



# SAPPHIRE

Adapting to Your Environment

*Ice Maker ♦ Wine Cellar ♦ Refrigerator ♦ Beverage Center ♦ Drawer Refrigerator*

## Sapphire Series 3 15" Slab-Full Dice Ice Machine Operator's Manual

**SSIM153SSPR Indoor&Outdoor Model**  
**SSIM153SSPRADA Indoor&Outdoor Model**

**SapphireAppliances.com | 1.866.754.6672**



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# SAPPHIRE

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## THANK YOU FOR CHOOSING SAPPHIRE

SAPPHIRE products were created using commercial equipment manufacturing and design expertise to forge premium residential products that target the affordable luxury market with Series 3 products, the premium market with Series 5 products, and the luxury market with Series 7 products.

*All Sapphire products are designed for household and similar applications.*

*Series 5 and 7 Products are also rated and certified for Commercial and Food Service applications.*

## For Authorized Parts or Technical Service

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# 1 SAFETY

## IMPORTANT SAFETY INSTRUCTIONS

### SAFETY DEFINITIONS

The words **DANGER**, **WARNING**, **CAUTION** and **NOTICE** are used throughout this manual to highlight important information. Be certain that the meanings of these alerts are known to all who operate and install the appliance.

#### **DANGER**

Indicates a hazardous situation that, if not avoided, *will* result in death or serious injury.

#### **WARNING**

Indicates a hazardous situation that, if not avoided, *could* result in death or serious injury.

#### **CAUTION**

Indicates a hazardous situation that, if not avoided, *could* result in minor or moderate injury.

#### **NOTICE**

*Indicates a situation that can cause damage to the appliance and/or the environment, or cause the appliance to operate improperly.*

**DANGER – Risk of Fire or Explosion. FLAMMABLE REFRIGERANT Used.**

**Do not use mechanical devices to defrost.**

**Do not puncture refrigerant tubing.**

**To be repaired only by trained service personnel.**



#### **WARNING**

##### **California Proposition 65**

Certain components in this product and its related accessories contain chemicals known to the state of California to cause cancer, birth defects or other reproductive harm.

### DISPOSAL

The appliance cannot be treated as normal domestic trash but must be handed in at a collection point for recycling electric and electronic appliances. Your contribution to the correct disposal of this product protects the environment. Further information about the recycling of this product can be obtained from your local municipal authority.



### SAFETY PRECAUTIONS

#### POWER CORD PRECAUTIONS

- Do not use the appliance if the power cord is damaged. If the power cord is damaged, have a qualified electrician replace the power cord.
- Never lift, carry, or drag the appliance by the power cord.
- Do not connect or disconnect the electric plug when your hands are wet.
- Never unplug by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.

#### MOVING PRECAUTIONS

- When moving the appliance, do not turn it upside-down and do not unlevel it more than 45 degrees.
- Do not move the appliance without emptying it and securing the door in the closed position.

#### INSTALLING PRECAUTION

- Connect to potable water supply only.

#### OTHER PRECAUTIONS

- To ensure proper ventilation for the appliance, keep obstructions away from the front of the unit.
- Keep fingers out of the “pinch point” areas. Clearance between the door and cabinet are necessarily small. Be careful closing the door when children are in the area.
- Do not touch the evaporator with your hand when the appliance is operating.
- Do not attempt to repair or replace any part of your appliance unless this manual specifically recommends it. Have a qualified technician perform all other service on the unit.
- Children 8 years of age and older and people with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance if they have been given supervision or instruction concerning use of the appliance in a safe way and they understand the hazards involved.
- Never allow children to operate, play with or crawl inside the appliance.
- Never allow children to clean and maintain the machine without supervision.
- Do not use the appliance other than for its intended purpose.
- Do not touch the condenser surfaces. They are sharp and can be easily damaged.

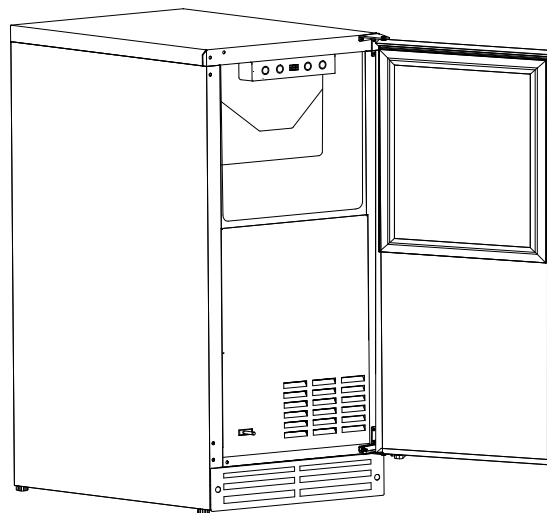
#### CLEANING AND MAINTENANCE PRECAUTIONS

- Never clean the appliance parts with flammable fluids. Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this appliance or any other appliances. The fumes can create a fire hazard or explosion.
- Do not use solvent-based cleaning agents or abrasives on the interior. These cleaners may transmit taste to the ice cubes, or damage or discolor the interior.
- If the appliance will not be used for a long time, thoroughly clean it before the next use. Carefully follow any instructions provided for cleaning or the use of sanitizing solution. Do not leave any solution inside the appliance after cleaning.

# 2

## SPECIFICATIONS

FEATURES	SSIM153SSPR	SSIM153SSPRADA
Electrical Requirements	115V/60Hz	115V/60Hz
Maximum Amp Fuse	15 amps	15 amps
Indoor/Outdoor	Indoor/Outdoor*	Indoor/Outdoor*
IP Rating	IPX4	IPX4
Ambient Operating Range	50~110°F(10°C~43°C)	50~110°F(10°C~43°C)
Water Operating Range	40~90°F (4°C~32°C)	40~90°F (4°C~32°C)
Water Pressure Operating Range	20~80psi (0.138MPa~0.55MPa)	20~80psi (0.138MPa~0.55MPa)
Water Inlet Adapter	1/4" OD compression fitting	1/4" OD compression fitting
Ice Shape	Cube	Cube
Ice Production Capacity (70°F/50°F)	70lbs (32Kg) **	70lbs (32Kg)
Ice Storage Capacity	26lbs (12kg)	26 lbs (12kg)
Ice Shape	Cube	Cube
Ice Size (LxDxH)	7/8"x7/8"x7/8"	7/8"x7/8"x7/8"
Ice Weight	about 0.4oz (11g) per cube	about 0.4oz (11g) per cube
Ice quantity per cycle	32	32
Unit Dimensions (WxDxH)	14-7/8"x24-1/2"x33-5/8" 378×622×855(mm)	14-7/8"x24-1/2"x32" 378×622×815(mm)
Cut-Out Dimensions (WxDxH)	15"x24"x34-1/2" 381×610×876(mm)	15"x24"x33" 381×610×836(mm)



\* In outdoor use, the unit must be installed under an awning or canopy and must not be exposed directly to rain.

\*\* The actual quantity of ice produced per day will vary with ambient and water conditions.

