⚠ WARNING!

❗ USER ACTION!

TRUE tracks the history of your appliance by its serial number. For easy reference, record your appliances full model name and serial number below. This information is on your serial label. Serial label location varies by appliance.

Model Name:

Serial Number:

True Manufacturing Co., Inc.

2001 East Terra Lane • O'Fallon, Missouri 63366-4434
(636) 240-2400 • FAX: (636)-272-2408

International FAX: (636)-272-7546 • (800)-325-6152

Parts Department: (800)-424-TRUE (424-8783)
Parts Department FAX: (636)-272-9471

Contact Us

Warranty Phone: +1 855-299-3510
Warranty Email: CommercialIceWarrantyInquiries@truemfg.com
Technical Phone: +1 888-783-1429
Technical Email: CommercialIce@truemfg.com

THANK YOU

FOR YOUR PURCHASE

Dispenser Bracket 38
Ice Level Sensor Setup 38
Initial Sanitizing 40
Installation & Setup Checklist 41

Ice Machine Operation
Control Display Modes & Operation 42
Basic Screen & Icon Definitions 44
Reset Reminders 50
Adjust Reminder Settings 50
Startup 52
Adjust Ice Thickness 52
Sequence of Operation 54
Schedule Operation 55
Adjust for Water Quality 57
Cleaning Navigation 58

Maintenance & Servicing
Refrigerant Handling 61
Removal from Service & Winterization 63
Cleaning the Ice Level Sensor 64
TrueZone™ Air & Surface Clean-In-Place (CIP) System 64
Recommended Cleaning Frequency 67
Exterior Cleaning 68
Descaling & Sanitizing Procedures (biannually) 68
Preventative Maintenance Descaling & Sanitizing Procedure 74
Troubleshooting 77

Warranty
Tm 459 .....

Installation & Setup Checklist

- ❑ Is the ice machine located where the ambient temperature is within 35˚-110˚F (1.7˚- 43.3˚C) and the water temperature within 35˚-110˚F (1.7˚-43.3˚C) all year around?
- ❑ Have you connected the modem wires and antenna as shown on pg. 36?
- ❑ Have you enabled the TOF sensor and set the ice storage bin as shown on pg. 38?
- ❑ Is the ice machine level?
- ❑ Does the ice machine have the proper clearance for air circulation and service? See "Ice Machine Location Requirements" (pg. 23).
- ❑ If present, are the air filter and blank cover installed on the correct side to meet clearance requirements?
- ❑ Have all shipping materials been removed from the ice machine's exterior and interior?
- ❑ Is the ice machine on a dedicated electrical circuit?
- ❑ Have all electrical and water connections been made?
- ❑ Do electrical and water connections meet applicable laws, codes, and regulations?
- ❑ Has the power supply voltage been checked or tested against the nameplate rating?
- ❑ Has a proper ground been installed to the ice machine?
- ❑

Preface

The warning, guidelines, and recommendations within this document are meant to prevent appliance damage, injury, or death. Please carefully read all warnings, guidelines, and recommendations before proceeding to ensure the continued safe use and maintenance of your TRUE ice machine.

Signal & Symbol Definitions

Below are symbols you may see in this document. Some symbols may not appear.

Signal Word Definitions	
⚠ DANGER!	An imminently hazardous situation which, if not avoided, will result in serious injury or death.
⚠ WARNING!	A potentially hazardous situation which, if not avoided, can result in serious injury or death.
⚠ CAUTION!	A potentially hazardous situation which, if not avoided, may result in minor or moderate injury;

Preface

Additional Symbols	
	Mandatory action alert symbol; alerts reader to required or recommended actions. Obey all messages and recommendations following this symbol to avoid appliance or product damage.
NOTICE ›	Important information not related to hazards or risk of personal injury.

Important Safety Information

⚠ WARNING!

Important Safety Information (cont.)

⚠ DANGER!	
	DO NOT allow children to play with or in the appliance. Child entrapment or personal injury can occur.

Important Safety Information (cont.)

⚠ DANGER!	

Important Safety Information (cont.)

⚠ DANGER!	

Important Safety Information (cont.)

⚠ DANGER!	
	High Voltage Inside! Open circuit voltage and voltage to ground 600v.

Notes

About Your Ice Machine & Installation Requirements

!

Thank you for choosing True Manufacturing to meet your refrigeration needs. True highly recommends a qualified technician and electrician install your ice machine to ensure correct installation. The cost of professional installation is money well spent. Only qualified technicians should install and service the appliance.

For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at:

www.truemfg.com/support/service-locator/.

True is solely the appliance manufacturer and is not responsible for installation.

Proper installation, care and maintenance are essential for maximum performance and trouble-free operation of your equipment. The appliance owner is responsible for proper installation and maintaining the ice machine as described in the document. Routine care and maintenance procedures are not covered by True's warranty. Visit our website for manual updates and translations:

www.truemfg.com/support/manuals/.

Model Nomenclature

Model Family
TCIM (True Cube Ice Modular)

Width
(in)

Condenser Type
A (Air)

Version

Option
0 (No TrueZone™, no True Connect)
1 (TrueZone™, True Connect)
2 (TrueZone™, No True Connect)
3 (No TrueZone™, True Connect)

TCIM-422-HA1-A~T-0

Ice Capacity
(x100 lb/day)

Cube Size
H (Half; Small)
F (Full; Medium)
L (Large)

Electrical Configuration
1 = 115V/60Hz/1Ø
2 = 230V/60Hz/1Ø
3 = 230V/50Hz/1Ø

Exterior
T (TrueTech Clear)
S (Stainless Steel)
030 (White)
027 (Black)

Fig. 1. TCIM model nomenclature diagram.

About Your Ice Machine & Installation Requirements (cont.)

Ice Machine Specifications

Air-Cooled Ice Machine Specifications*						
Model	24 Hour Production		Min./Max. Batch Weights	Potable Water Consumption (90˚F Air/ 70˚F Water)	Electrical	

About Your Ice Machine & Installation Requirements (cont.)

- Ice Machine is not suitable for outdoor use.
- Before connecting your ice machine to the power supply, verify the incoming voltage (±5%) and the amps match the operation ratings on the appliance's nameplate and rating labels. Correct improper incoming voltage or amps immediately. See "Label Locations" (pg. 15) and "Cord Specifications" (pg. 30).
- Before connecting your ice machine to the power supply, verify the power supply is correctly grounded. If the power

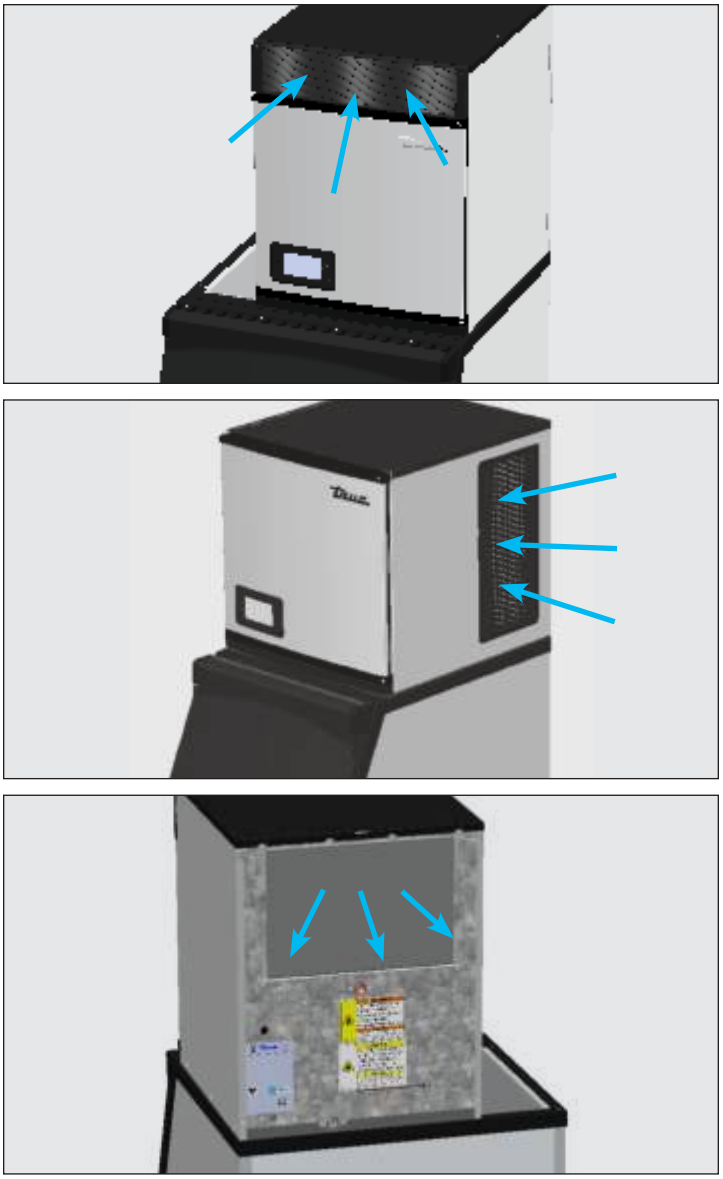
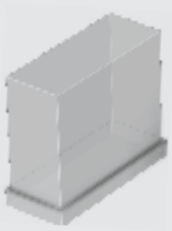


Fig. 1. Air flows into the front/sides and out the rear.

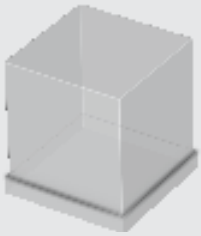
About Your Ice Machine & Installation Requirements (cont.)

Cube Size

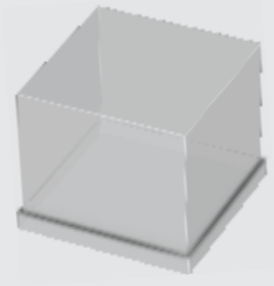
TRUE Ice Machines produce ice in three different cube sizes: Half (small), full (medium), and large. The cube size is part of your full model name. See dimensions in fig. 1.



Half (Small)
7/16" x 1-1/8" x 7/8"
(11.1 x 28.6 x 22.2 mm)



Full (Medium)
7/8" x 7/8" x 7/8"
(22.2 x 22.2 x 22.2 mm)



Large
1-1/8" x 1-1/8" x 7/8"
(28.6 x 28.6 x 22.2 mm)

Fig. 1. Cube sizes and their dimensions.

About Your Ice Machine & Installation Requirements (cont.)

Basic Screen & Icon Definitions

For more information on screen and icon definitions, see "Control Display Modes & Operation" (pg. 42).

Home Screen

The default display screen.

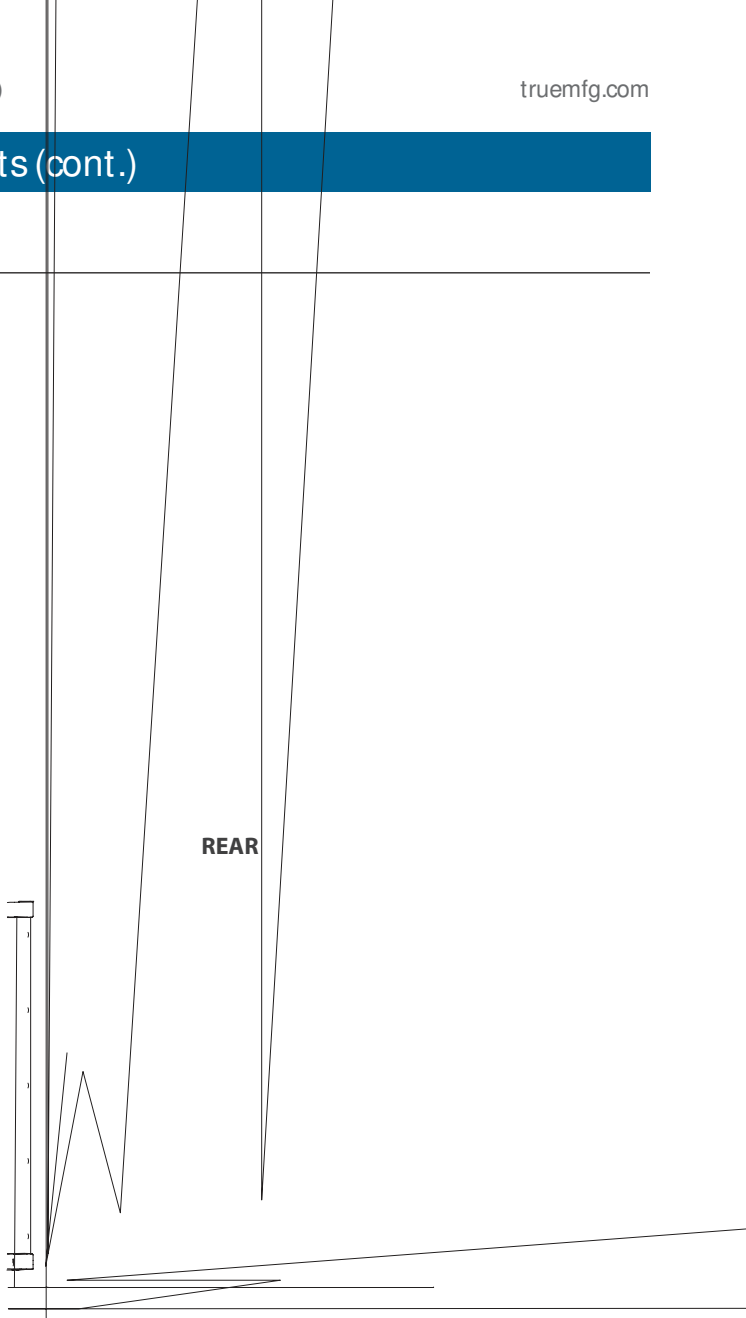
Manual Screen

Allows for manual operation of the four modes pictured.

