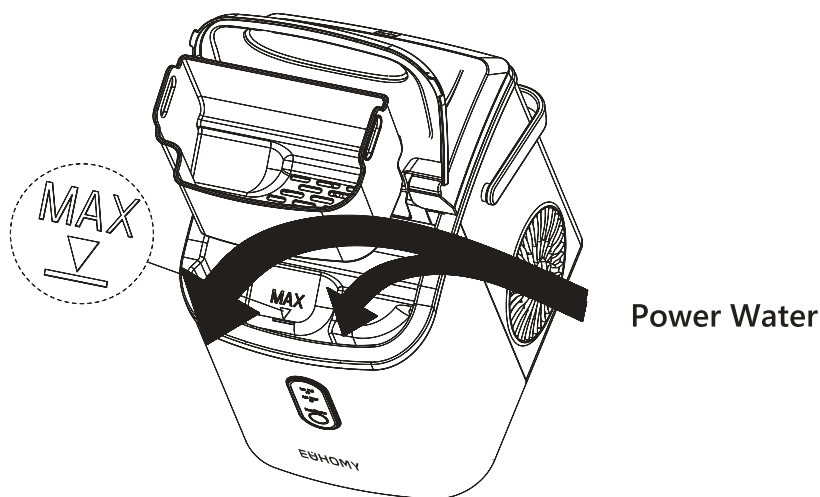
# HOW TO OPERATE THE ICE MAKER

## ⚠ WARNINGS

- \* When making ice for the first time or after a long time, it is highly recommended to clean the ice maker first.
- \* Before making ice, be sure the water drain cap has been inserted into the appliance; otherwise, the ice-making function will not work correctly.
- \* Fill with potable water only. Only use drinking or distilled water.

## 1.Starting up the machine

**Step 1:** Take out the ice basket and fill the water tank with potable water - a maximum of 0.3 gallons (4.8 cups or 38.4 ounces).



**Step 2:** Replace the ice basket.

**Step 3:** Plug in the power supply, and the ice maker will be in standby mode with the Ring Indicator Light turning red.

## 2.Ice-making Process

- Press the ICE/CLEAN button to start the machine. The machine will begin making ice when the Ring Indicator Light turns white.
- Press the ICE/CLEAN button again to stop making ice.

## 3.Add Water Indicator

- If the ADD WATER indicator light illuminates and the machine ceases operation, please add water to the tank and restart the machine. However, it's important to be aware that the ice maker may require an extended period before automatically resuming its ice-making cycle. Additionally, the compressor will necessitate a 10-minute reset period after the machine is restarted.

## 4.Ice Full Indicator

- When the ICE FULL indicator light illuminates, the machine will stop operating. Remove the ice to resume operation.
- Once the ice shield detects the ice has dropped, it will automatically reset and start a new ice-making cycle.