**Note:** Technical data and performance information are provided for reference only and subject to change.

# 3

## INSTALLING THE UNIT

### BEFORE USING YOUR ICE MAKER

Check to be sure you have all the following parts:

- 1 Ice Scoop
- 1 User Manual

### PLUMBING AND ELECTRICAL TIPS

- A licensed plumber must install this appliance.
- This appliance must be installed with all electrical and water connections in accordance with state and local codes.
- This unit requires a standard electrical supply properly grounded in accordance with National Electrical Code and local codes and ordinances.
- The fuse (or circuit breaker) size should be 15 amperes for 115V.
- The manufacturer recommends that you provide a separate circuit that services only your appliance. Use receptacles that cannot be turned off by a switch or pull chain.
- Plug the appliance into a grounded three-prong outlet. Do not remove the grounding prong, do not use an adapter, and do not use an extension cord.
- Do not kink, pinch, or damage the power supply cord between the ice machine and wall or cabinet.
- Before connecting the ice machine to the power source, **let it stand upright for approximately 4 hours**. Following this step will reduce the possibility of a malfunction in the cooling system brought on by handling during transportation.
- Make sure to install on level surface and ensure drain line and waterline are not kinked.

### TIPS ON MOVING AND SETTING UP THE UNIT

- Use two or more people to move and install the appliance. Failure to do so can result in back or other injury.
- Remove the packing materials and clean the appliance before using it.

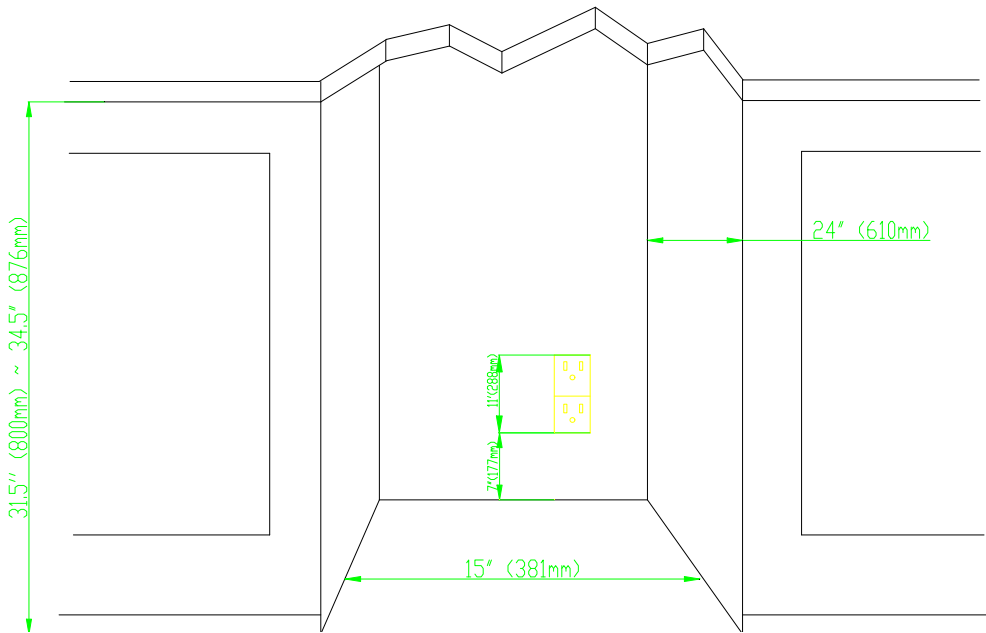
### WATER SUPPLY TIPS

- Check for leaks after connecting the water line.
- The ice machine requires a continuous water supply with a minimum pressure of 20 psi (0.138 MPa) and a static pressure not to exceed 80 psi (0.55 MPa).
- The manufacturer recommends filtering the water. A water filter helps remove taste, odors and particles. Using softened water may result in white, mushy cubes that stick together. Avoid using deionized water.
- Using a RO system may cause the water pressure to be lower than the minimum the ice machine requires.
- Ensure that the water supply hose is not pinched, kinked, or damaged during installation.



## RECESSED INSTALLATION

A built-in installation will allow you to install the ice machine under a counter or in a kitchen cabinet if you respect the required clearance space around the clear ice machine. The appliance must be located to allow clearance for water, drain and electrical connections in the rear of the unit.



## BUILT-IN CABINET DIMENSIONS

A built-in installation requires for a water line and plug clearance for proper operation. A built-in unit is designed for zero clearance at the top and each side of the unit. The unit uses fan-forced condenser cooling, which requires air circulation through the lower section of the unit. To ensure proper service access and ventilation, the unit should not have the grill openings covered. There are no additional requirements for venting at the top, side, or rear of the unit.

### NOTICE

- Ensure that the air path for the grill remains unrestricted. Any restriction of air flow through the grill will disrupt normal operation of the unit, resulting in damage to components, and voids warranty.
- # . . . . .

**⚠ WARNING****Electrical Shock Hazard**

Always disconnect power at the source before working on the unit. Failure to unplug the clear ice machine could result in electrical shock or personal injury.

- Do not touch the power plug when your hands are wet.
- Never unplug the unit by pulling on the cord. Grasp the plug and pull out firmly.

**CONNECTING THE WATER SUPPLY**

1. Turn off the main water supply. Turn on the nearest faucet long enough to clear the line of water.
2. Locate a 1/2" to 3/4" vertical cold-water pipe near the installation location. The distance should be less than 9 feet.
3. Install a shut-off valve to the main water supply. If the water pipe has a plain piece of copper tubing, attach a 1/4" O.D. compression union to the tubing and remove the nut.
4. Thread the nuts of the supplied water supply hose to the tap and water inlet valve. Access to the water inlet valve is through the opening in the rear panel. Tighten firmly by hand, then one-half turn with a wrench.
5. Turn on the main water supply and tap. Check for leaks in the water supply connection. Tighten all connections.

**ELECTRICAL CONNECTION**

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, you must properly ground this appliance. The power cord of this appliance features a three-prong grounding plug that mates with a standard three-prong grounding wall outlet to minimize the possibility of electric shock hazard from the appliance. Have a qualified electrician check the wall outlet and circuit to make sure the outlet is properly grounded. It is your responsibility and obligation to have a standard two-prong wall outlet replaced with a properly grounded three-prong wall outlet.

Always plug the appliance into its own individual electrical outlet. The voltage rating of the outlet must match the rating label on the appliance. This match provides the best performance and prevents overloading the electrical circuits, which could cause a fire hazard from overheated wires. Never unplug your appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.

Repair or replace immediately all power cords that have become frayed or damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.

When moving the appliance, take care not to damage the power cord.

If the power supply cord suffers damage, have the manufacturer, its service agent, or similarly qualified persons replace the supply cord to avoid a hazard.

**AVOIDING USE OF EXTENSION CORDS**

Because of potential safety hazards under certain conditions, the manufacturer strongly recommends that you do not use an extension cord with this appliance.

## DRAIN PUMP TEST

### **WARNING**

#### **Electrical Shock Hazard**

Be sure the floor surfaces surrounding the appliance are dry before plugging in and removing the power cord to the outlet to prevent electrical shock.

Follow these steps to test the operation of the drain pump before final installation:

1. Check the power cord and make sure it is not plugged into the outlet.
2. Place the drain hose into a suitable container that can hold at least one gallon of water.
3. Pour one gallon of water into the ice storage bin.
4. Plug the power cord into a properly grounded, polarized electrical outlet.
5. The drain pump should start and pump the water from storage bin into the container. Continue until bin empties.
6. If water does not drain check power supply, confirm nothing is blocking water from drain.
7. Once water empties unplug the power cord and complete installation

## CONNECTING DRAIN

Drain Line is attached to the unit and installed at the factory.

With Factory installed drain pump proper connection to drain is required.

It is recommended that a proper drain system include an air gap to prevent siphoning and a sanitary trap **(Check local codes to determine drain requirements)**.

Improper drain can lead to malfunctions in the ice production and void warranty.

Licensed Plumbers can assist in identifying proper drain hook up.