Parts of the MAIN Screen	
A	**Make Ice:** Starts the Ice Making Sequence
B	**Clean:** Starts the Cleaning Sequence
C	**Preventative Maintenance Timers:** Opens "Counters" Screen
D	**Manual Options:** Opens "Manual" Screen
E	**Remote Monitoring:** Displays Remote Monitoring QR Code
F	**Menu:** Opens "Menu" Screen
G	c(e)-5.7 (en-US713l)1.8 (s")- (d)-6.5 (e)]TJ ET EMC /P <</Lang (3)BDC 346 T E3 Tm

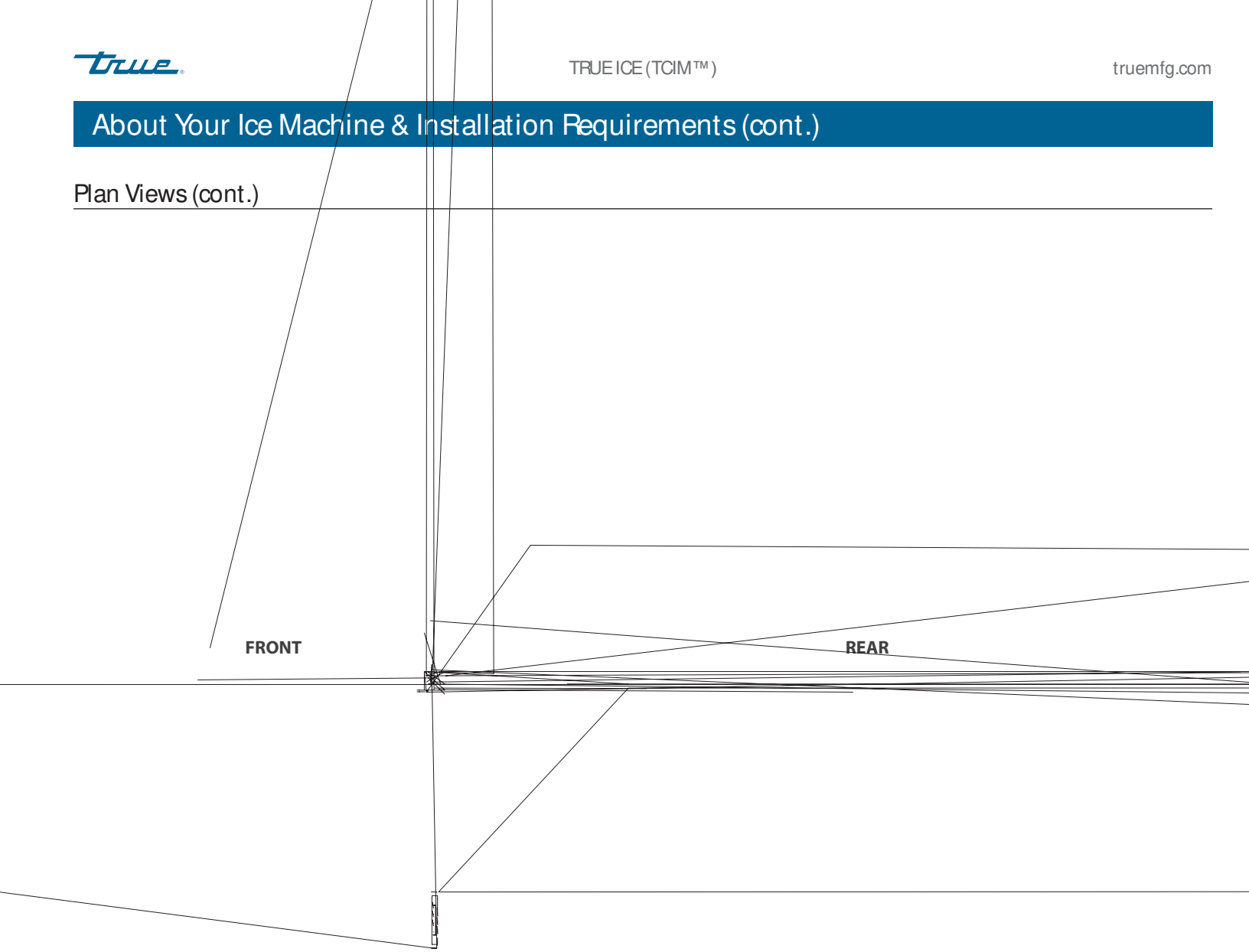
About Your Ice Machine & Installation Requirements (cont.)

Plan Views



About Your Ice Machine & Installation Requirements (cont.)

Plan Views (cont.)



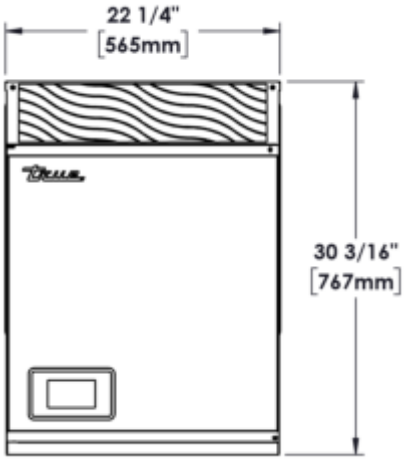
TOP

BOTTOM

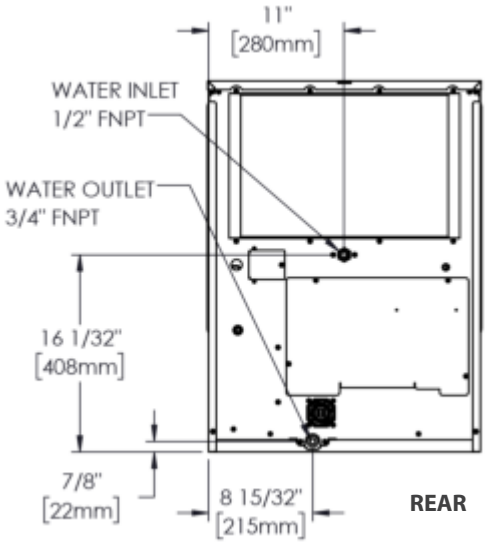
About Your Ice Machine & Installation Requirements (cont.)

Plan Views (cont.)

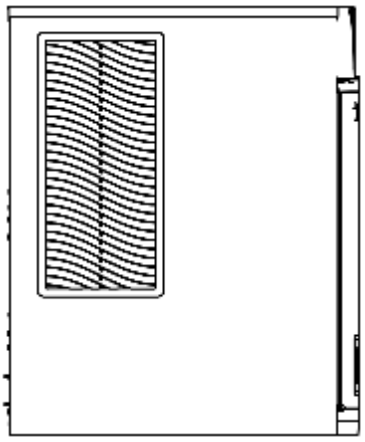
TCIM-822



FRONT



REAR



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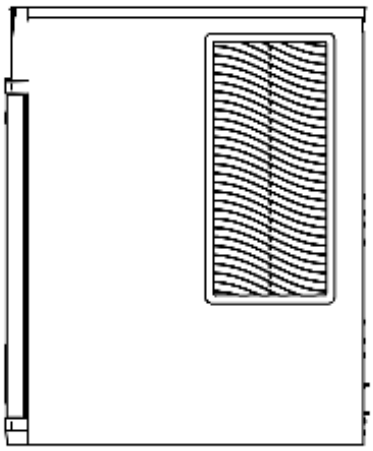

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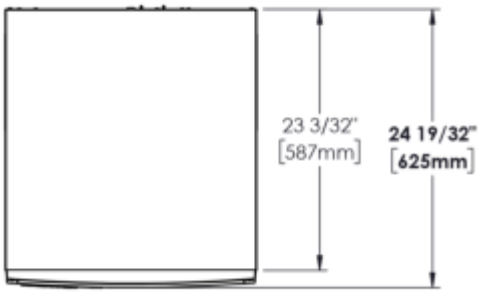

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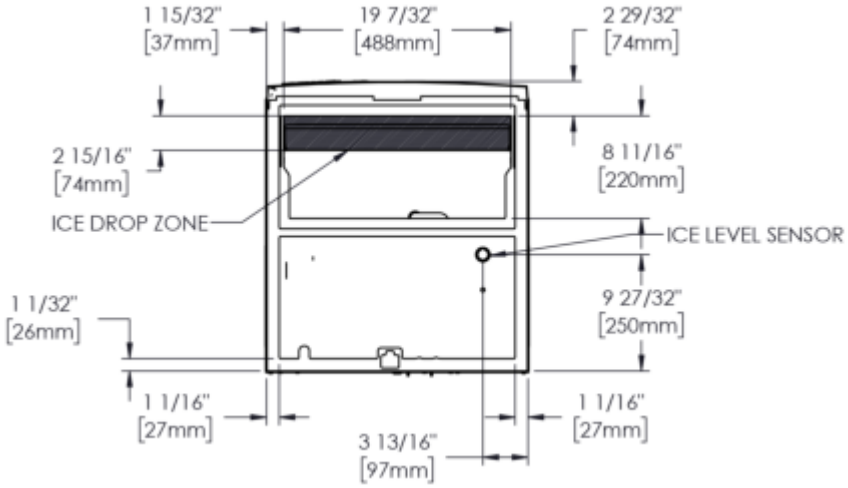


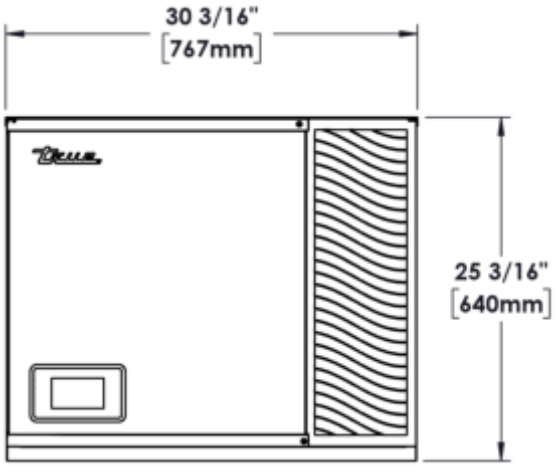
BOTTOM

Dimensions may vary by ± 1/8" (3.2 mm)

About Your Ice Machine & Installation Requirements (cont.)

Plan Views (cont.)

TCIM-830



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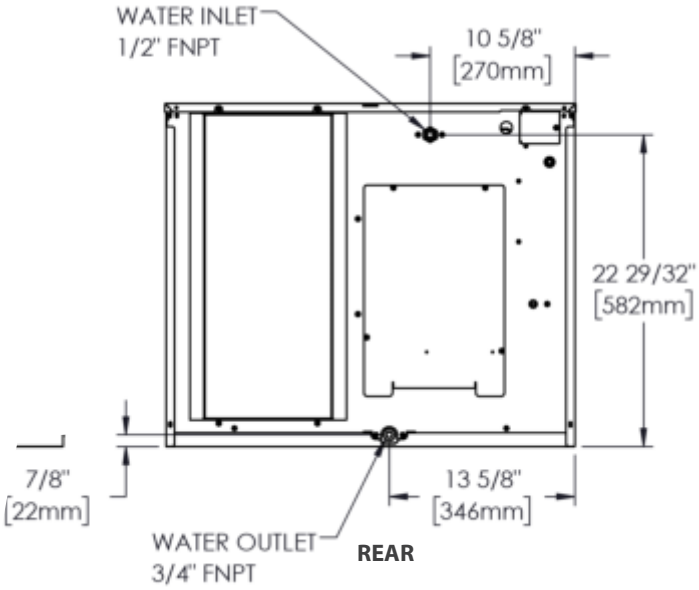
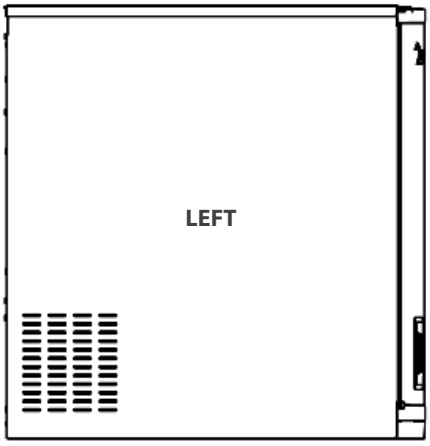


REAR



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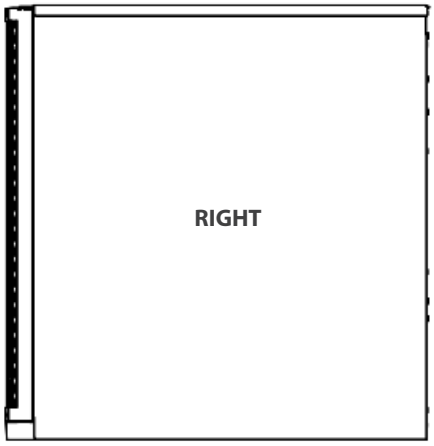

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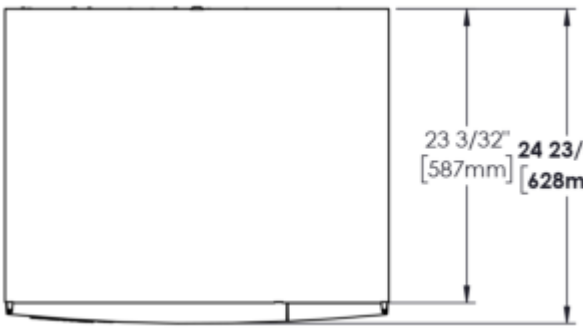

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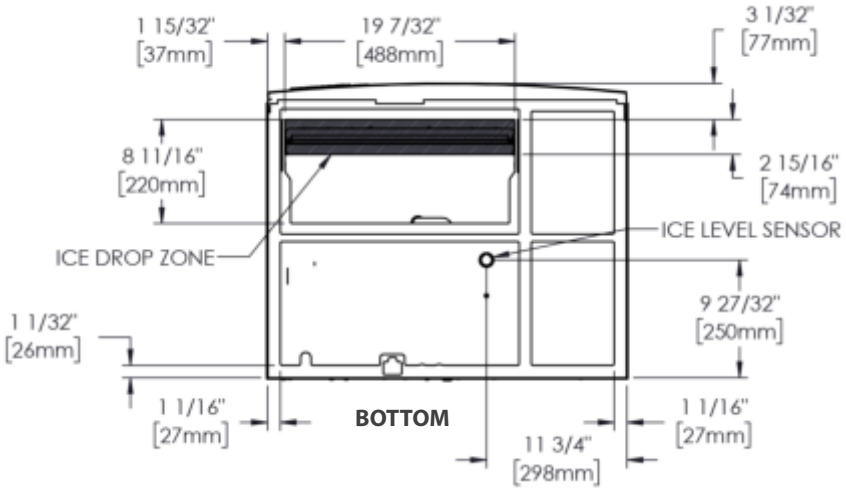


BOTTOM

Dimensions may vary by ± 1/8" (3.2 mm)

About Your Ice Machine & Installation Requirements (cont.)