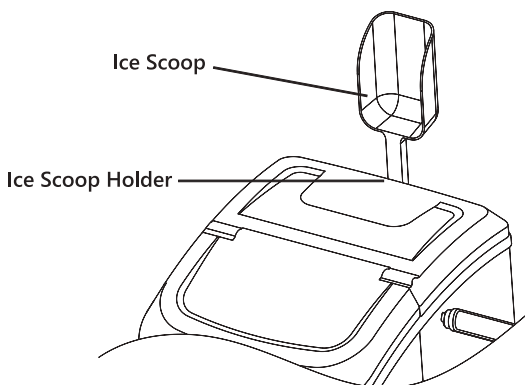
## 5.Shutting Down the machine

**Step 1:** Press the ICE/CLEAN button briefly to stop ice-making and enter standby mode.

**Step 2:** Unplug the power supply to shut down the ice maker.

## 6.Ice Scoop Position

- Put the scoop on the top back cover



## 7. Automatic Self-Cleaning Program

**a. Default Cleaning Time:** 15 minutes.

### **b. How to Start Self-Cleaning**

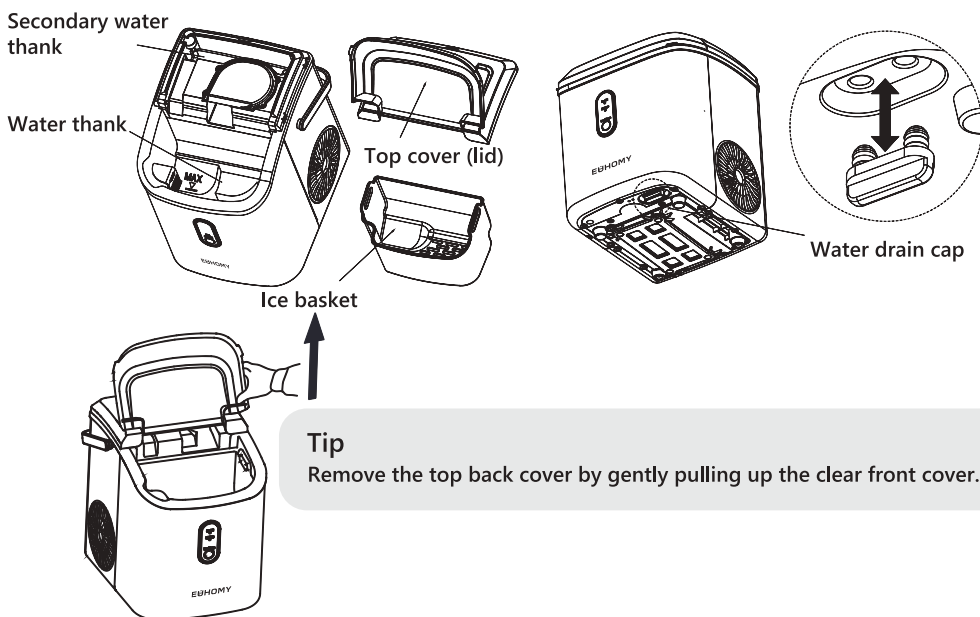
- Insert the water drain cap into the ice maker.
- Fill the water tank with potable water - a maximum of 0.3 gallons (4.8 cups or 38.4 ounces).
- Press the ICE/CLEAN button for 3 seconds.
- The Ring Indicator Light will flash white.

### **c. How to Cancel Self-Cleaning**

- The program ends automatically after 15 minutes.
- Press ICE/CLEAN during the cleaning procedure to cancel manually during cleaning.

### **d. How to Clean the Top Cover (The Lid)**

- After the cleaning procedure, remove the top cover (the lid) cover and the ice basket. Rinse the main water tank and the secondary water tank.



### **e. How to Drain the Dirty Water**

- Move the ice maker to the edge of the countertop or table. Be sure that the appliance is stable.
- Make sure a water container like a sink is under the appliance.
- Remove the drain cap from the bottom. Allow the dirty water to drain into the water container.
- Then, reinsert the drain cap.

### **⚠ Note: Sanitation Precautions**

- Change the water in the tank every 24 hours to ensure reasonable sanitation.
- If the ice maker will be unused for a day or more, drain all water and dry the tank.

# PREPARING YOUR ICE MAKER FOR LONG-TERM STORAGE OR RELOCATION

*If your ice maker will not be used for an extended period or needs to be moved to a different location, it's essential to operate and maintain it correctly. Check these tips*

## 1. Daily Use Tips

**Fill with potable water only.** Only use drinking water.

**Indoor use only.** Place the ice maker on a level, flat surface away from direct sunlight and heat sources (e.g., stove, furnace, radiator). Ensure a clearance of at least 6 inches between the sides and the wall.

## 2. Drain Water Regularly

To maintain optimal sanitary conditions, replacing the water in the water tank every 24 hours is recommended.

To prevent potential issues such as mold or mildew growth, it is advisable to thoroughly drain the water tank if the machine will not be used for an extended period exceeding 24 hours.

## 3. Clean and Sanitization

Clean the ice maker at least once a week, and do a deep clean every month.

**Unplug Before Cleaning:** Always unplug the ice maker before cleaning.

**Avoid Harsh Chemicals:** Do not use alcohol or harsh cleaning agents, as they can damage the ice maker.

**Deep Clean Before Storage:** If the ice maker has been sitting idle for a long time, thoroughly clean it before using it again.

## 4. Store Properly

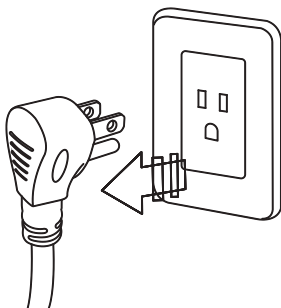
**Dry Completely:** Ensure the ice maker is completely dry before storing.