### **WARNING**

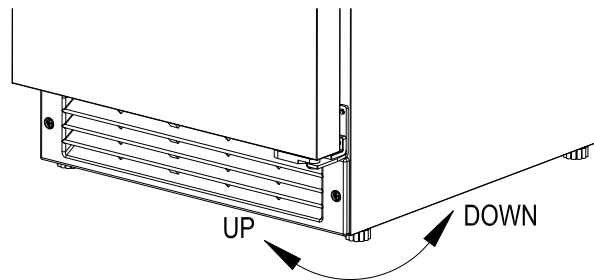
**Check Your Local Codes on Proper Drain Hook Up** Using a licensed Plumber to install Ice Machine will confirm it is installed to a proper drain system.

### LEVELING THE UNIT

#### ⚠ CAUTION

The unit will be significantly heavier once it is operational and fully loaded.

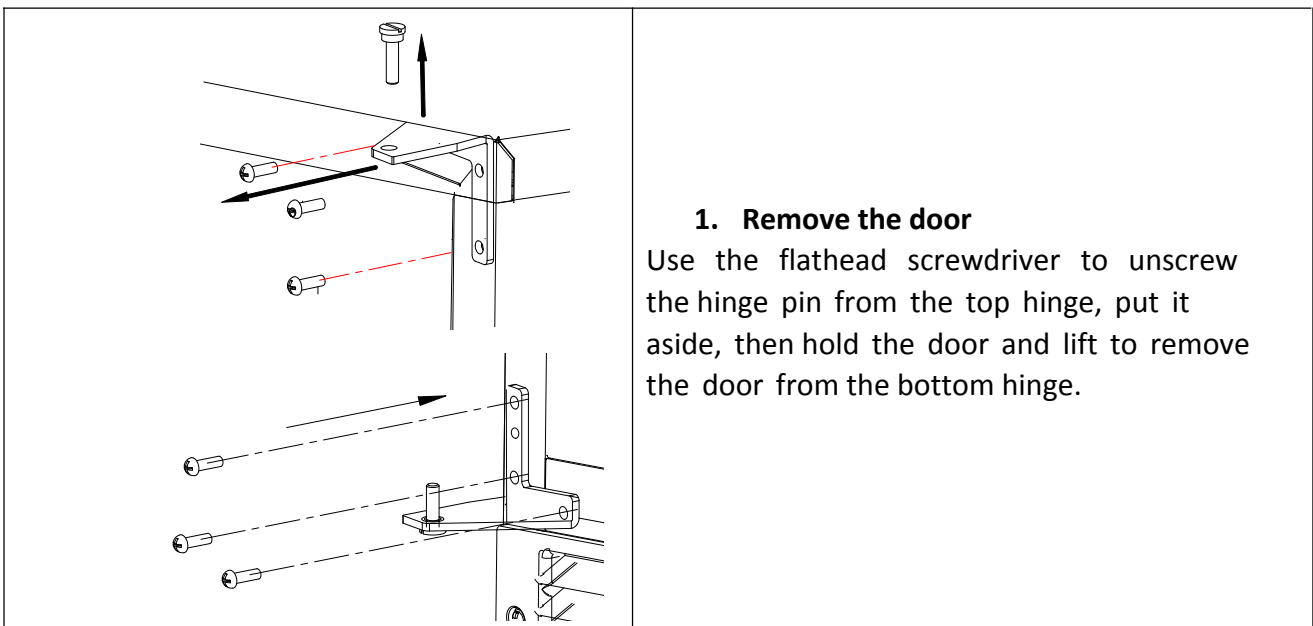
Place your ice machine on a level surface that is strong enough to support the ice maker when it is fully loaded. Level your ice maker by adjusting the legs at the front of the ice machine. If necessary, raise or lower the unit by turning the four leveling feet on the bottom.

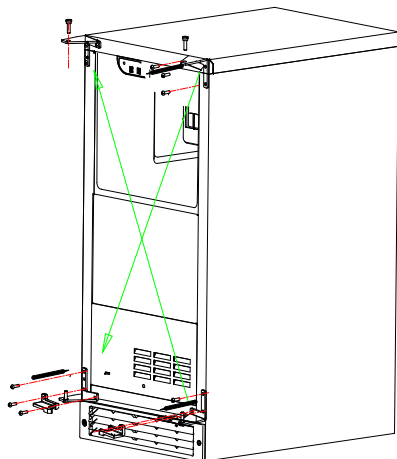


### REVERSING THE DOOR

Tools needed: flathead screwdriver, Phillips screwdriver

**IMPORTANT:** Before you begin, make sure the ice machine is unplugged.



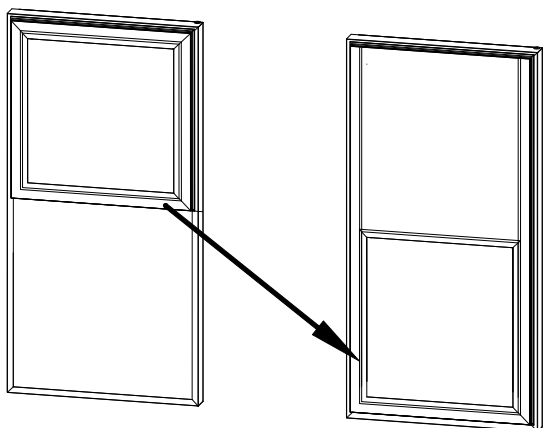


## 2. Swap the hinge locations

Use a Phillips screwdriver to unscrew the screws fixing the top and bottom hinges to uninstall them both.

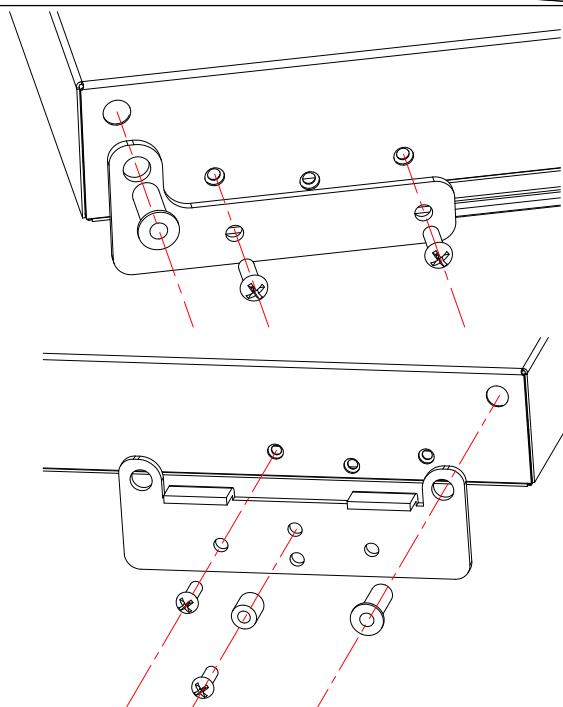
Install the bottom right hinge to the left top of the cabinet and the top right hinge to the left bottom of the cabinet. Cover the right mounting holes by the plugs just disassembled from the left.

**Note:** unscrew the hinge pin from the left top hinge for later door installation.



## 3. Re-locate door gasket

The door will rotate 180° to reverse swing, so first carefully peel off the whole door gasket from any of the corners and remove the inserts in the other side of the door liner from the mounting groove. Then swap their location, install the door gasket to the opposite side of the door and push the insert to the exposed mounting grooves. Now the door gasket is re-located.



## 4. Swap the shaft reinforcement mechanism location

Exchange their positions after rotating the door and before inserting the door to hinges.

Use a Phillips screwdriver to disassemble and reinstall it accordingly.