Ice Machine Location Requirements

Air-Cooled Ice Machine Clearances			
Model	**Sides**	**Top**	**Back**
TCIM-422	6" (152.4 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-430	3" (76.2 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-522	6" (152.4 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-530	3" (76.2 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-622	3" (76.2 mm)	12" (304.8 mm)	6" (152.4 mm)
TCIM-630	3" (76.2 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-822	6" (152.4 mm)	6" (152.4 mm)	6" (152.4 mm)
TCIM-830	3" (76.2 mm)	6" (152.4 mm)	6" (152.4 mm)

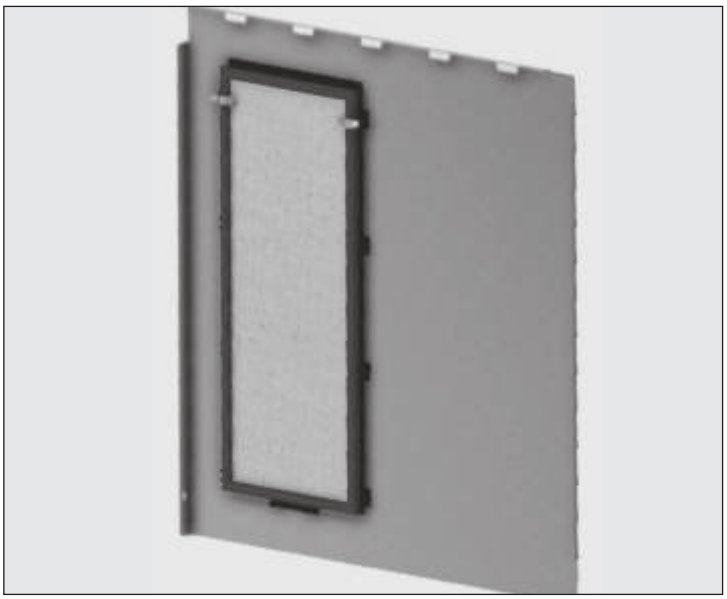


Fig. 1.

About Your Ice Machine & Installation Requirements (cont.)

Plumbing Connection Requirements

⚠ WARNING!

Only connect your ice machine to a potable water supply.

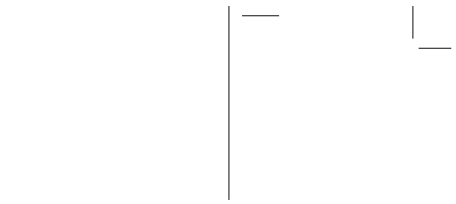
About Your Ice Machine & Installation Requirements (cont.)

Water Temperature & Pressure		
	Minimum	Maximum
Air Temperature	35˚F (1.7˚C)	110˚F (43.3˚C)
Water Temperature	35˚F (1.7˚C)	110˚F (43.3˚C)
Water Pressure	20 psig (138 kPa)	100 psig (689 kPa)

Plumbing Connections	
Water Supply	1/2" Female NPT Fitting
Drain Connection	3/4" Female NPT Fitting

Plumbing Connection Diagrams

Ice machine rear views shown.

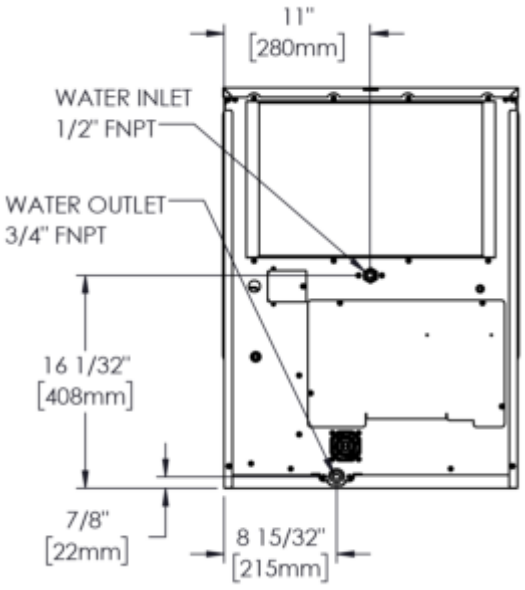


About Your Ice Machine & Installation Requirements (cont.)

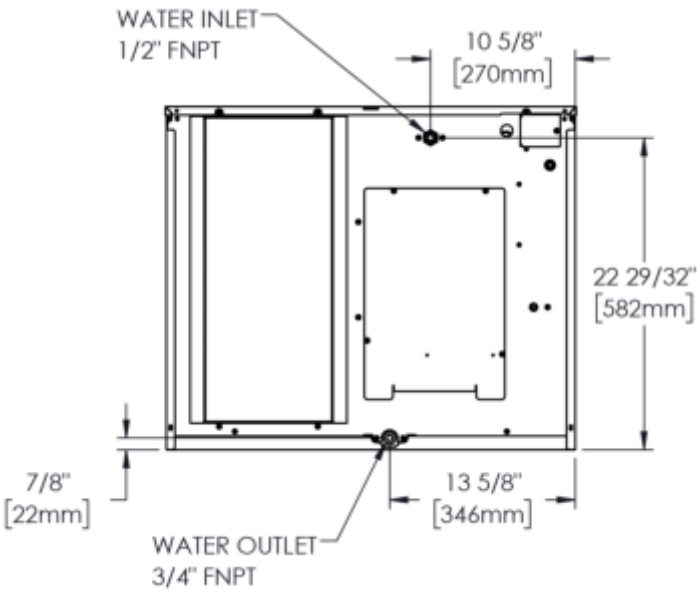
Plumbing Connection Diagrams (cont.)

Ice machine rear views shown.

TCIM-822



TCIM-830



Drain Requirements

- Run the ice machine drain line, dispenser unit/ice storage bin drain line, and water-cooled condenser drain line (if applicable) separately.
- For optimum flow, drain lines must have 1/4" fall per 12" (20 mm fall per 1 m) of horizontal run.
- For correct drain flow, install a vented tee connection.
- Vent the sump drain. A vertical vent at the back of the drain, extended approximately 8-10" (203-254 mm) will allow the gravity drain to empty and keep any surges during draining from discharging water out the vent.
- DO NOT directly pipe drain lines to the sewer system. Keep a vertical air gap [2" (50.8 mm) minimum] between the drain line ends from the ice machine and condensation drain, dispenser unit/ice storage bin, and water-cooled condenser (if applicable) and the floor drain.
- Insulate drain tubing in humid environments.

About Your Ice Machine & Installation Requirements (cont.)

Water Filter Setup

True recommends water filters for all ice machines. Water filters help remove particulate that reduces operating efficiency and equipment life. Regularly changing water filters is essential for optimum-quality ice, reduced maintenance, and prolonged equipment operation.

To setup your water filter, see the following instructions.

1. In the upper right corner of the screen, press **MENU** .
2. In the **MENU** screen, press **Water Filter**.
3. In the **Water Filter** screen, select the appropriate water filter

Filter Type	Capacity
Standard	14,000 gal (52,996 L)
Platinum	35,000 gal (132,490 L)
Custom (default)	10,000 gal (3,7854 L; adjustable)

About Your Ice Machine & Installation Requirements (cont.)

Electrical Requirements

⚠ DANGER!

About Your Ice Machine & Installation Requirements (cont.)

Electrical Requirements (cont.)

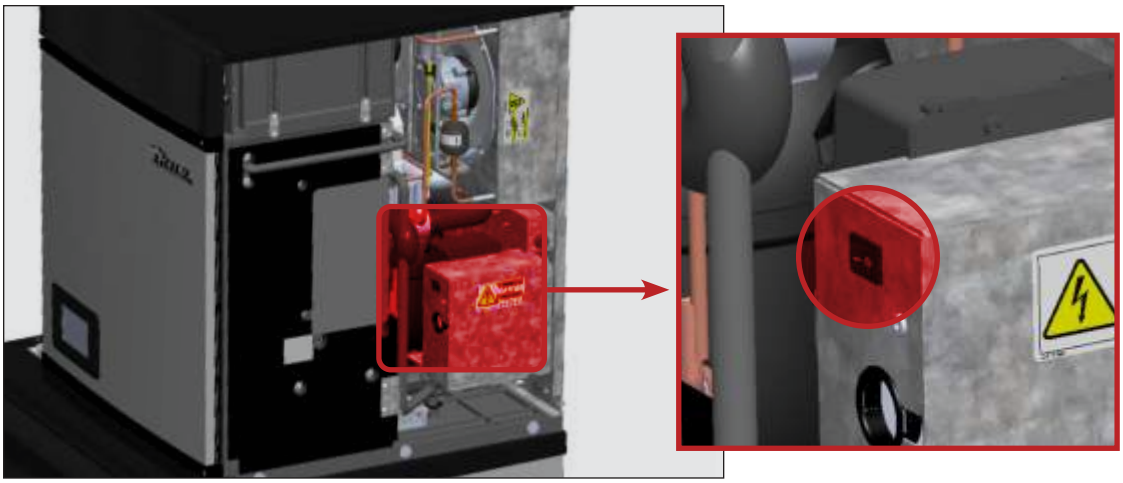
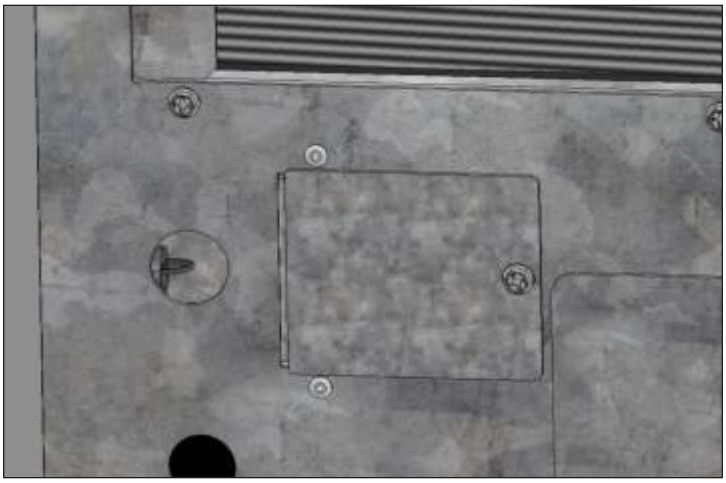


Fig. 2. Rocker switch location. Rocker switch disconnects power from the control board and front display; it DOES NOT disconnect power from the entire unit.



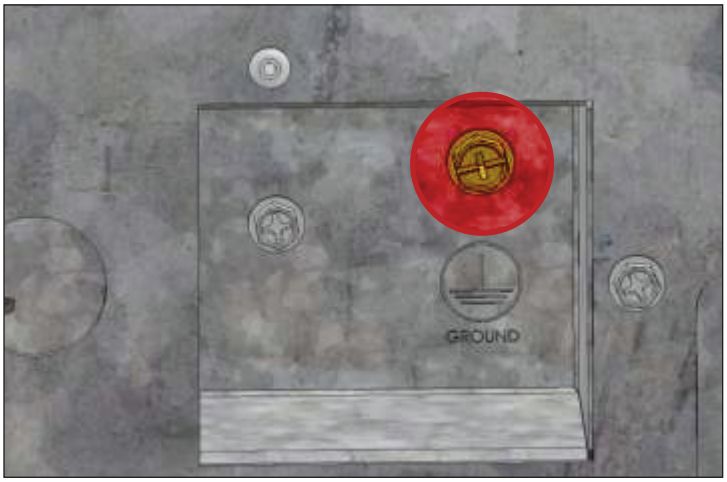
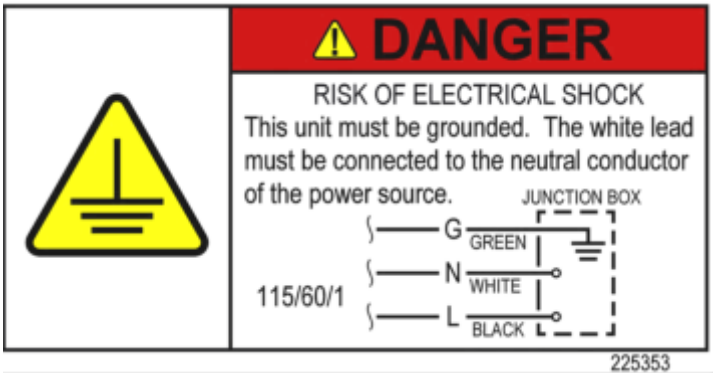


Fig. 3. Make the electrical connections inside the ice machine's junction box. Be sure to use strain reliefs. Always use the green grounding screw when making electrical connections.



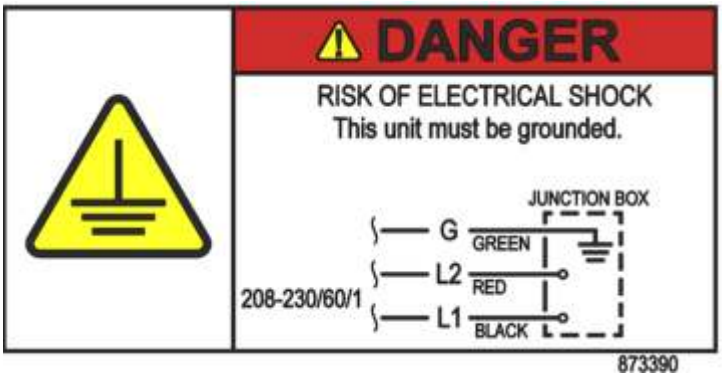


Fig. 4. Junction box electrical label.

About Your Ice Machine & Installation Requirements (cont.)

Cord Specifications

The opening for the power supply connection is 7/8" diameter to fit a 1/2" trade size conduit.