**Cover:** Use a plastic bag to cover the ice maker, protecting it from dust.

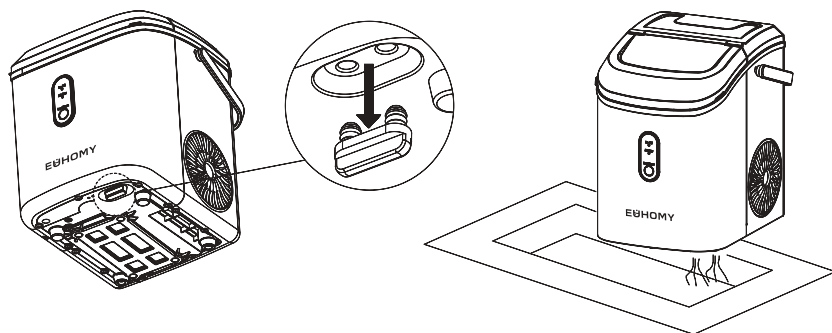
# CLEAN YOUR ICE MAKER

## 1.DAILY CLEAN

**Step 1:** Unplug the ice maker.

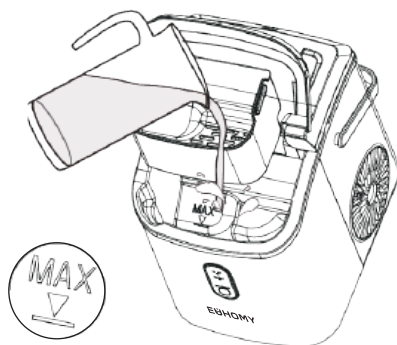


**Step 2:** Remove the bottom drain cap and drain the water into a sink.



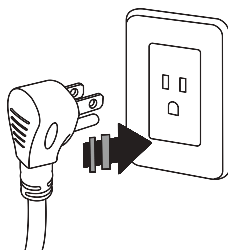
**Step 3:** Make a daily cleaning solution by diluting one part of Nickel-Safe ice maker cleaner with five parts of water.



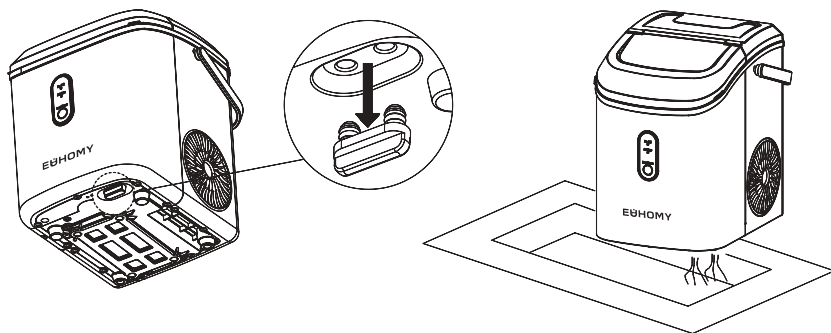


**Step 4:** Pour the cleaning solution into the water tank to the MAX water level.

**Step 5:** Plug in the ice maker. Press and hold the ICE/CLEAN button for 3 seconds to activate the 15-minute cleaning process.



**Step 6:** When the cleaning indicator light turns off, remove the drain cap and drain the water into a sink.



**Step 7:** Repeat Step 4 through Step 6 with fresh water for 2 more cycles to rinse the interior.

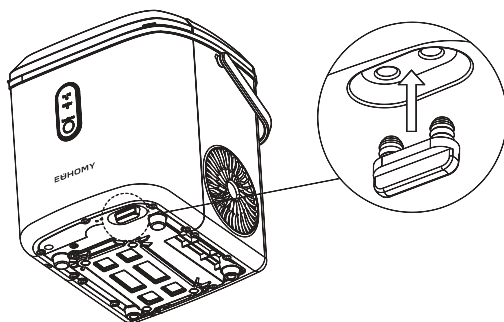
**Step 8:** Remove the top cover and the ice basket after cleaning. Rinse the main water tank and the secondary water tank.



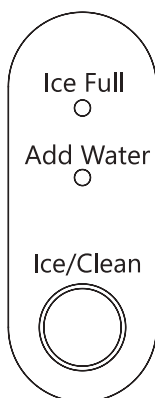
**Tip**

Remove the top back cover by gently pulling up the clear front cover.

**Step 9:** Replace the drain cap on the bottom.

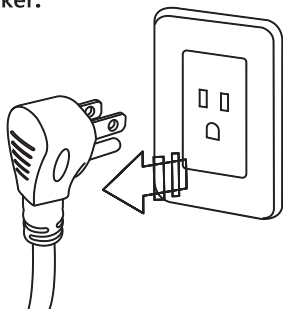


**Step 10:** When completed, fill the water tank with fresh water. You can press the ICE/CLEAN button to make clean ice now.