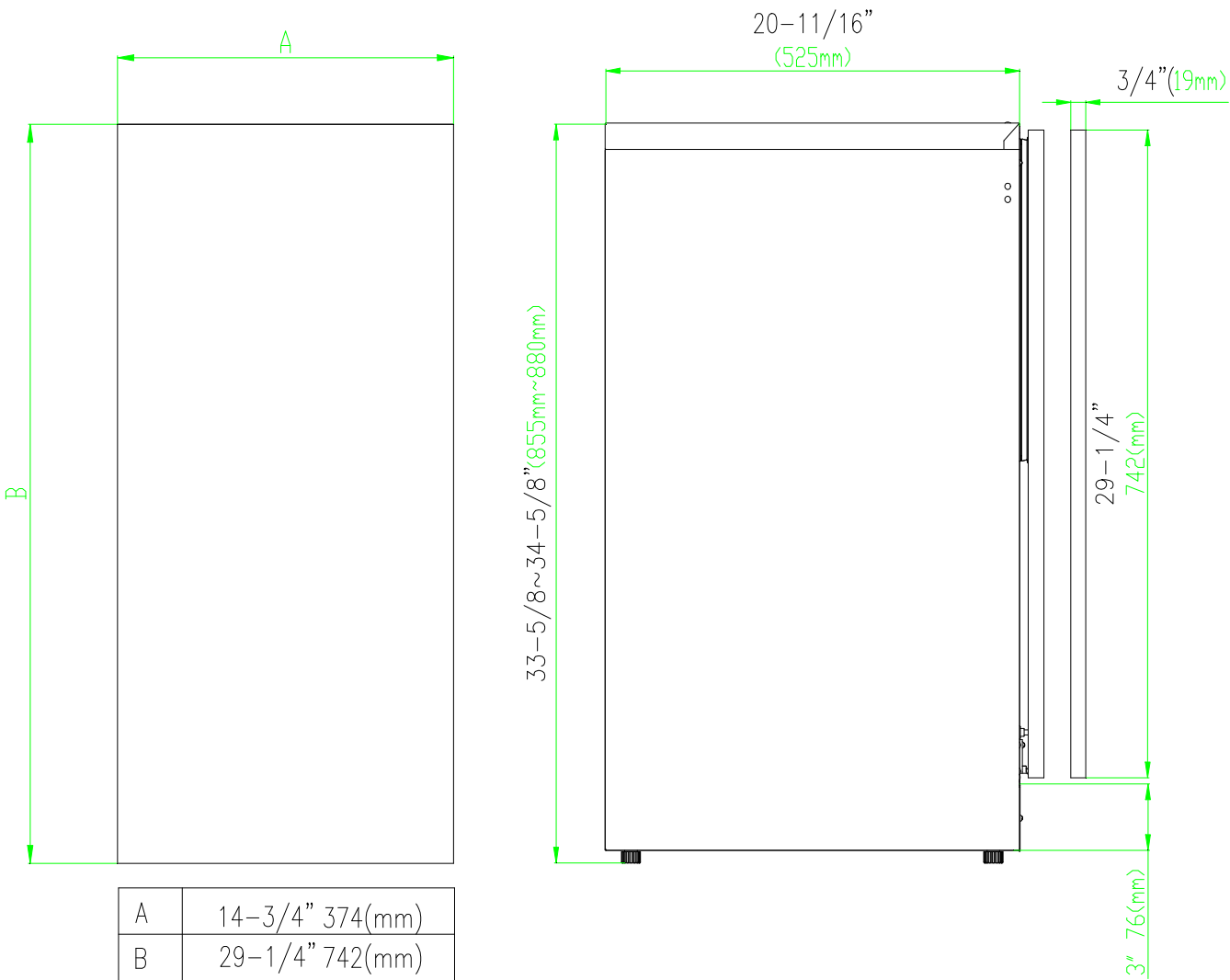
## 5. Install the door

Align the left latch block to the bottom hinge pin, insert the door. Align the pin sleeve on the top of the door to the top hinge and install the hinge pin, tighten firmly. The door reversing is complete.

CUSTOM DOOR PANEL DIMENSIONS – SSIM15PSSPR

A custom door panel can be fabricated for the appliance. Handle hardware must also be provided, if needed. Finish all sides of the custom panel. They may be visible when the door is open.

Integrated Overlay Panel

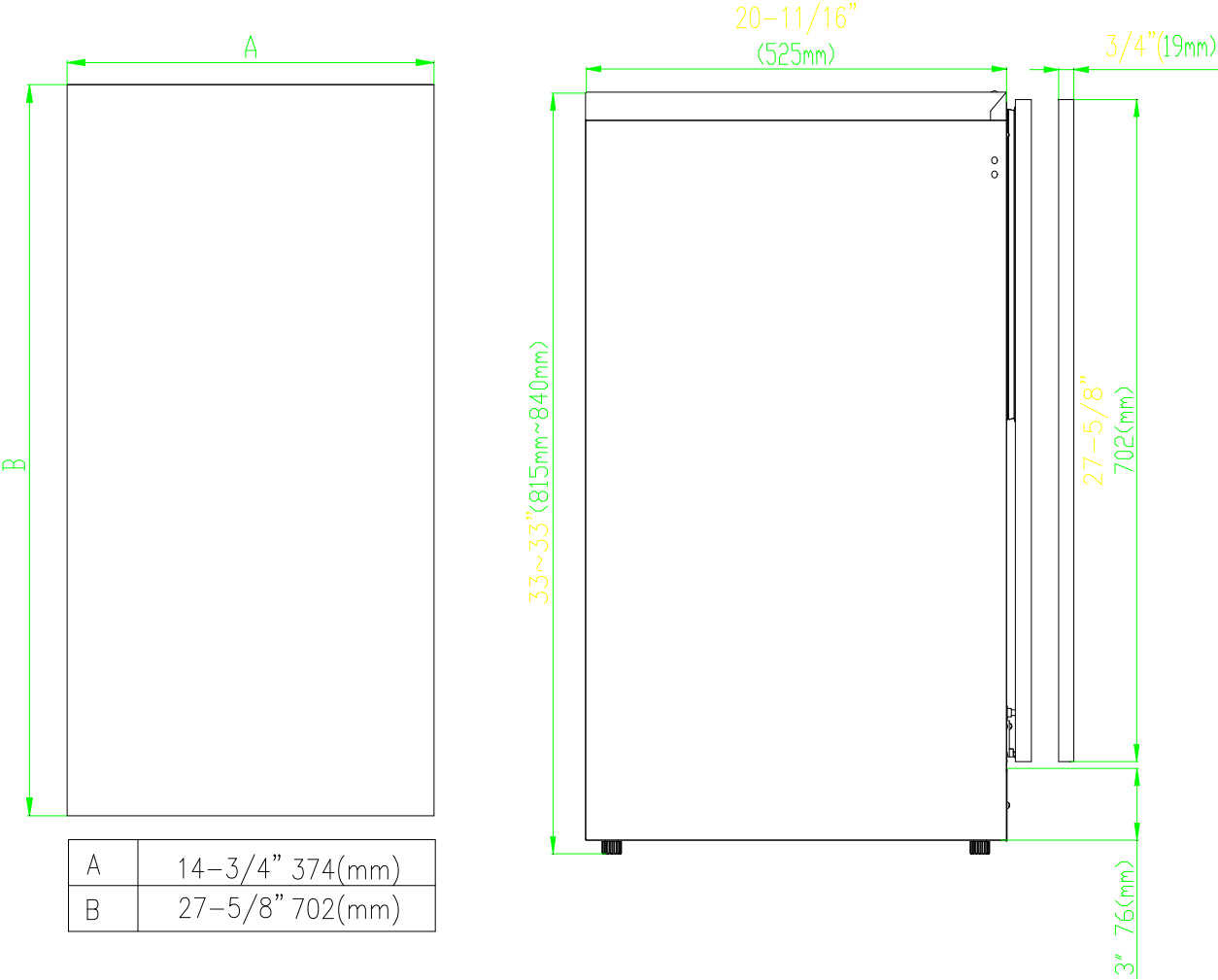


Maximum Panel Weight 25 lbs.