Min/Max Circuit Ampacity & Fuse Size			
Model	**Minimum Circuit Ampacity**	**Maximum Overload Protection**	**Breaker/ Fuse Size**
TCIM-422	15 Amps	15 Amps	15 Amps
TCIM-430	15 Amps	15 Amps	15 Amps
TCIM-522	15 Amps	15 Amps	15 Amps
TCIM-530	15 Amps	15 Amps	15 Amps
TCIM-622	15 Amps	20 Amps	15 Amps

Notes

Installation & Setup

⚠ WARNING!	

Installation & Setup (cont.)

Panel Removal

1. Remove the front panel screws. Then, open the front panels. See fig. 1.

   NOTICE › Panels cannot be removed without opening the front panels.

2. Carefully lift the front of the top panel. Then, slide the top panel towards the ice machine's rear and lift the panel. See fig. 2.
3. Remove the side panel's rear screw. See fig. 3.
4. Unfasten the side panel's bottom fasteners. Then, lift the side panel. See fig. 4.

Interior Inspection

1. Remove the shipping tape and packing material. If any are left in the ice machine it will not work properly.
2. Inspect the interior for damaged components.
3. Check that the refrigerant lines do not rub or touch each other or other surfaces, and that the fan blade turns freely.
4. Check that the compressor is snug on all mounting pads.
5. Position the dispenser unit/ice storage bin in its permanent location.

Installation & Setup (cont.)

Ice Storage Bin or Dispenser

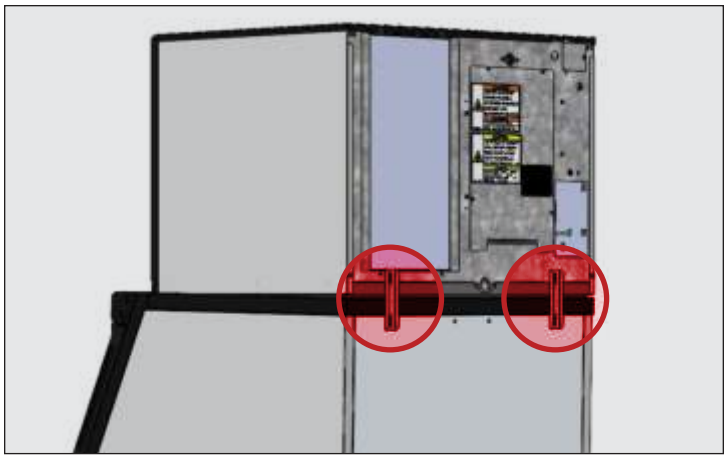


Fig. 1. Installed bin brackets.

- The ice machine can be installed on a dispenser unit or ice storage bin. If required, install an adapter kit or top kit. See fig. 3. Contact True for recommendations.
- Ice machines require a deflector when installed on an ice storage bin. Before using a non-OEM ice storage system with this ice machine,contact the bin manufacturer to assure their ice deflector is compatible.
- Before installing a non-OEM ice storage system with this ice machine, follow the manufacturers installation procedures and verify the location and installation meets the local/ national mechanical codes and stability requirements.
- Follow the ice storage bin, adapter kit, or top kit instructions for securing the ice machine. If no instructions are available, secure the ice machine using the provided mounting brackets and bolts.
- If mounting the ice machine on top of a dispenser unit, follow the dispenser unit's setup procedure. If mounting the ice machine on top of an ice storage bin, unpack the ice storage bin and attach the provided adjustable legs to the

Fig. 2. Always measure the bin (A) or dispenser (B) for the ice level sensor before mounting the ice machine.

Installation & Setup (cont.)

Ice Storage Bin or Dispenser (cont.)

Bin Adapters

Bin adapters cover the opening when the ice storage bin is wider than the ice machine. See examples of possible configurations below. To purchase, contact TRUE Parts Department at 800-424-8783 or partsinquiries@truemfg.com.

Fig. 3. A 22" ice machine mounted left (A) and right (B) on a 30" bin with a bin adapter.

Fig. 4. Installed drop-zone deflector side view.

Fig. 1. Ice machine on one side of the bin.

Fig. 2. Ice machines installed on both sides of the bin.

Fig. 5. Ice bins with (A) and without (B) a drop-zone deflector.

Installation & Setup (cont.)

Antenna & Modem Installation (Optional Accessory)

1. Locate light grey modem harness on right side (22" Machine) or left side (30" Machine). Undo twist tie and feed connectors through bushing nearby on rear panel. See fig. 1.
2. Pull enough harness through the bushing to connect to the modem ports. See fig. 2.
3. Install the antenna onto the modem.

Fig. 1. Light grey modem harness.

Fig. 2. Wire harness connected to modem. Green/Yellow to TEC; Brown/White to POWER.

Fig. 3. Installed antenna on modem. Your antenna may vary.

Installation & Setup (cont.)

Remote Monitoring

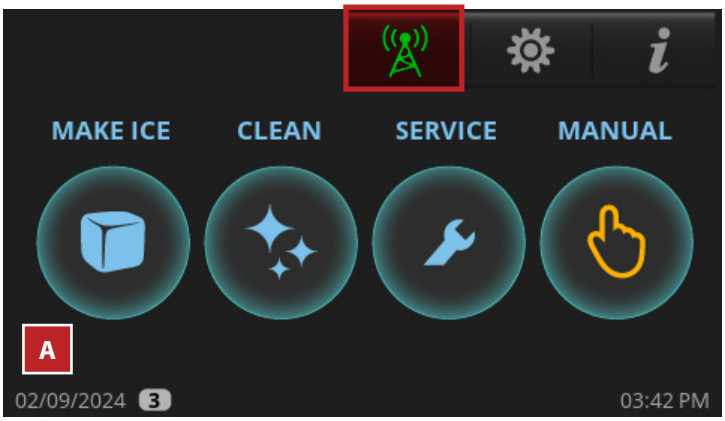
Press Remote Monitoring to access the Remote Monitoring QR Code. Follow instructions on the remote monitoring website. See fig. 1.

The color of the remote monitoring icon indicates the current status of the remote monitoring. See fig. 2.

For more information, visit connect.truemfg.com

Fig. 1. Remote monitoring screen displays.

Green: Connected



Red: No cell signal, no RS485, or no power

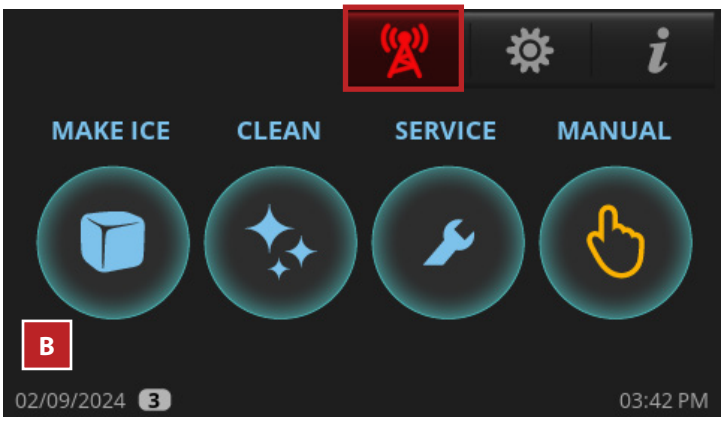


Fig. 2. The green icon (A) and the red icon (B).

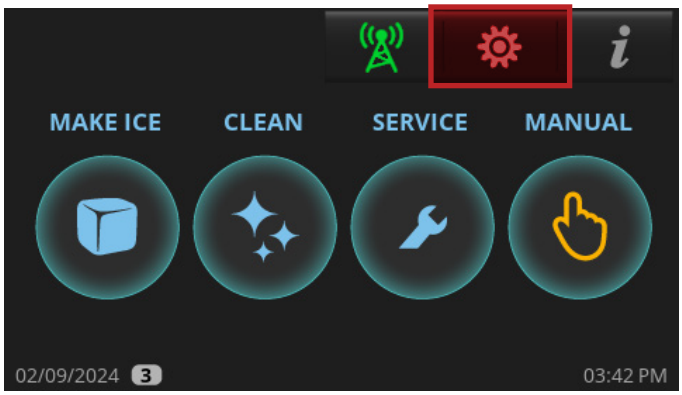
Installation & Setup (cont.)

Dispenser Bracket

Ice Level Sensor Setup

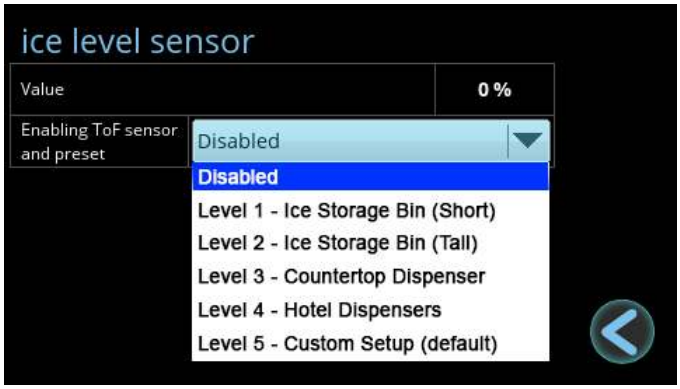
The ice level sensor utilizes Time of Flight (TOF) technology to detect the amount of ice in the ice storage unit. The sensor has a safe Class 1 laser with no possibility of eye damage. This sensor can adjust the FULL BIN setting to any ice level the user desires. You must set up the ice level sensor for use with your ice storage unit. See the following instructions.

1. In the upper right corner of the screen, press Menu .



2. In the **Menu** screen, press **TOF**.

3. In the **Ice level sensor** screen, select the appropriate preset value for your ice storage unit. Select custom if no preset value meets your application needs. See preset values in the ice level sensor presets table.



Installation & Setup (cont.)

Ice Level Sensor Setup (Cont.)

Ice Level Sensor Presets			
	Full Bin Distance (FBD)	**Empty Bin Distance (EBD)**	**Full Bin Ice Threshold (PBD)**
Level 1 – Ice Storage Bin (Short)	30 cm	85 cm	100
Level 2 – Ice Storage Bin (Tall)	20 cm	108 cm	100
Level 3 – Countertop Dispenser	25 cm	65 cm	90
Level 4 – Hotel Dispensers	25 cm	85 cm	90
Level 5 – Custom Setup	20 cm	120 cm	60

Custom Setup

Press the values to open the number pad. Enter the desired setting and press ok.

-

Installation & Setup (cont.)

Initial Sanitizing

Sanitize the ice machine before use. For sanitizing procedure, please see "Descaling and Sanitizing Procedure" (pg. 68).

⚠ DANGER!

Installation & Setup (cont.)

Installation & Setup Checklist

- ❑ Is the ice machine located where the ambient temperature is within 35˚-110˚F (1.7˚- 43.3˚C) and the water temperature within 35˚-110˚F (1.7˚-43.3˚C) all year around?
- ❑ Have you connected the modem wires and antenna as shown on pg. 36?
- ❑ Have you enabled the TOF sensor and set the ice storage bin as shown on pg. 38?
- ❑ Is the ice machine level?
- ❑ Does the ice machine have the proper clearance for air circulation and service? See "Ice Machine Location Requirements" (pg. 23)
- ❑ If present, are the air filter and blank cover installed on the correct side to meet clearance requirements?
- ❑ Have all shipping materials been removed from the ice machine's exterior and interior?
- ❑ Is the ice machine on a dedicated electrical circuit?
- ❑ Have all electrical and water connections been made?
- ❑ Do electrical and water connections meet applicable laws, codes, and regulations?
- ❑

Ice Machine Operation

Control Display Modes & Operation

Set the Access Level

There are four access levels: USER (0), ADMIN (1), ADMIN (2), and ADMIN (3). The USER (0) level is designed with your customer in mind. It allows them to see the mode of operation and screen saver but restricts any function that would affect the ice machine. The ADMIN (1) level is for the ice machine owner. ADMIN (2) is for qualified service technicians and ADMIN (3) is restricted to the manufacturer.

Ice Machine Operation (cont.)

Function Access Levels

Functions	Sub-Functions			

Home Screen

The default display screen.

Manual Screen

Allows for manual operation of the four modes pictured.

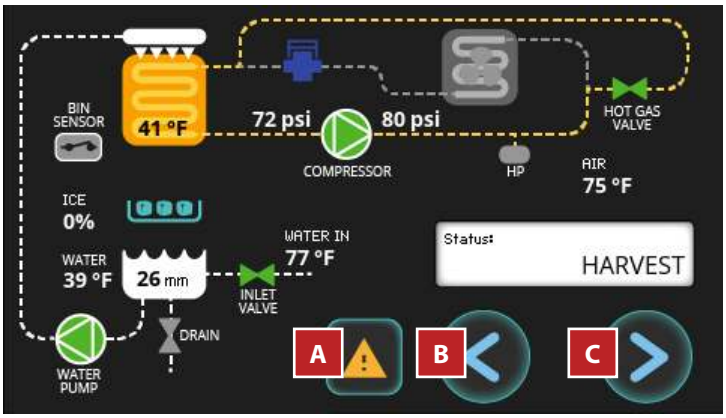
Parts of the MAIN Screen	
A	**Make Ice:** Starts the Ice Making Sequence
B	**Clean:** Starts the Cleaning Sequence
C	**Preventative Maintenance Timers:** Opens "Counters" Screen
D	**Manual Options:** Opens "Manual" Screen
E	**Remote Monitoring:** Displays Remote Monitoring QR Code
F	**Menu:** Opens "Menu" Screen
G	**Info:** Opens "Real Time" Screen
H	Current date
I	

Ice Machine Operation (cont.)

Basic Screen & Icon Definitions (cont.)

Real Time Screen

Displays current status of ice machine sensors and components. Green indicates component is energized.



Parts of the REAL TIME screen	
A	Access to Alarms
B	Back: Goes Back to Previous Screen
C	Forward: Access to Info Screen

Alarm Log Screen

Shows previous recorded alarms.

Parts of the ALARM LOG Screen	
A	Clears the Alarm Log

Ice Machine Operation (cont.)

Basic Screen & Icon Definitions (cont.)

Active Alarm Screen

Shows any alarms that are currently active.

Parts of the ACTIVE ALARM Screen	
A	Access to Alarm Log

Status Screen

Shows current mode of operation once the "Make Ice" icon is pressed.