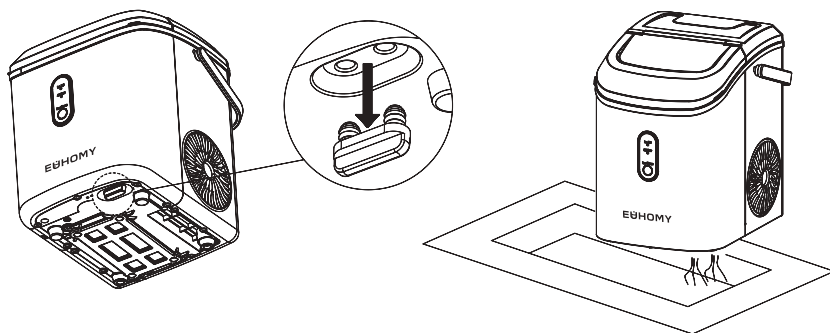


## 2.MONTHLY CLEAN

**Step 1:** Unplug the ice maker.

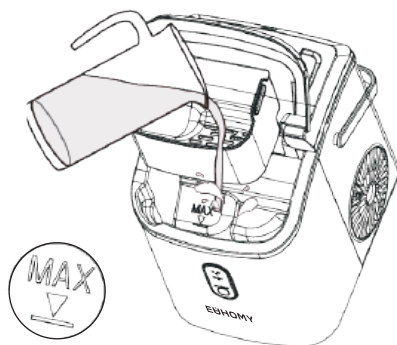


**Step 2:** Remove the bottom drain cap and drain the water into a sink.



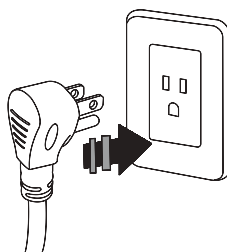
**Step 3:** Make a daily cleaning solution by diluting one part of Nickel-Safe ice maker cleaner with five parts of water.



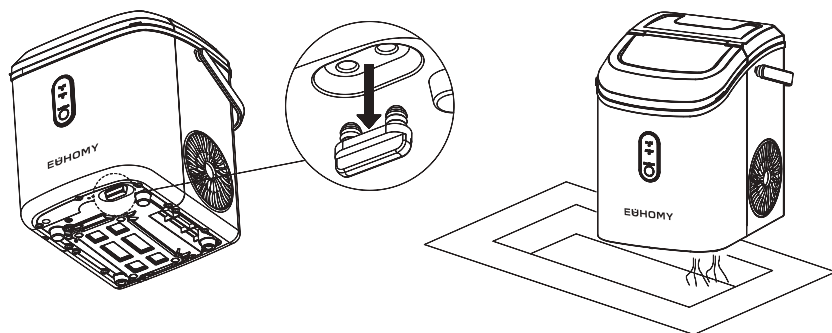


**Step 4:** Pour the cleaning solution into the water tank to the MAX water level.

**Step 5:** Plug in the ice maker. Press and hold the ICE/CLEAN button for 3 seconds to turn on the cleaning function, which will last about 5 minutes. After that, unplug the ice maker and let the cleaning solution stand in the water tank for at least 12 hours.

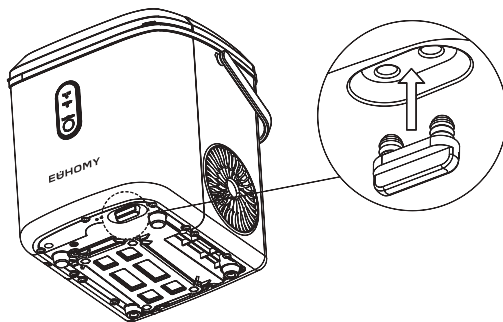


**Step 6:** Remove the drain cap and drain the water into a sink

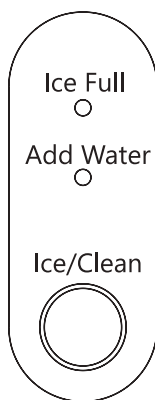


**Step 7:** Run the cleaning function 2 more times and drain the water.

**Step 8:** Replace the drain cap on the bottom.



**Step 9:** When completed, fill the water tank with potable water. You can press the ICE/CLEAN button to make clean ice now.