CUSTOM DOOR PANEL DIMENSIONS – SSIM15PSSPRADA

ADA INTEGRATED OVERLAY PANEL

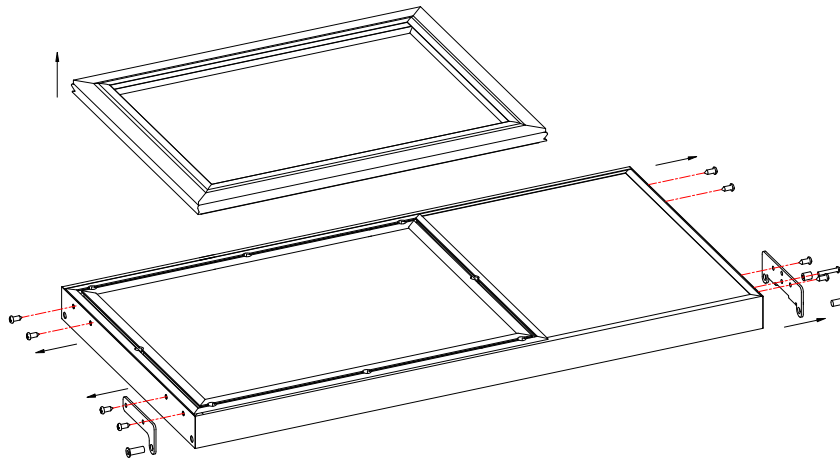


Maximum Panel Weight 25 lbs.

### INSTALLING YOUR CUSTOM DOOR PANEL

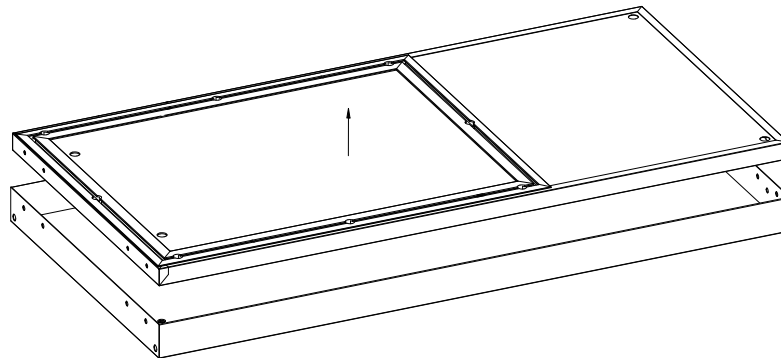
#### 1. Disassembly the door

First remove the door from the unit, then properly disassemble the shaft reinforce mechanism and decorative plugs on the other side of the door, the door handle mounting hole plugs and door handle, peel off the door gasket and the inserts in the other side of the door liner from the mounting groove to gain access to the custom door panel mounting holes.



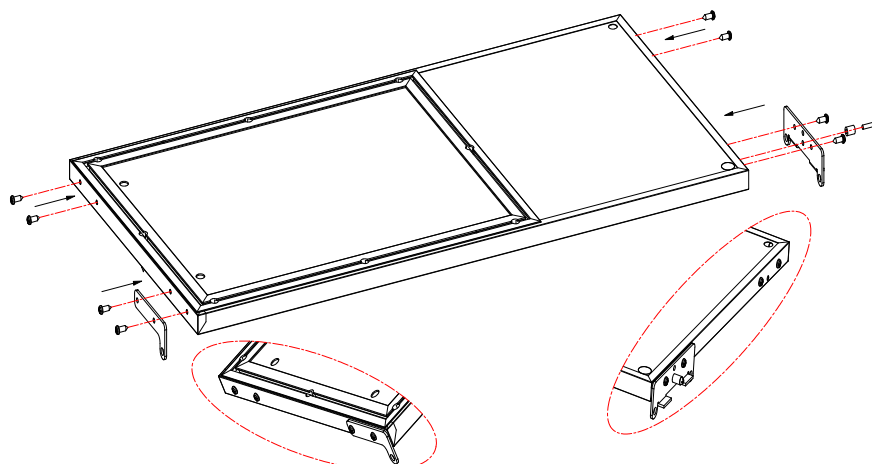
#### 2. Stripping the outer door shell

Flap the front panel to let the inner door separate from the stainless outer shell and draw it out.



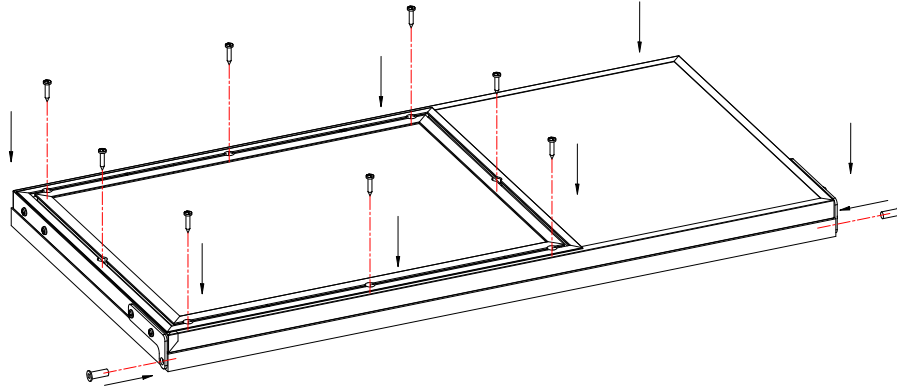
#### 3. Re-install the shaft reinforce mechanism

Install the shaft reinforce mechanism and the decorative plugs back to where they belong.



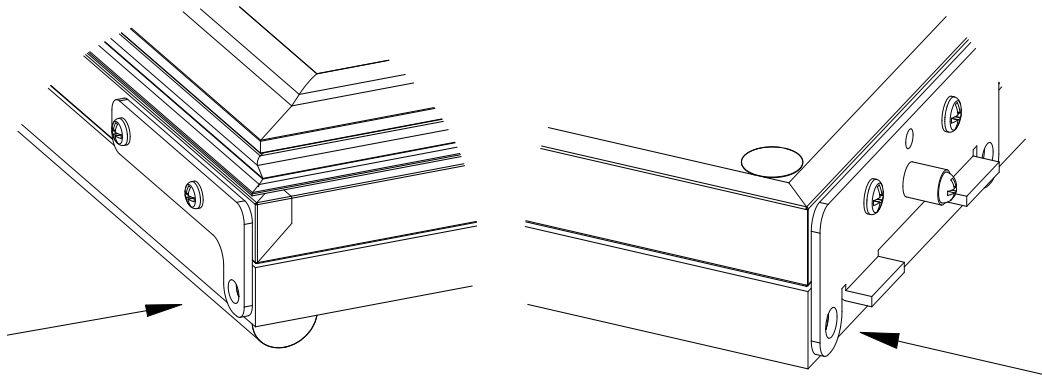
### 4. Install the custom door panel

Align the top of the custom door pane flush with the top of the door and adjust the overlap of the custom door panel so it is equal on both sides of the door. Secure the custom door panel to the door using wood screws. then put the door gasket the inserts in the other side of the door liner back. If you prefer the default handle, clamp you panel to the base door and drill mounting holes to install the handle back.