Parts of the STATUS Screen	
A	Only Used with Bin Level Management Sensor
B	Turns Ice Machine Off

Ice Machine Operation (cont.)

Menu Screen

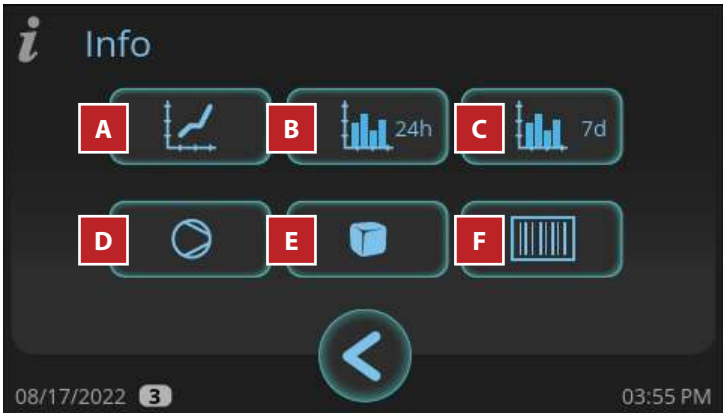
The default display screen.

Parts of the MENU Screen	
A	Password Protected Access Level Login
B	Set Language, Temperature, Time and Date Format
C	Set Schedule to Turn Ice Machine On and Off
D	Service Settings Screen; Parameter settings
E	Ice Thickness Adjustment
F	Set "Level of Water Hardness or Scale [SCA]"
G	Enable Use of Bin Level Sensor
H	N/A
I	TrueZone™ Status (if so equipped)
J	Water Filter Selection
K	Preventative Maintenance Timers

Ice Machine Operation (cont.)

Basic Screen & Icon Definitions (cont.)

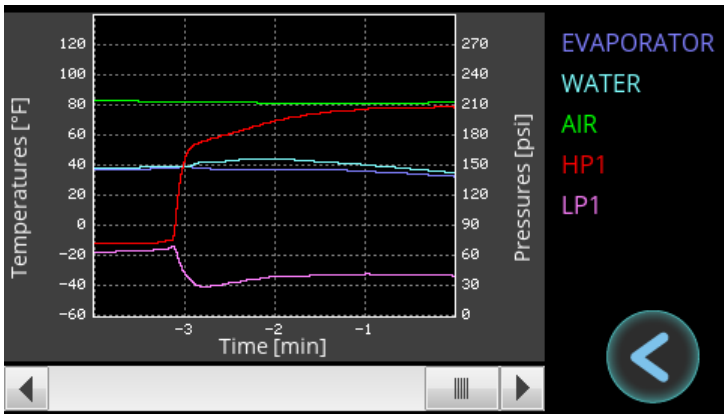
Info Screen



Parts of the INFO Screen	
A	Real Time Graph
B	Daily Ice Level
C	Weekly Ice Level
D	Runtime Statistics
E	Cycle History
F	Ice Machine Information

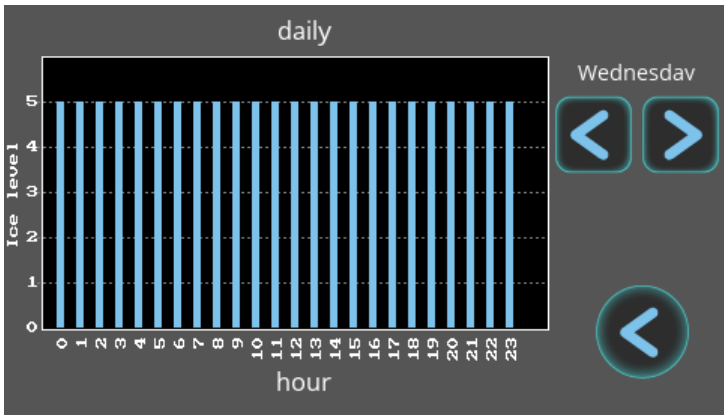
Real Time Graph Screen

Graphs various temperatures and pressures over the last 24 minutes.



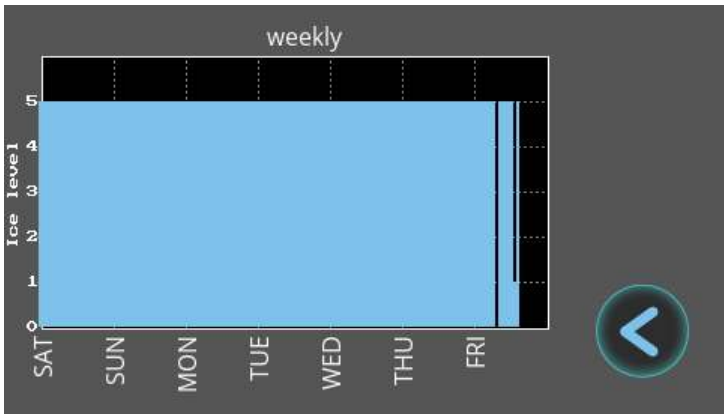
Daily Ice Level Screen

Graphs the ice level over a 24-hour period.



Weekly Ice Level Screen

Graphs the ice level over the past seven days.



Ice Machine Operation (cont.)

Basic Screen & Icon Definitions (cont.)

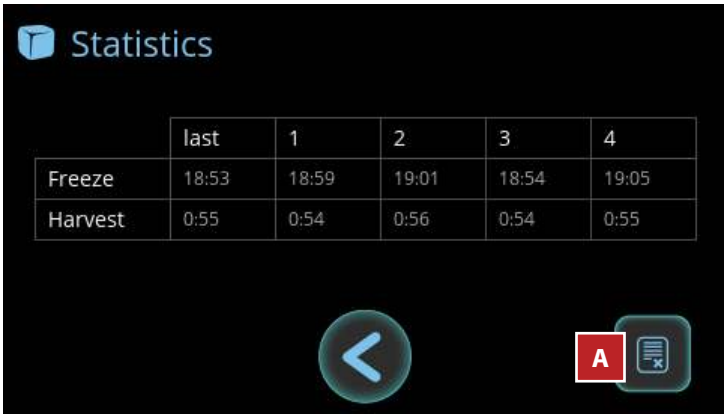
Runtime Statistics Screen

Displays runtime percentage, ice capacity, and utility consumption over different periods of time.

Parts of the RUNTIME STATISTICS Screen	
A	Reset Statistics

Cycle History Screen

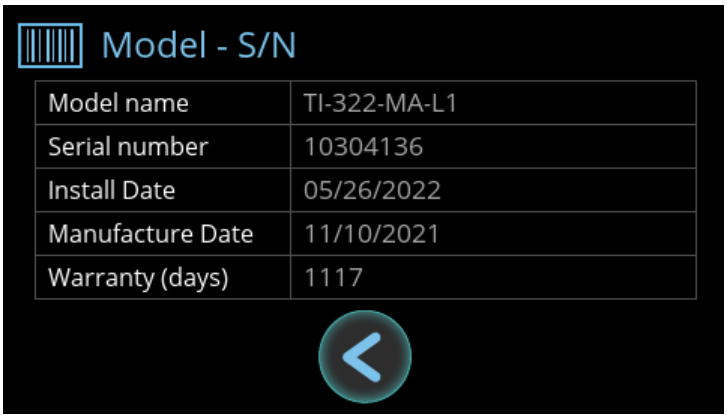
Displays the last 5 freeze and harvest times.



Parts of the CYCLE HISTORY Screen	
A	Reset Cycle History

Ice Machine Information Screen

Displays model name, serial number, install date, manufactured date, and warranty days remaining.

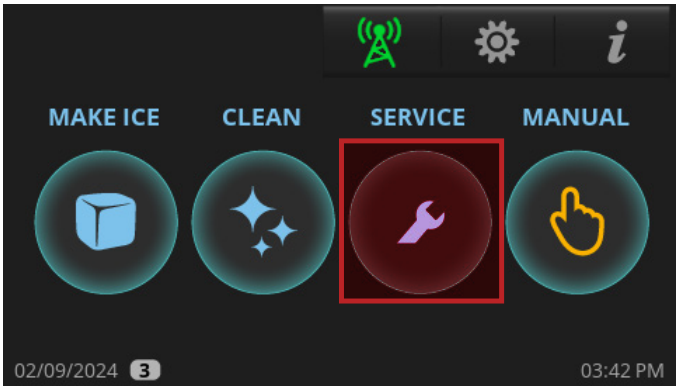


Ice Machine Operation (cont.)

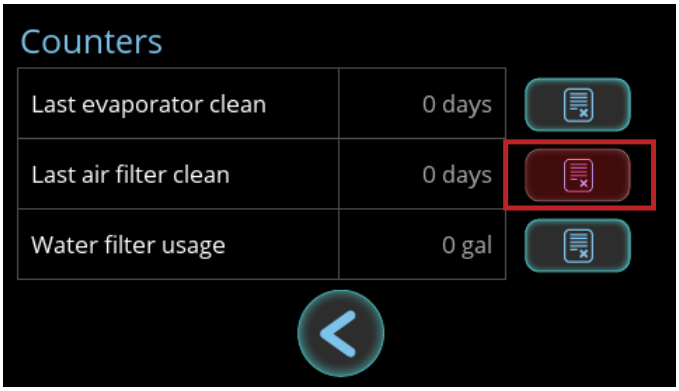
Reset Reminders

Reset preventative maintenance reminders after performing preventative maintenance.

1. Press **SERVICE**.



2. In the **Counters** screen, press the appropriate reset reminder icon .



3. In the confirmation screen, press **YES**.

Adjust Reminder Settings

There are three reminders that can be adjusted:

- Evaporator cleaning (Descale/Sanitize).
- Air filter/condenser cleaning.
- Water filter (also see "Water Filter Setup", pg. 27).

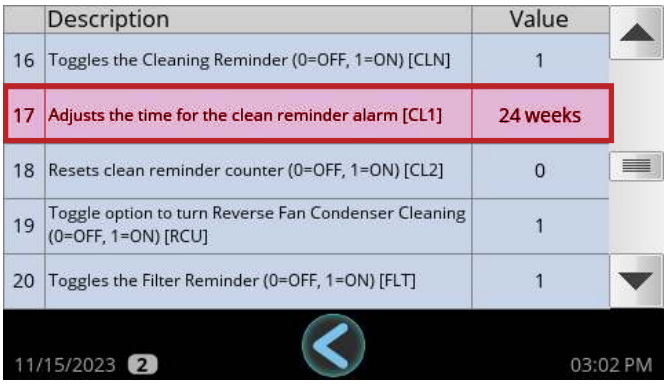
1. In the upper right corner of the screen, press Menu .

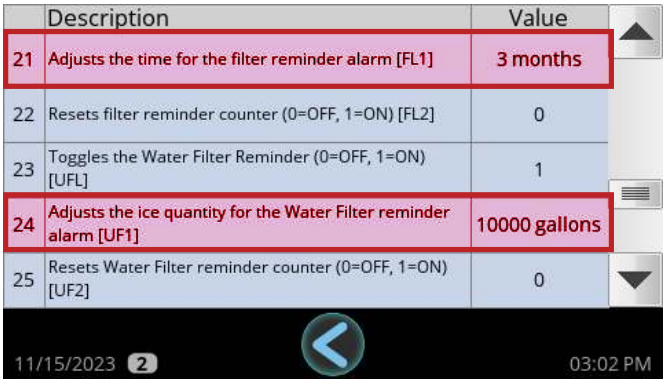
2. In the **Menu** screen, press Parameter Settings .

Ice Machine Operation (cont.)

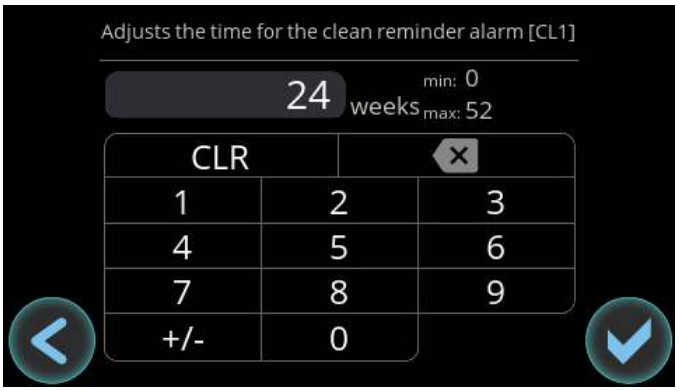
Adjust Reminder Settings (cont.)

3. With the scroll bar, scroll to the desired parameter:
   - #17: Evaporator cleaning reminder.
   - #21: Air filter/condenser cleaning reminder.
   - #24: Water filter reminder.





4. Press anywhere on the desired parameter's row. Then, in the number pad, enter the desired setting.



5. Press okay .

- Turn the water supply on to the ice machine and confirm there are no leaks.
- Turn power on to ice machine.
- When the home screen appears, press CLEAN and follow the instructions for SANITIZING. Please see "Cleaning Navigation" (pg. 58).
- Sanitize the ice storage bin liner or dispenser unit using the recommended sanitizer and water solution. See the cleaning sticker or "Descaling and Sanitizing Procedures" (pg. 68).
- When the cleaning cycle is complete, in the home screen, press MAKE ICE .
- During the first 5 minutes of the freeze cycle, confirm bin control operation by pushing the damper down and holding it down until ice machine shuts off and the home screen shows FULL BIN. The ice machine should shut down in approximately 11 seconds. Release the damper and after one minute the ice machine will restart.
- Watch at least three cycles and confirm that the bridge thickness is correct, (approximately 1/8" (3.18 mm) as shown in fig. 1). The bridge thickness is set at the factory. To adjust, please see "Adjust Ice Thickness" (pg. 52).

Adjust Ice Thickness

1. In the upper right corner of the screen, press Menu .
2. In the Menu screen, press Ice Thickness .

Ice Machine Operation (cont.)

Adjust Ice Thickness (cont.)

3. In the **Ice Thickness** screen, adjust the ice size as needed. The ice machine is factory-set at 0 for the optimal production of pounds of ice per day.
   - For thinner ice, enter a number 1-6 and then press the +/- key.
   - 6 is the thinnest setting.
   - For thicker ice, enter a number 1-6. 6 is the thickest setting.