**Note:**

- 1. Avoid harsh chemicals:** Do not use harsh chemicals or abrasive cleaners directly on any part of the ice maker. These can damage the surface and affect the taste of the ice.
- 2. Regular cleaning:** Clean your ice maker regularly for optimal performance.
- 3. By following these simple steps,** you can keep your ice maker clean and hygienic, ensuring you always have a supply of fresh, clean ice.

## CORRECT DISPOSAL OF THIS PRODUCT

*Upon decommissioning of this ice maker, the disposal of the machine and its constituent materials must comply with all applicable national regulations.*

### Note:

To help protect the environment and human health from potential harm caused by improper disposal, please recycle it responsibly to support the sustainable reuse of material resources. To dispose of your used device, please use local recycling programs or visit a certified electronics recycling facility for safe and environmentally responsible recycling.



The marking indicates that this product should not be disposed of with regular household waste.

## FAQs

### 1. How often should I clean my ice maker?

To ensure optimal performance, clean your ice maker at least once a week, depending on usage. Regular cleaning prevents scale buildup, which can block the pump and cause the machine to malfunction.

### 2. How do I clean the ice maker?

It is recommended that a Nickel-Safe ice maker cleaner be used for daily cleaning and an ice maker cleaner descaler for monthly cleaning. Drain the machine immediately after cleaning and then rinse it with pure water.

To maintain optimal performance and water quality, it is recommended that the water tank be drained at least once every three days. This routine maintenance helps to minimize water hardness, eliminate impurities, and inhibit the formation of scale deposits within the water tank.

### **3. Why are my ice cubes cloudy?**

Cloudy ice cubes often result from impure water. Use drinking water or distilled water for more transparent ice. Consider installing a water filter kit if the water quality is consistently poor.

### **4. Can I put milk or juice in the water tank?**

No, we strongly advise against this. High concentrations of milk or juice can clog the pump and shorten its lifespan. Additionally, milk proteins may calcify and react with the machine's internal PU water pipe, potentially causing damage.

### **5. Why do my ice cubes melt quickly?**

The ice maker does not have a refrigeration function. High ambient temperatures, especially in summer, can accelerate melting.

- Close the lid to maintain the internal temperature.
- Place a fan near the machine to disperse heat.
- For long-term storage, transfer ice cubes to a refrigerator.

### **6. Why do the ice cubes I made smell of plastic or dirty water?**

This machine's ice cubes 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 more than 600ml (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 water to the water tank and start the cleaning function again.

### **7. 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 top cover (the lid) can help to minimize noise levels.

If you notice excessive noise from the machine, it is advisable to do a deep clean (See guide in FAQ 6). This action may alleviate the noise issue.

## 8. Why is water leaking from my machine?

Leaks may occur if the water tube inside the ice maker becomes disconnected during transport. Remove the back cover and reconnect the tube if you're familiar with basic appliance repairs. However, if you're unsure or prefer not to open the machine, don't hesitate to contact Euhomy support for a step-by-step guide.

## 9. Why is there water flowing but not making ice?

If the ambient temperature and the refrigeration pipe are in good working order, it is likely that the refrigerant within the machine has experienced a leak. Please provide us with a video or photo of the issue to assist you further. The Euhomy Team will be happy to offer guidance and support.

## 10. Why is the ice-making slow?

- a. For optimal performance, allowing the machine to sit undisturbed for 24 hours before its initial use is recommended. If you have not followed this recommendation, please allow the machine to rest for 24 hours before making ice again.
- b. High ambient or water temperatures can slow ice production. Consider relocating the machine to a cooler and better-ventilated area. This adjustment may help to optimize the machine's performance and resolve any issues you may be experiencing.
- c. The presence of other high-powered appliances in close proximity to the ice maker can generate additional heat, which may impact its performance. It is important to ensure that the air outlet of the ice maker is not obstructed, allowing for adequate heat dissipation.

## 11. Why does the machine make crushed ice, not nugget ice?

Try Resetting the machine: Unplug it for 2 hours, then plug it back in. Contact the Euhomy Team if these steps don't resolve the issue.

For further support, feel free to reach out to the Euhomy Team!

For further support, feel free to reach out to the Euhomy support team!