### 5. Drill the hinge holes

After the custom door panel fixed, drill the hinge holes through the shaft reinforce mechanism holes, (depth approx 7/8" ) and put the shaft sleeves back.



### 6. Re-install the door back to the unit, same as the door reversing.

# 4 OPERATING THE UNIT

## IMPORTANT: ENSURING ICE FRESHNESS AND QUALITY

- Although the unit has been tested and cleaned at the factory, discard the first batch of ice cubes due to long-term transit and storage.
- If you do not use the ice machine regularly, the manufacturer recommends emptying the ice bin periodically to ensure ice freshness.
- The ice machine produces ice in layers resulting in a clear cube. The ice may appear wet when first produced. Ice in the bin may develop surface frost which appears when the cube is placed in liquid.

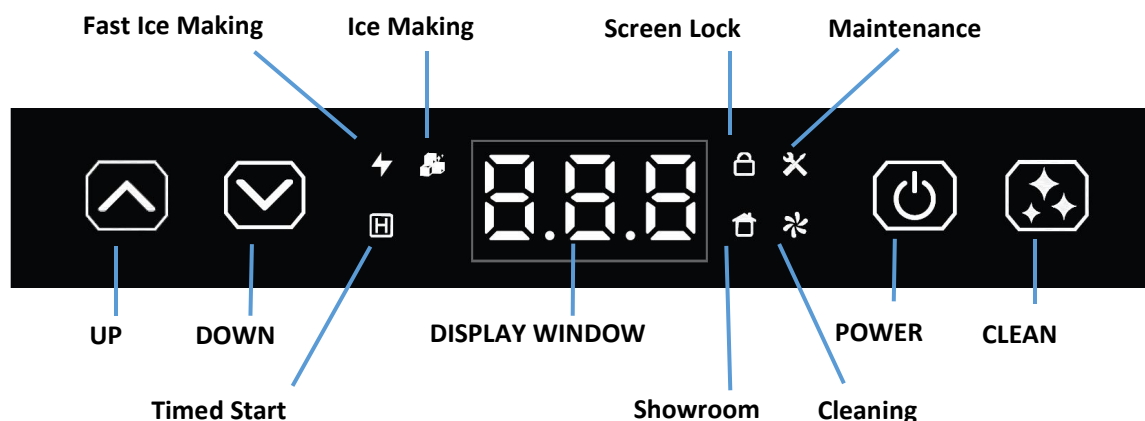
## OTHER OPERATING TIPS

- Keep the air intake and exhaust free of dust and lint to allow free air flow. With hard water, cleaning may have to be more frequent.
- Never touch the evaporator when the unit is running.
- Keep the door closed to reduce ice melting and to promote proper ice formation. Open the door only when taking ice from the appliance.
- Turn on the water supply tap before switching on the ice machine. Never turn the water supply tap off when the ice machine is working.












## ICE MACHINE PRODUCTION







Square Cube ice machine SSIM153SSPR or SSIM153SSPRADA produces Ice in a slab with 40 ice cubes all connected by an ice bridge. The ice bridge will break apart when falling into the bin but may require contact with the ice scoop to separate to single or small groups of cubes. The ice machine will continue to produce ice until ice in the bin reaches the discharge for the slab ice not allowing the harvested ice to enter the bin. Once the ice level drops in the bin the slab will fall and the ice machine will continue to produce ice.

## USING THE CONTROLS



The control panel is located at the top of the cabinet. Including a display window, 4 buttons and 7 indicators.

FUNCTION	OPERATING	
Turn ON		<p><b>Press POWER to turn ON the unit.</b> The unit will automatically start making ice and display <b>ICE</b> on ice making, <b>HAR</b> on ice harvesting, <b>FULL</b> on ice full. The Ice Making Indicator will light up during ice making cycle.</p>
Turn OFF		<p><b>Press and hold POWER for 3 seconds to turn OFF the unit.</b> The unit will standby and display <b>OFF</b>.</p>
Adjust the ice cube size	 	<p><b>Press and hold UP or DOWN over 3 seconds to enter ICE SIZE ADJUSTING. Then press UP or DOWN to switch settings.</b> Window will display <b>1</b> to <b>6</b> (min to max). <b>3</b> is the default ice size. The setting will be saved after 7 seconds.</p>
Fast Ice Making	 	<p><b>Press and hold UP and DOWN over 3 seconds to turn ON/OFF the Fast Ice Making function.</b> The fast ice making indicator will light, during this mode the ice making cycle will be shorter.</p>
Timed Ice Making	 	<p><b>Press and hold POWER and CLEAN over 3 seconds on Standby to turn ON/OFF the Timed Ice Making function.</b> When entering the timer setting, press <b>UP</b> or <b>DOWN</b> to select from <b>1</b> to <b>12</b> hours to set the timer. The setting will auto save after 10 seconds. The ice maker will not operate during this time and will resume operating when the timer expires. The window will display countdown time in hours and the Timed Start Indicator will light. <i>*Press POWER again to cancel the countdown and immediately start ice making.</i></p>
Cleaning		<p><b>Press and hold CLEAN over 3 seconds to turn ON/OFF the CLEANING function.</b> Once start, window display <b>CLE</b> and the Clean Indicator will light. The clean cycle will run for 30 minutes and then exit to standby. <i>*This function can only start on standby.</i></p>
Sabbath	 	<p><b>Press and hold UP and CLEAN over 6 seconds to turn ON/OFF the SABBATH function.</b> Display will be shut off and the interior light and any audible sound are also disabled in SABBATH MODE.</p>

Showroom	 	<p>Press and hold <b>DOWN</b> and <b>CLEAN</b> over 6 seconds on standby to turn <b>ON/OFF</b> the <b>SHOWROOM</b> mode.</p> <p>The Showroom Indicator will light up.</p> <p><i>*This mode is for dealers to display the unit, only the light and the evaporator fan will function in this mode, all alarms are disabled except the door open alarm.</i></p>
Screen Lock	 	<p>Press and hold <b>POWER</b> and <b>CLEAN</b> over 6 seconds to turn <b>ON/OFF</b> the screen lock.</p> <p>The Screen Lock Indicator will light up and the screen will be locked.</p>
Firmware Version & System Recovery	 	<p>Press and hold <b>DOWN</b> and <b>POWER</b> to display firmware version <b>A3</b></p> <p>Hold <b>OVER 6 seconds</b> to reset all settings to default.</p> <p><i>*The firmware version is subject to change.</i></p>

### EXPECTING NORMAL SOUNDS

Your new ice machine may make sounds that are not familiar to you. Hard surfaces like the floor and walls can make the sounds seem louder than they actually are. The following describes the kinds of sounds that might be new to you and the source of those sounds:


- The high-efficiency compressor may make a pulsating or high-pitched sound.
- Water running from the evaporator to the water reservoir may make a splashing sound.
- As each cycle ends, you may hear a gurgling sound due to the refrigerant flowing in your ice machine.
- Rattling noises may come from the flow of the refrigerant, the water line or Items store on top of the machine.
- You may hear the sound of the condenser fan forcing air over the condenser.
- During the harvest cycle, you may hear the sound of ice cubes falling into the ice bin.

### PANEL DISPLAY NOTIFICATION

Below notifications will sound the alarm except the Ice full stop.