4. After setting the ice size, press okay. The display will return to the **MENU** screen.

Sequence of Operation

USER ACTION!

Before the ice machine will start MAKE ICE must be pressed and the ice damper must be in place.

NOTICE!

Anytime the ice machine is in the OFF or FULL BIN state, the ice machine will drain water until the sump is empty.

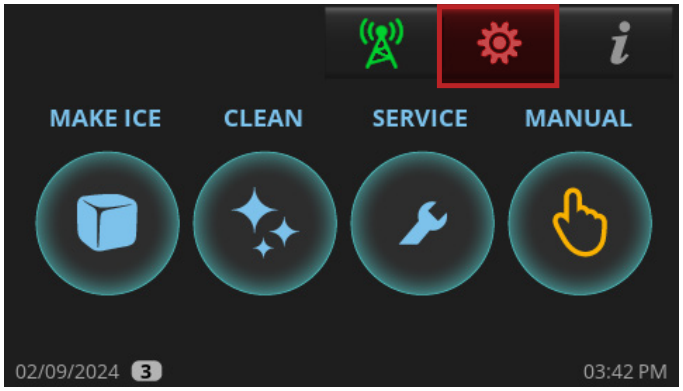
1. Startup Cycle

Ice Machine Operation (cont.)

Set a schedule to turn the ice machine on and off automatically.

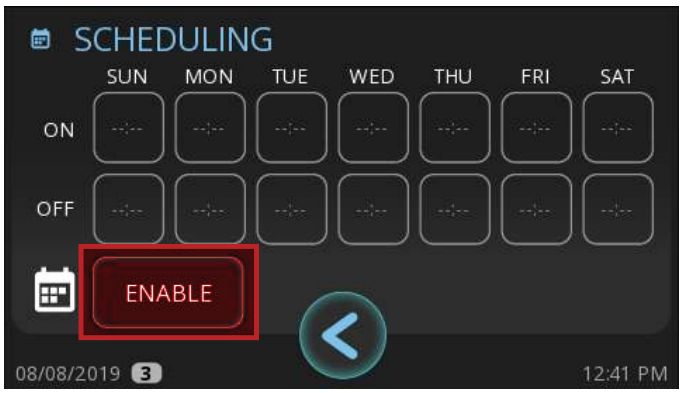
Turn Schedule On

1. In the upper right corner of the screen, press **MENU**.

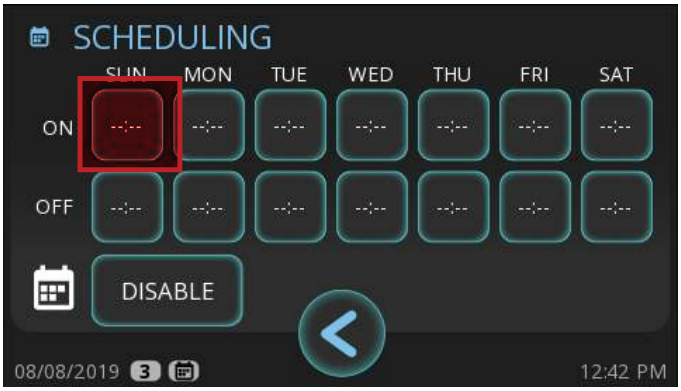


2. In the **MENU** screen, press **SCHEDULING**.

3. In the **SCHEDULING** screen, press **ENABLE**.



4. In the **ON** row, press a day of the week.

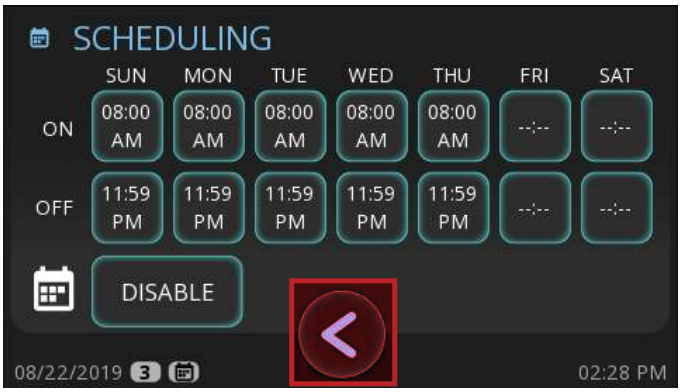


5. In the **ON** screen, enter the desired time for the ice machine to turn on, and then press okay.

6. In the **SCHEDULING** screen, in the **OFF** row, press the same day of the week.

Ice Machine Operation (cont.)

7. In the **OFF** screen, enter the desired time for the ice machine to turn off, then press okay.



8. Repeat steps 4-7 as needed for each day of the week. Then, press return to go back to the **MENU** screen.

Scheduling is enabled when the small calendar icon appears in the lower left corner of the screen.

Turn Schedule Off

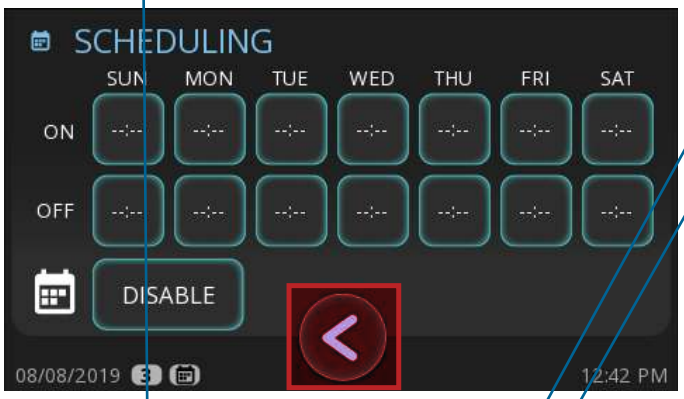
1. In the upper right corner of the screen, press **MENU**.

2. In the **MENU** screen, press **SCHEDULING**.

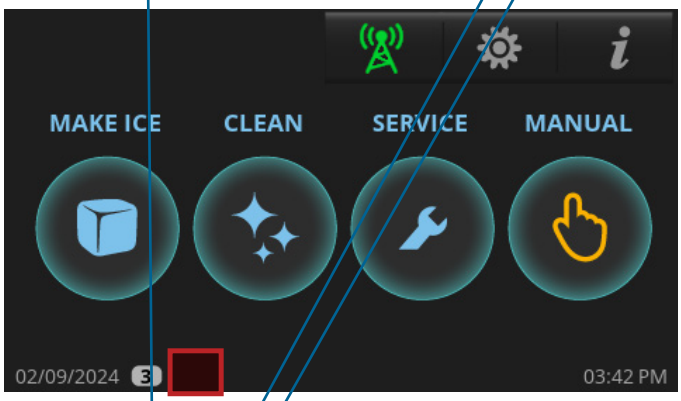
3. In the **SCHEDULING** screen, press **DISABLE**.

Ice Machine Operation (cont.)

4. After the **ON** and **OFF** rows clear, press return to go back to the **MENU** Screen.



Scheduling is disabled when the small calendar icon **does not** appear in the lower left corner of the screen.



Adjust for Water Quality

The water quality setting allows your ice machine to easily accommodate different levels of water quality/hardness/scale.

The available settings range from 0 (soft water/low scale) to 5 (hard water/high scale). See fig.1.

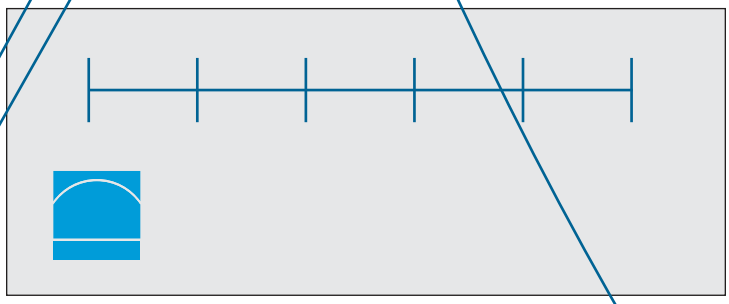


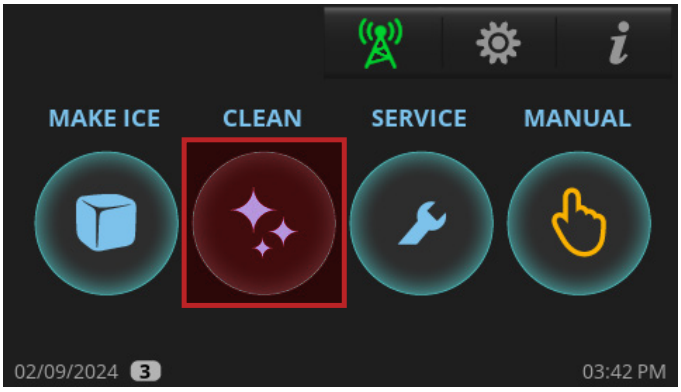
Fig.1. Water quality setting range.

Ice Machine Operation (cont.)

Cleaning Navigation

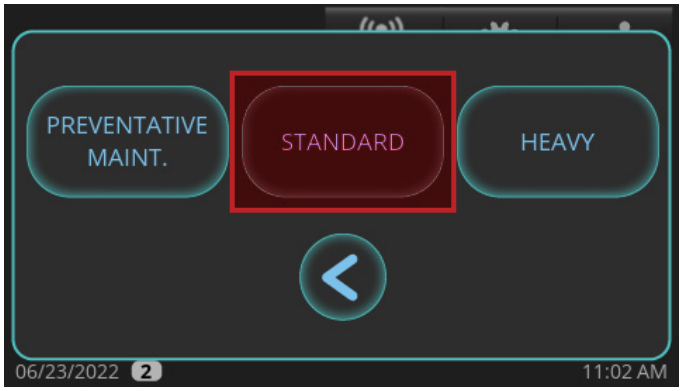
The procedure that follows is not the cleaning and sanitizing instructions. This section details the navigation to start a descaling and or sanitizing cycle. Please see "Descaling and Sanitizing Procedures" (pg. 68) for full instruction on descaling and sanitizing the machine.

1. In the home screen, press **CLEAN**.

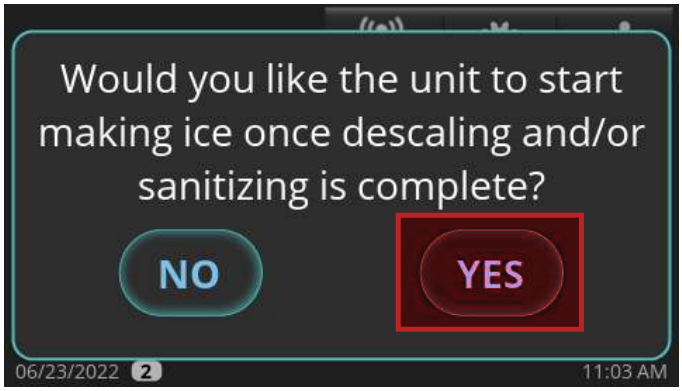


2. Press the desired cleaning option.
DESCALE: Descaling with approved True Mfg. descaler only.
SANITIZE: Sanitizing with bleach only.
BOTH: Descale and Sanitize.

3. If **DESCALE** or **BOTH** was pressed, choose between the following options.
PREVENTATIVE MAINTENANCE: Shorter cycles; use between bi-annual maintenance.
STANDARD: Normal cycle times; use when performing regular bi-annual maintenance.
HEAVY: Longer cycle times; use when heavy scaling on parts is obvious.



4. When **"Would you like the unit to start making ice once descaling and/or sanitizing is complete?"** appears, press either **NO** or **YES**. The ice machine will go into PRE-CLEANING.

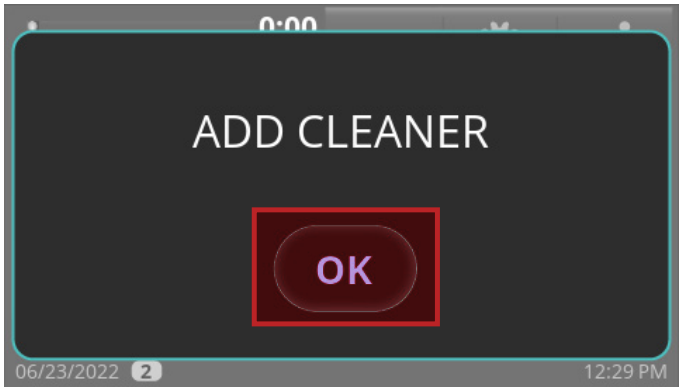


Ice Machine Operation (cont.)

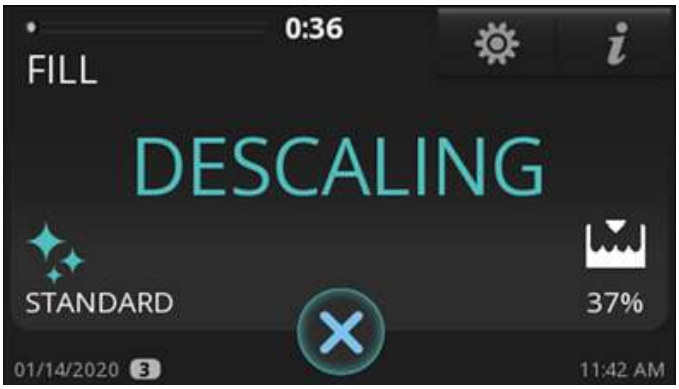
Cleaning Navigation (cont.)

5. Wait for the ice machine to run through the PRE-CLEANING sequence (FILL, PUMP, DRAIN, and HARVEST). If there is enough water in the sump at the start of CLEAN, it will go through a DRAIN sequence before FILL. The compressor will start during the HARVEST sequence to ensure there is no ice on the evaporator and will shut off before the cleaning sequence continues.
6. When **ADD CLEANER** appears, add the proper amount of descaler or sanitizer as directed in "Descaling and Sanitizing Procedures". Then press **OK** button.

NOTICE › The cleaning cycle will not proceed from this point unless OK is pressed after adding the TRUE ice machine descaler or chlorine bleach (5.25% sodium hypochlorite).



7. Wait for the ice machine to complete the Descaling and Sanitizing sequences. There will be a series of rinse, drain and fill sequences during this time.



Maintenance & Servicing

⚠ DANGER!