1-833-362-2655(US)



support@euhomy.com



<https://euhomy.com>

# TROUBLESHOOTING — SUPPORT@EUHOMY.COM

| Problem                                | Possible Cause                                                    | Solution                                                                                                                                                                                                |
|----------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ADD WATER</b><br>Indicator turns on | Lack of water.                                                    | Stop the ice maker, fill the water to the MAX water line, and press the ICE/CLEAN button again to restart the ice maker. Need help? Contact support@euhomey.com if these steps don't resolve the issue. |
| <b>ICE FULL</b><br>Indicator turns on  | There is too much ice.                                            | Remove any ice cubes.                                                                                                                                                                                   |
|                                        | Blockage.                                                         | Remove any obstacles from the inside or clean the inside of the ice-storage compartment.                                                                                                                |
| <b>Ring indicator</b>                  | The ambient temperature or water temperature in the inner tank is | Please run the ice maker at an ambient temperature below 90° Fahrenheit and pour colder                                                                                                                 |
| <b>Light flashes red</b>               | too high.                                                         | water into the tank.                                                                                                                                                                                    |
|                                        | Refrigerant liquid leakage.                                       | Press the ICE/CLEAN button twice and restart the ice-making program. If this problem shows up again, please contact support@euhomey.com.                                                                |
|                                        | Cover motor is broken.                                            |                                                                                                                                                                                                         |
|                                        | Pipe in the cooling system is blocked.                            |                                                                                                                                                                                                         |
| <b>Ice-making is too slow</b>          | Hot air vent is blocked.                                          | The hot air vent must be over 6 inches away from other objects or walls.                                                                                                                                |
|                                        | Water temperature in the inner tank is too high.                  | Water temperature requirement must be between 44.6°F-89.6°F.                                                                                                                                            |
|                                        | Refrigeration system has malfunctioned.                           | Please contact support@euhomey.com.                                                                                                                                                                     |
| <b>Water leakage</b>                   | Drain plug is not in place.                                       | Put the drain plug in place.                                                                                                                                                                            |
|                                        | Pipe joint in the appliance is loose.                             | Please contact support@euhomey.com.                                                                                                                                                                     |
|                                        | The seal has reached the end of its service life.                 | Please contact support@euhomey.com.                                                                                                                                                                     |

# WARRANTY POLICY

Euhomy is dedicated to delivering top-notch products and outstanding customer service. We back our products 100% and are here to support you every step of the way.

To activate your warranty, please visit <https://euhomy.com>

To request customer service, feel free to contact us anytime!

For further support, feel free to reach out to the Euhomy support team!



1-833-362-2655(US)



[support@euhomy.com](mailto:support@euhomy.com)



<https://euhomy.com>

***Business Time: Mon to Fri, 9 AM- 6 PM (ET)***

## Euhomy 1-Year Limited Warranty

The One-Year (1) Limited Warranty is valid for purchases from this website or official Euhomy purchase channels such as Amazon, TikTok, and Walmart. It covers the original owner and product only, and it isn't transferable. For purchases made through unauthorized resellers, we recommend you contact them directly. Euhomy guarantees the unit is free of material and workmanship defects for one year from the purchase date, as long as it's used under normal household conditions and maintained per the User Manual. This is subject to certain conditions and exclusions as follows:

### What is covered?

If the original unit or non-wearable parts are found defective, as determined by Euhomy, we will arrange repair or replace it within one year from the purchase date. If you receive a replacement unit, the warranty lasts for the remainder of the original warranty.

## What is not covered?

- (a) Normal wear and tear on the unit or parts, as well as any parts lost or damaged due to human factors after delivery; replacement parts are available for purchase. Feel free to contact us using the methods provided below.
- (b) Damage from misuse, mishandling, accidents, or not following the operating instructions.
- (c) Damage caused by exposure to liquids other than water or foreign substances.
- (d) Repairs or modifications not performed by Euhomy.
- (e) Use in commercial settings or non-household environments (except for commercial models).

## How to get service?

If your appliance isn't working properly or if you need any assistance, we offer several ways for you to get in touch with us.

You can reach us by calling **1-833-362-2655** or emailing **support@euhomy.com** directly. For specific product categories, we also offer potential upgrades to enhance your warranty to our VIP service. Our phone lines are open from **Mon to Fri, 9 AM - 6 PM (ET)**, and we normally respond to emails and forms within **24 business hours**. To help us assist you better, we recommend that you register your product online at **1-833-362-2655** and have the appliance with you when you call us. If you reach out via email, sometimes our emails might end up in your spam folder, so please check there to make sure you don't miss our response. The proof of purchase will be needed when you request a warranty service. In addition to our one-year warranty, we offer lifetime technical support. After the warranty expires, you can arrange for service at an additional cost.

**Feel free to contact us anytime with any issues.**

# EUHOMY

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[support@euhomy.com](mailto:support@euhomy.com)



<https://euhomy.com>



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