Self-diagnosis Pass	<b>888</b>	Only displays on the beginning of the working cycle.
Filling Water	<b>FL</b>	
Ice Full Stop	<b>FUL</b>	<p>If the ice storage bin is full, the unit will automatically stop.</p> <p>Remove the ice and the unit will start making ice after 3 minutes.</p>
Door Ajar Alarm	<b>dor</b>	<p>If the door is not closed completely for 5 minutes, the panel will begin displaying '<b>dor</b>' with alarm sound. This alert is automatically cleared when the door is closed or any button is pressed.</p>



<b>Clean Reminder</b>		When the unit has worked for approximately 6 months without running the CLEANING program, the panel will be flashing 'CLE' as the reminder. Run CLEANING function to clear the alarm.
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## DEALING WITH POWER FAILURE

Most power failures are corrected within a few hours and should not affect the temperature of your ice machine if you minimize the number of times you open the ice machine door. If the power is going to be off for a longer period of time, take the proper steps to disconnect your appliance.

**Note:** When the ice machine is operating, the evaporator is the only component that is cold to make ice. A power failure will only impact the machine from making ice. The ice in the bin will slowly melt as normal and the drain pump will not operate without power so the bin could fill with water as ice melts.

## FAULT ALARM AND ERROR CODES

When the unit detects an error, it will sound the alarm and display the below error codes, the maintenance indicator will also light up. Please provide the error codes when contacting service.

FAULT ALARM	ERROR CODES
Evaporator temperature sensor failure	E1
Condenser temperature sensor failure	E2
Long harvest alarm	E4
Long Ice Making alarm	E6
Drain pump failure	PUE
High ambient temperature	H10

The ice machine will keep running on E1, E2 error with the RUN indicator flashing and will completely stop working on the rest of the errors. Check "troubleshooting" for easy self-diagnosis to try clearing some error codes.

# 5

## CARE AND MAINTENANCE

### CLEANING AND MAINTAINING THE UNIT

Perform periodic cleaning and proper maintenance to ensure efficiency, top performance, and long life. The maintenance intervals listed in this manual are based on normal conditions. You may want to shorten the intervals if you have pets or if you have other special considerations.

- Periodically vacuum dust and dirt from the condenser, which is located behind the grill at the bottom front of the unit.
- Regularly inspect plumbing connections to ensure that no leaks exist.
- Disconnect the water supply line if the ice machine will not be used for a long period of time.
- Never keep anything in the ice storage bin that is not ice. Objects such as wine and beer bottles are not sanitary and could damage the interior.

### CLEANING THE UNIT'S EXTERIOR

Clean the door and cabinet with a mild detergent and warm-water solution, such as 1oz. (28 g) of dish-washing liquid mixed with 2 gallons of warm water. Do not use solvent-based or abrasive cleaners. Use a soft sponge and rinse the unit with clean water. Wipe the unit with a soft, clean towel to prevent water spotting.

Clean stainless steel with a mild detergent, a warm-water solution, and a damp cloth. Never use an abrasive cleaning agent.

### RUNNING THE CLEANING CYCLE

Minerals that are removed from the water during the freezing cycle will eventually form a hard, scaly deposit in the water system and cleaning the system regularly helps remove the mineral scale buildup. How often to clean the system depends upon how hard your water is or how effective a water filtration system may be. With hard water of 15 to 20 grains/gal, you may need to clean the system more often. Normal timing will range from 3 to 12 months depending on water, use and environment.

## STEPS TO RUN ICE MACHINE CLEAN CYCLE

1. Turn off ice machine - press power on/off button
2. Remove Ice from bin    evaporator
  - a. Wait for ice to melt off evaporator, leave the door open ( approximately 30 to 60 Minutes)
  - b. Remove remaining ice from the bin. (discard or store in a freezer until cleaning is complete)
3. Remove evaporator cover to expose evaporator and water trough
4. Pour 1 to 2 oz. of Nickle Safe Ice Machine Cleaner in the Water Trough (more cleaner depending on scale and timing in between cleanings)
  - a. Press and hold Power on/off button to power unit back on
5. Press Light Button for over 3 seconds to enter cleaning cycle – **CLE** will be displayed
  - a. The unit will now run cleaning cycle for 30 minutes
  - b. If excessive scale has built up, a second cleaning cycle may be required. Repeat Steps 4-5
6. After the cleaning cycle is complete.
7. Check to see if scale is visible on other parts in the interior of the ice machine. If so move to step 7 or if no visible scale move to step 8. Make a solution of 1-2oz of Nickel Safe ice machine cleaner with 2 quarts of water, then use a sponge or rag to wipe the interior of the bin, water reservoir, tubing, evaporator cover, and back of the door **DO NOT WIPE OR TOUCH THE EVAPORATOR.**
  - a. After wiping down is complete create a solution of 1 Tablespoon Bleach in 1 Gallon of warm water. This solution will remove the ice machine cleaner. Repeat the wipe down with this solution. (Be careful of using other cleaners to avoid possible chemical reactions)
  - b. Now using just water gently rise the same parts. Again, **DO NOT TOUCH OR PUT WATER ON THE EVAPORATOR.**
8. Reinstall the Evaporator Cover
9. Turn power on – press power on/off button
  - a. Machine will move into ice making mode.
10. Discard the first 2 harvests of ice, which will take around 60 Minutes..

Your Ice Machine is now clean and ready to make ice again.

### **WARNING**

#### **Out of the Ordinary Ice Production**

**Please note that the ice production following a cleaning cycle could produce excessive splashing and or uneven/irregular shaped ice cubes. This is normal and should correct after several harvests.**

## CLEANING THE UNIT'S INTERIOR

When necessary, defrost and thoroughly clean the inside of the unit with mild soap and water. Do not use electrical heating devices or sharp or pointed tools when defrosting the unit.

When defrosting or leaving the unit turned off, leave the door propped open. Leaving the door open allows air to dry the inside of the cabinet, reducing the chance for mildew and damage to mold mechanism's components.

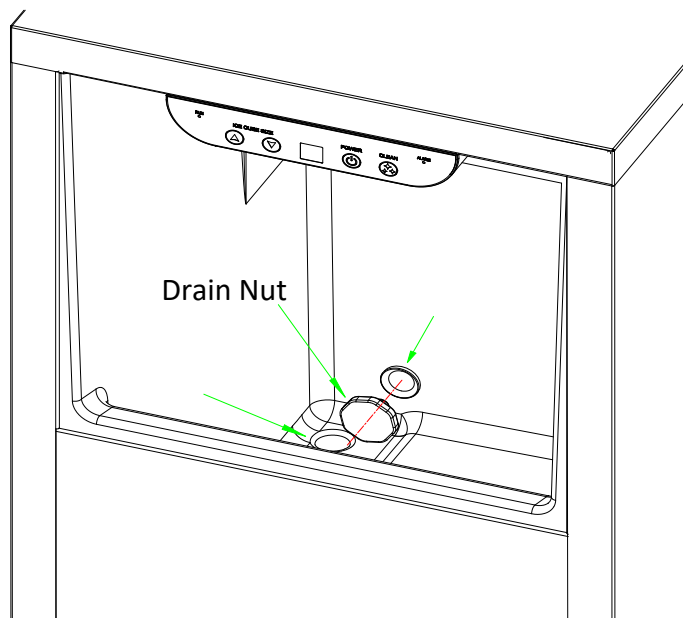
## EXTENDED PERIODS OF NON-USE

**⚠ WARNING****Electrical Shock Hazard**

Always disconnect power at the source before working on the unit.