Risk of Electric Shock or Burn!

Toggle the rocker switch does not remove power from all components. Unplug the ice machine or turn off the power supply before installation or servicing.

- DO NOT clean your ice machine with a pressure washer or hose.

Flammable refrigerant used! Have a licensed service provider service your appliance to minimize the risk of possible ignition due to incorrect parts or improper service and to ensure the operator's health and safety.

⚠ WARNING!

- Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at truemfg.com/support/service-locator. TRUE is solely the appliance manufacturer and is not responsible for installation, service, and routine maintenance.
    - Training for refrigerating appliance installation, repair, maintenance, and decommissioning procedures is carried out by national training organizations or manufacturers that are accredited to teach the relevant national competency standards that may be set in legislation. The achieved competence should be documented by a certificate.
- Turn off and lockout all utilities (gas, electric, water) according to approved practices during maintenance or servicing.

Moving Parts Hazard!

Moving parts can cut. Keep hands clear when panels are removed.

⚠ WARNING! (cont.)

The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures.

Use appropriate tools, safety equipment, and PPE during installation and servicing.

Sharp Edges!

Take care when moving, installing, cleaning, servicing, and maintaining the ice machine to avoid cuts. Be sure to take care when reaching under the ice machine or handling metal components.

- Stay clear of pinch point areas, such as the space between appliance doors and surrounding cabinetry. Take care closing doors with children nearby.

Tip Over Hazard!

Ice machine may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.
Two or more people are required to move this equipment to prevent tipping.

Crush or Cut Hazard!

Keep clear of moving components. Components can move without warning unless power is disconnected.

Optical Radiation Hazard! UV Light!

Invisible laser radiation. Do not look directly at light. Always disconnect power before servicing the lamp.

Maintenance & Servicing (cont.)

⚠ WARNING! (cont.)

Replace component parts with original equipment manufacturer (OEM) components to minimize the risk of possible ignition due to incorrect parts or improper service. True is not responsible for defects or damage caused by parts not approved by TRUE. Warranty will be voided for any damage caused by a non-OEM part.

! USER ACTION!

- When servicing the ice machine, check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges, or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.
- DO NOT use power cleaning equipment, steel wool, scrapers or wire brushes on stainless steel or painted surfaces

! NOTICE!

- The appliance owner is responsible for maintaining the ice machine as described in this document. Routine care and maintenance procedures are not covered by True's warranty.
- Servicing shall be performed only as recommended by the manufacturer.

Refrigerant Handling

General Precautions

- Before you begin, perform safety checks to ensure there are no flammable hazards or ignition risks.
- Always display the "No Smoking" safety placard near the work area.
- Notify people in the local area on the nature of the work being carried out.
- Always have a CO2 or dry-powder fire extinguisher available.
- Do not work in a confined space. Ensure the area is open or adequately ventilated before breaking into the refrigeration system or performing any hot work. Continue ventilating while work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.
- Work shall be undertaken under a controlled procedure to minimize the risk of flammable gas or vapor being present while the work is being performed.
- Check for the presence of refrigerant with an appropriate refrigerant detector prior to and during work to ensure you are aware of potentially toxic or flammable atmospheres. Ensure the leak detector is suitable for use with HC.
- Do not use ignition sources near exposed pipe work. Keep all ignition sources, including cigarette smoking, far away from the work site when refrigerant can possibly be released to the surrounding space.
- When changing electrical components, be sure they are correct specification.
- Repair and maintenance to electrical components shall include safety checks and component inspection. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment, so all parties are advised.
  Initial safety checks include:
  - Capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking.
  - No live electrical components and wiring are exposed while charging, recovering or purging the system.
  - There is continuity of earth bonding.
  - Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using an open flame) shall not be used.

Leak Detection

- Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using an open flame) shall not be used.
- Electronic leak detectors may be used to detect refrigerant leaks but, in the case of Flammable Refrigerants, the sensitivity might not be adequate, or might need recalibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed, and the appropriate percentage of gas (25 % maximum) is confirmed.

Maintenance & Servicing

Refrigerant Handling (cont.)

- Leak detection fluids are also suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine can react with the refrigerant and corrode the copper pipework.

NOTICE > An example of leak detection fluid is the bubble method. If a leak is suspected, all open flames shall be removed/extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak.

Removal

When breaking into the refrigerant circuit to make repairs – or for any other purpose – conventional procedures shall be used. However, for flammable refrigerants it is important that best practice be followed, since flammability is a consideration. The following procedure shall be adhered to:

1. Safely remove refrigerant following local and national regulations.
2. Purge the circuit with inert gas.
3. Evacuate.
4. Purge with inert gas.
5. Open the circuit by cutting or brazing.

- With oxygen-free dry nitrogen, set pressure to 3-5 psi (0.21-0.34 bar) and purge for two (2) minutes prior to brazing. Continue purging nitrogen through the system until all brazing is complete. This procedure is required for servicing HC equipment.
- For appliances containing flammable refrigerants, the system shall be purged with oxygen-free nitrogen to render the appliance safe for flammable refrigerants. This process might need to be repeated several times. Compressed air or oxygen shall not be used for purging refrigerant systems.
- For appliances containing flammable refrigerants, refrigerants purging shall be achieved by breaking the vacuum in the system with oxygen-free nitrogen and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum. This process shall be repeated until no refrigerant is within the system. When the final oxygen-free nitrogen charge is used, the system shall be vented down to atmospheric pressure to enable work to take place.
- Ensure that the outlet for the vacuum pump is not close to any potential ignition sources and that ventilation is available.

Recovery vs. Venting

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed from the appliance safely. TRUE recommends removing refrigerant by venting the refrigerant in an open or well-ventilated area without any sources of ignition present. Always have an electronic leak detector present to prevent flammable atmospheres.

Charging

In addition to conventional charging procedures, the following requirements shall be followed.

- Ensure that contamination of different refrigerants does not occur when using charging equipment. Hoses or lines shall be as short as possible to minimize the amount of refrigerant contained in them.
- Cylinders shall be kept in an appropriate position according to the instructions.
- Ensure that the refrigerating system is earthed prior to charging the system with refrigerant.
- Label the system when charging is complete (if not already).
- Extreme care shall be taken not to overfill the refrigerating system. Prior to recharging the system, it shall be pressure-tested with the appropriate purging gas. The system shall be leak-tested on completion of charging but prior to commissioning. A follow up leak test shall be carried out prior to leaving the site.

Charging Procedure

1. Ensure the system has been leak checked.
2. Evacuate system to a minimum 500 micron.
3. Weigh in the correct charge.
4. Leak check the system again.
5. Bleed the refrigerant from the high side hose to the low side hose.
6. Carefully disconnect the hoses, to limit the refrigerant loss.
7. Remove the line taps.

Sealing the System

Remove line taps from the system.

- Use a pinch-off tool prior to sealing the process tube ends.
- Thoroughly leak check the process tube ends beforebrazing.

Maintenance & Servicing (cont.)

Removal from Service & Winterization

If storing your ice machine for an extended time or in sub-freezing temperatures, winterize the appliance.

USER ACTION!

DO NOT ALLOW THE ICE MACHINE TO BE EXPOSED TO TEMPERATURES BELOW 32˚F (0˚C) WITHOUT WINTERIZING THE UNIT AS THIS WILL CAUSE ANY WATER IN THE MACHINE TO FREEZE. FAILURES CAUSED BY EXPOSURE TO FREEZING TEMPERATURES ARE NOT COVERED BY THE WARRANTY.

NOTICE!

If the ice machine will not be used for 2-3 days under normal conditions turn the unit off .

1. Clean and sanitize the ice machine. See "Descaling and Sanitizing Procedures" (pg. 68).
2. Turn off the water supply.
3. Disconnect and drain the water supply line at the rear of the ice machine and drain the sump.
4. In the Home Screen, press MANUAL . Then, press FILL . Wait for 3 seconds then blow compressed air in the water supply fitting in the rear of the ice machine to remove all water.
5. When complete, press cancel to exit the manual drain operation.
6. In the Home Screen, press MANUAL. Then, press DRAIN . Wait for 3 seconds then blow compressed air in the drain fitting in the rear of the ice machine to remove all water. When complete, press cancel to exit the manual drain operation.
7. Disconnect electrical power at the main disconnect/circuit breaker.

   WARNING!

   DO NOT rinse the parts with clean water after sanitizing. Let them air dry.

8. Fill spray bottle with sanitizer and spray all interior food zone surfaces.
9. Reinstall all panels.

Maintenance & Servicing (cont.)

Cleaning the Ice Level Sensor

Routine cleaning of the ice level sensor is not required. Cleaning is only necessary if the lens has any obstructions (smudges, water droplets, dust, scale, condensation, etc.).

1. Remove the grill.
   a. **Top Grill Models** – Loosen the top right and left screws that secure the front grill on the ice machine and remove
   b. **Side Grill Models** – Loosen door screws then open the door and grill.
2. Remove the top panel and the right-side panel.
3. Remove the 2 screws holding the bracket to the plastic case. See fig. 1.
4. Pull the assembly out and flip it upside down to reveal the lens. See fig. 2.
5. With a clean microfiber cloth, wipe the lens from the outside of the housing. The side in the housing does not require cleaning.
   NOTICE > Any smudges or residue can result in the sensor showing a false 100% value.
6. Insert the assembly back into the ice machine ensuring the assembly sits down in the plastic case cutout.
7. Secure bracket to the side of the plastic case with the bracket screws while holding the assembly down to ensure it is sitting properly.

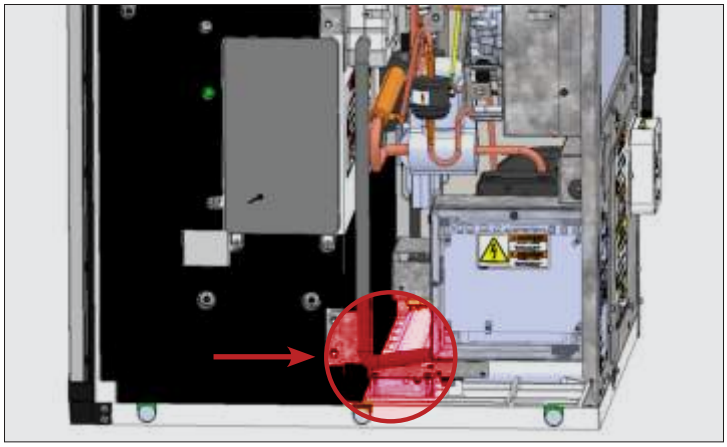


Fig. 1. Ice level sensor assembly location.

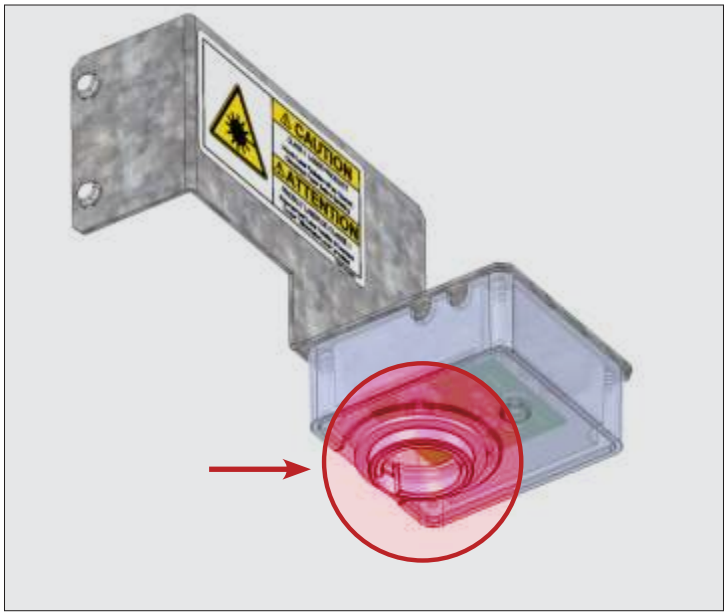


Fig. 2. Ice level sensor lens location.

TrueZone™ Air & Surface Clean-In-Place (CIP) System (Optional Accessory)

TrueZone™ is an air and surface clean-in-place (CIP) system for ice machines. This process inhibits the growth of common micro-organisms on all exposed food zone surfaces and kills flu and other viruses. The CIP system also helps prevent the formation of slime, mold, and yeast, in addition to controlling bacteria in hard-to-reach areas that are difficult to clean. The UV bulb lasts for 9,000 hours.

Maintenance & Servicing (cont.)

Bulb Replacement Instructions

⚠ WARNING!

	Optical Radiation Hazard! UV Light! Invisible laser radiation. Do not look directly at light. Always disconnect power before servicing the lamp.
	Electrical Shock or Burn Hazard! High Voltage Inside! • Toggling the rocker switch does not remove power from all components. Unplug the ice machine or turn off the power supply before servicing. • Open circuit voltage and voltage to ground 600V.
	Sharp Edges! Take care when installing, cleaning, servicing, and maintaining the ice machine to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components.
	Do not dispose of lamps with household waste. Lamps contain mercury. Recycle the lamps so the mercury, metal and glass can be reclaimed, and they do not enter our water system. Visit search.earth911.com and search for a local recycling solution.

! NOTICE!

	The bulb counter automatically resets/ recalculates when replaced. Any errors/alarms automatically clear.

1. Disconnect power to the ice machine or turn off the power supply.
   NOTICE › Let the bulb cool at least two minutes before proceeding.
2. Open the front panel. See fig. 1.
3. Remove the top panel or right panel to access the UV bulb.
4. Locate the TrueZone UV system. See figs. 2 and 3.
5. **Right Access Only:** Remove the TrueZone bracket screws and slide the TrueZone UV system towards you. See fig. 3
6. Remove the bulb assembly from the TrueZone UV system.
7. Disconnect the electrical harness from the bulb assembly.
8. Connect the replacement bulb to the electrical harness.
9. Install the replacement bulb assembly.
   NOTICE › Be sure the notch in the rubber seal faces the TrueZone's outlet air tube. See fig. 4.
10. Restore power and verify operation.
11. If applicable, reinstall the TrueZone UV system. See fig. 3.
12. Reinstall all covers and panels removed to access the bulb.