Note: Do not winterize this unit with ANY type of anti-freeze damage to the mold coating will occur, invalidating product's Limited Warranty and creating potential health hazard.

1. Turn off the water at the main water supply.
2. Disconnect the water supply line from the water inlet of the ice machine.
3. Remove any remaining ice from the storage bin.
4. Unscrew the drain nut of the water trough to drain the water into the bin, then let the remaining water drain out through the drain hole on the bottom of the bin. For gravity drain models, move to the next step. For models with drain pump, listen for the pump to turn on and run, draining the remaining water. If you do not hear the drain pump run, pour some more water into the ice bin to trigger the pump to turn on. Once the pump has turned on, run, and then turned off, the water is sufficiently drained.



5. Turn the unit off and unplug the power cord.
6. Leave the door propped open to allow for circulation to prevent mold and mildew.
7. Leave the water supply line disconnected, and the power cord unplugged until ready for use.

NOTICE: Never pull on the power cord to unplug the appliance from the electrical outlet. Grasp the plug of the power cord and pull out firmly.

### RECOMMISSIONING THE UNIT

1. If stored outside, it is recommended that the unit be thoroughly inspected to remove any dirt or debris as well as for animals/insects.
2. Connect the water supply line, turn on the water, check for leaks, and then restore power to the unit.
3. It is recommended to clean the unit after long-term storage by following the instructions on pages 20 - 22

### STARTING UP THE UNIT

1. Turn on the water, check for leaks, and then turn on power.
2. Turn on the unit by pressing the power button.
3. The water inlet valve will turn on immediately to supply water to the unit. The water pump and compressor will turn on later (approximately 5 minutes) to initiate the ice making cycle. If the machine was shut-off while in the ice-harvesting cycle, make sure the ice is harvested before starting up the unit.
4. The first harvest of ice should occur within 60 minutes of start-up.
5. After the unit purges air from the lines, normal harvesting and refilling occur every 40 minutes or less, under normal conditions.

# 6

## TROUBLESHOOTING

### Before Calling for Service:

If the unit appears to be malfunctioning, read through the “Operating the unit” section of this manual first. If the issue persists, check the Troubleshooting Guide below. Some of the problems mentioned in the Troubleshooting Guide can be solved easily without a service call.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The machine won't operate.	The ice machine is unplugged. The power switch is OFF. The ice storage bin is full of ice.	Plug the ice machine in. Verify that the control unit is properly programmed. Remove some of the ice.
The compressor works abnormally with a buzzing noise.	The voltage is lower than recommended.	Stop the ice machine and do not restart until the voltage is normal.
The water doesn't feed in after the ice machine starts. (possible error codes E4)	The water supply is turned off. The water supply pipe is not properly connected. Water inlet valve malfunction	Turn on the water supply tap. Reconnect the water supply pipe. Contact Service.
Machine makes ice, but at a very slow rate. (possible error codes HI).	The condenser may be dirty. The air flow to the ice machine may be obstructed. The ambient temperature and water temperature are high, or it is near with some heat source.	Clean the condenser. Check the installation to ensure the air flow to the ice maker is not blocked. Check the installation to ensure the ambient temperature is in the proper range.
Water is leaking out of the unit. (possible error codes E4)	A few water droplets are on the door. The water supply connection is leaking.	Under some conditions, humidity may condense on the door. Consider moving the unit or just be more careful when you open the door. Tighten water supply hose fitting.
Cubes are partially formed and are white at the bottom. (possible error codes E4)	There is not enough water in the water bin. Cycle was disrupted	Check if the water supply pressure is below 20 psi. Check the water supply. It may be restricted. Check for a water leak at the water trough.



PROBLEM	POSSIBLE CAUSES	SOLUTIONS
Noise during operation.	The feet are not leveled. Certain sounds are normal.	Level the feet. See “Leveling the Unit”. See “Expecting Normal Sounds”.
The ice made is too large and has pieces sticking together.	The water temperature in the storage tray or ambient is too low.	Stop the machine and reset the ice-making cycle. Restart the machine after turning it off.
Conditions for the ice making cycle are right but no ice is made.	The refrigerant leaks and/or the sealed system is blocked. Water pressure is not properly set.	Contact Service. The recommended water pressure is 58 psi. Pressures must not fall below 20 psi and static pressure must not exceed 80 psi.
The ice machine stops suddenly while making ice.	The electricity is off. The room temperature is out of the stated range.	Reconnect the power supply line. Cut off the electricity and let the ice machine stop working until the temperature returns within the stated range.
The body of the ice machine is electrified.	The ground line is not in the sockets.	Use the correct plug and outlet.
Scale builds up quickly inside the machine.	The calcium level in the water is too high.	Use a water-softening apparatus installed in front of the water inlet valve.

# WARRANTY

## LIMITED WARRANTY COVERAGE

The Legacy Companies, warrants to the original purchaser of its Sapphire products that they will be free from defects in materials and workmanship for the following time periods from the date of purchase shown on the sales receipt:

**Two (2) year parts & on-site labor**

**+ Three (3) additional years, parts only on the compressor**

## WARRANTY EXCLUSIONS

**NO CONSEQUENTIAL DAMAGES:** SAPPHIRE and The Legacy Companies are not responsible for any economic loss or special, indirect or consequential damages including without limitation loss of revenue and loss or damage arising from food or product spoilage claims.

**WARRANTY IS NOT TRANSFERABLE:** This warranty is not transferable or assignable and applies only to the original verified purchaser.

### **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR SERVICE:**

There are no other warranties statutory, express, or implied. This Limited Warranty is the exclusive warranty and made in lieu of all other warranties including any implied warranties or any warranties of merchantability or fitness for a particular purpose.

**FILING WARRANTY CLAIMS:** All warranty claims for SAPPHIRE products must be made directly through The Legacy Company's Technical Service Department. All claims should include model and serial number, proof of purchase, date of installation, location purchased, and all pertinent information supporting the existence of the claim.

**IMPROPER ELECTRICAL AND WATER CONNECTIONS:** SAPPHIRE and The Legacy Companies are not responsible for the repair or replacement of any failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage or voltage spikes to the unit. Likewise, repair or replacement attributable to low water pressure, high water pressure or contaminated water are not covered by this Limited Warranty.

**IMPROPER USAGE:** Neither SAPPHIRE nor The Legacy Companies assumes liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain the product as set forth in the owner's manual provided.

**ADJUSTMENTS & CALIBRATIONS:** Adjustments including calibrations, leveling, tightening of fasteners, or utility connections normally associated with the original installation are the responsibility of the reseller, installer or the end user and not the responsibility of SAPPHIRE or The Legacy Companies and will not be considered warranty issues for this Limited Warranty.

**CONSEQUENTIAL DAMAGES:** This warranty does not cover any defect due to, or resulting from, ordinary wear and tear, handling, abuse, misuse, or harsh chemical action, nor shall it extend to any product from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood, fire, earthquake or other Acts of God.

**OUTSIDE U.S. & CANADA:** This warranty does not apply to, and SAPPHIRE and The Legacy Companies are not responsible for any warranty claims made on products sold or used outside of the United States and Canada or any territories of the United States of America.

### **ALL REPAIRS AND SERVICE MUST BE MADE BY A SAPPHIRE AUTHORIZED TECHNICIAN**

Customer Service: 1.866.754.6672  
SAPPHIRE Appliances The Legacy Companies  
3355 Enterprise Avenue, Suite 160, Weston, FL 33331  
email [sapphireappliances.com](mailto:sapphireappliances.com) [SapphireAppliances.com](mailto:SapphireAppliances.com)

NOTES





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