Fig. 1. Front panel screw locations.

Fig. 2. TrueZone UV system top view.

Fig. 3. TrueZone UV system side view. TrueZone bracket screw locations.

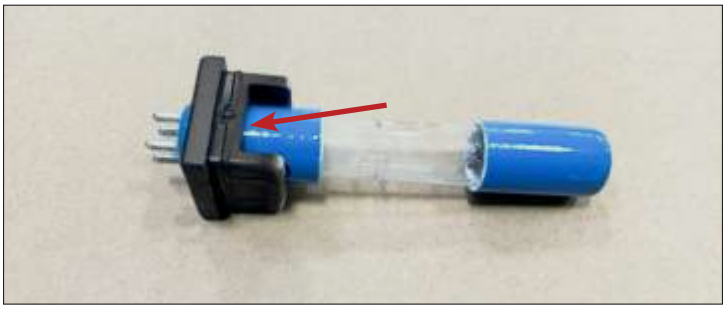


Fig. 4. Rubber seal notch.

Maintenance & Servicing (cont.)

Cleanup Procedure for Accidental Lamp Breakage

⚠ WARNING!

The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures. Use appropriate tools, safety equipment, and PPE during installation and servicing.

These lamps contain a small amount of mercury sealed within the glass tubing. When a lamp breaks, some of this mercury is released as mercury vapor. The broken lamp can continue to release mercury vapor until it is cleaned and removed from the area. These lamps fall under the same category as compact fluorescent light (CFL). To minimize exposure to mercury vapor, the EPA recommends that residents follow the cleanup and disposal steps described below.

This cleanup guidance represents the minimum actions recommended to clean up a broken CFL. For more detailed instructions and information, please see U.S. Environmental Protection Agency (EPA) website at www.epa.gov.

The most important steps to reduce exposure to mercury vapor from a broken lamp include the following:

Before Cleanup...

1. Have people and pets leave the room
2. Air out the room 5-10 minutes by opening a window or door to the outdoor environment.
3. Shut off any central forced air heating/air-conditioning systems. Collect materials needed to clean up broken lamp
   - Stiff paper or cardboard
   - Sticky tape
   - Damp paper towels or disposable wet wipes (for hard surfaces)
   - A glass jar with a metal lid or a sealable plastic bag

During Cleanup...

1. Thoroughly collect broken glass and visible powder.

⚠ WARNING!

Do not vacuum broken glass fragments!

Vacuuming is not recommended unless broken glass remains after all other cleanup steps have been taken. Vacuuming could spread mercury-containing powder or mercury vapor.

2. Place cleanup materials in a sealed container.

After Cleanup...

3. Promptly place all lamp debris and cleanup materials outdoors in a trash container or protected area until materials can be disposed of. Avoid leaving any lamp fragments or cleanup materials indoors.

   NOTICE › Some localities require fluorescent lamps (broken or unbroken) be taken to a local recycling center. Check with your local government about disposal requirements in your area. If there is no such requirement, you can dispose of the materials with your household trash.

4. If practical, continue to air out the room where the lamp was broken and leave the heating/air-conditioning system shut off for several hours.

Maintenance & Servicing (cont.)

Recommended Cleaning Frequency

NOTICE!

Maintenance procedures are not covered by warranty.

It is the User's responsibility to keep the ice machine and ice storage bin (or dispenser if applicable) in a sanitary condition in accordance with the instructions in this manual.

When using a non-True Manufacturing bin or dispenser, follow the maintenance guidelines of the manufacturer of the product.

The maintenance schedule below is a guideline. More frequent maintenance may be required depending on water quality, environment, and local sanitation regulations.

Recommended Cleaning Schedule

Frequency	Component	Task
Daily	Ice Scoop	Clean with sanitizer or neutral cleaner and rinse thoroughly.
Monthly	Water Filter	• Check for proper outlet pressure and change if less than 20 psig (138 kPa) • Check the "Water Passed Through Filter" counter in the "Counters" section in the "MENU" screen.
	Ice Machine and Bin Exterior (or dispenser, if applicable)	• Wipe surfaces with a damp cloth rinsed in water to remove dust and dirt from the outside of the ice machine and bin. For greasy residue use a damp cloth rinsed in a mild dish soap and water solution. Wipe dry with clean, soft cloth. • The exterior panels have a clear coating that is stain resistant and easy to clean. Products containing abrasives will damage the coating and scratch the panels.
	Air Filter	Inspect and wash with warm water and neutral cleaner if dirty.
Quarterly	Ice Machine	Preventative Maintenance Cleaning and Sanitizing Procedure.
Bi-Annually	Ice Machine and Bin (or dispenser, if applicable)	Descaling and Sanitizing Procedure.
As Directed by Service Professional	Air Cooled Condenser	In areas with airborne contaminates (i.e. grease), chemical cleaning of the condenser will be required. This should only be done by a service professional.

Maintenance & Servicing (cont.)

Exterior Cleaning

USER ACTION!

If a greasy residue remains on the surface, use a mild dish soap and water solution with a damp cloth. Wipe dry with a clean, soft cloth.

NOTICE!

The exterior panels have a clear coating that is stain resistant and easy to clean. Products containing abrasives will damage the coating and scratch the panels.

- Never use steel wool or abrasive pads.
- Never use chlorinated, citrus based or abrasive cleaners on exterior panels and plastic trim pieces.

- Clean the area around the ice machine as needed to maintain cleanliness and efficient operation.
- Wipe surfaces with a damp cloth rinsed in water to remove dust and dirt from the ice machine's exterior.

Descaling & Sanitizing Procedures (biannually)

DANGER!

HIGHLY CORROSIVE CLEANING CHEMICALS.
Avoid contact with eyes and skin. Wear eye protection and chemical-resistant rubber gloves when handling.

WARNING!

Toxic Material Hazard!
DO NOT MIX DESCALER WITH SANITIZER.
Harmful fumes may be generated.

Optical Radiation Hazard! UV Light!
Invisible laser radiation. Do not look directly at light. Always disconnect power before servicing the lamp.

USER ACTION!

True recommends using TRUE Ice Machine Descaler. To purchase, contact True Parts Department at 800-424-8783 or partsinquiries@truemfg.com.

If using a non-TRUE descaler (Nickel-safe) recommended dilution for soaking parts is 3 fl oz (88.7 mL) per 1 gal (3.78 L) and recommended amount for evaporator cleaning is 6-8 fl oz (177.4-236.6 mL).

Use of non-recommended descaler may void warranty.

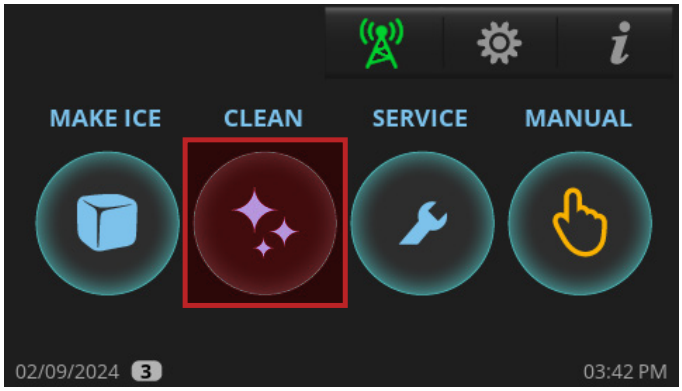
Maintenance & Servicing (cont.)

Descaling & Sanitizing Procedures (biannually) (cont.)

If necessary, cancel the descaling or sanitizing sequences by pressing cancel. However, the sequences cannot be cancelled after cleaner or sanitizer has been added to the sump and **OK** has been pressed.

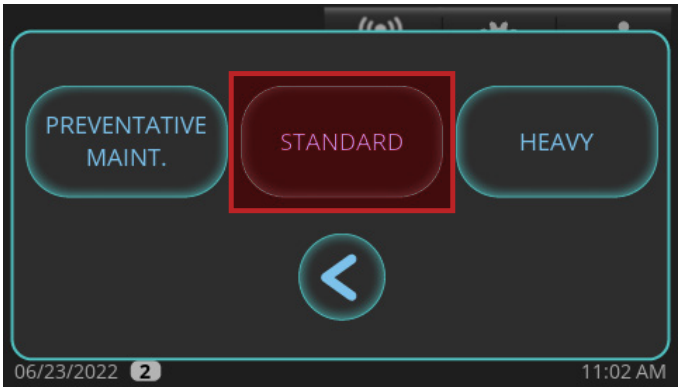
Descaling

1. Remove all ice from the bin (or dispenser if applicable).
2. Loosen the front panel screws and open the front panel.
3. In the home screen press **CLEAN**.

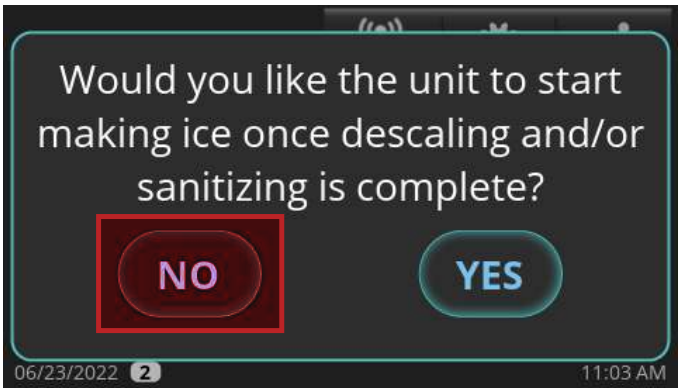


4. Press **DESCALE**.

5. Choose between the options.
   PREVENTATIVE MAINT.: Shorter cycles; use between bi-annual maintenance.
   STANDARD: Normal cycle times; use when performing regular bi-annual maintenance.
   HEAVY: Longer cycle times; use when heavy scaling on parts is obvious.



6. When **"Would you like the unit to start making ice once descaling and/or sanitizing is complete?"** appears, press **NO**.

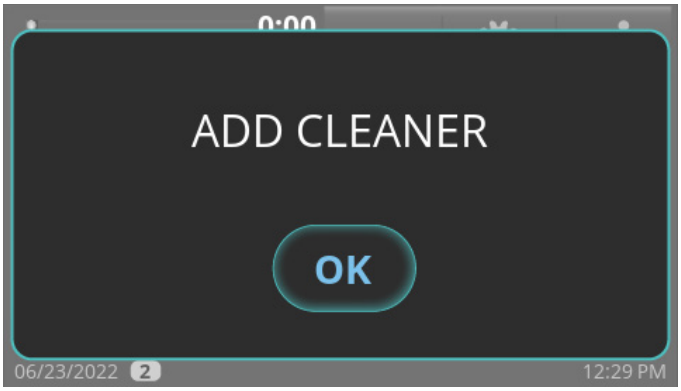


7. Wait for the ice machine to run through the PRE-CLEANING sequence (FILL, PUMP, DRAIN, and HARVEST). If there is enough water in the sump at the start of CLEAN, it will go through a DRAIN sequence before FILL. The compressor will start during the HARVEST sequence to ensure there is no ice on the evaporator and will shut off before the cleaning sequence continues.

Maintenance & Servicing (cont.)

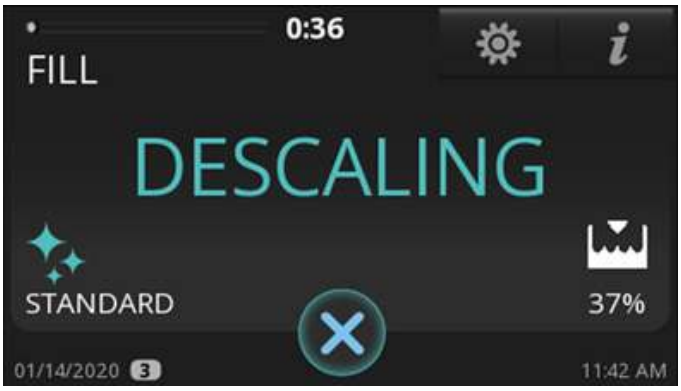
Descaling & Sanitizing Procedures (bi-annually) (cont.)

8. When **ADD CLEANER** appears, open the water curtain and pour 10 oz (296 mL) of TRUE ice machine descaler between the evaporator and the damper.

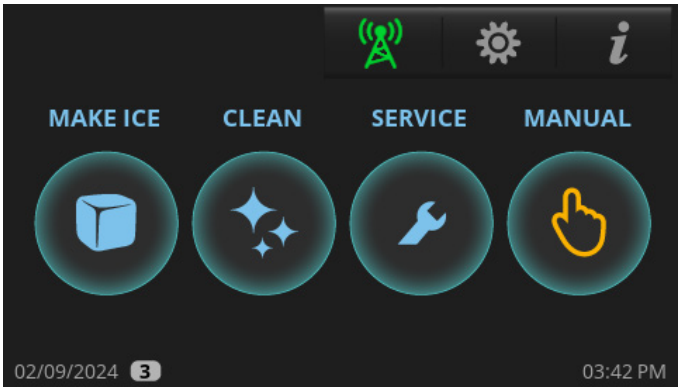


9. After adding descaler, press **OK**. The display will then show the sequence status.

NOTICE › The sequence will not proceed from this point unless OK is pressed after adding the descaler.



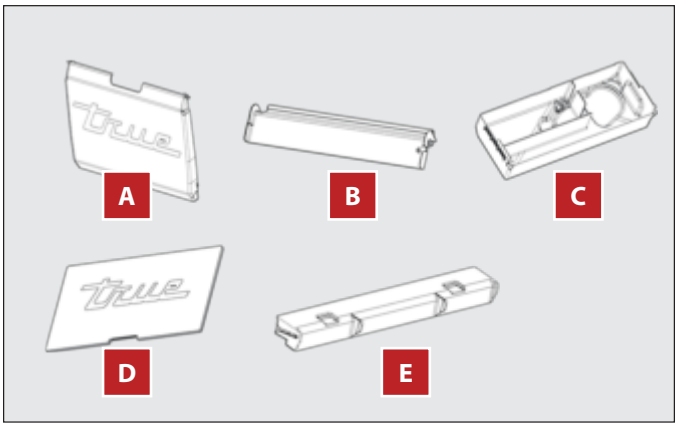
10. Wait for the ice machine to complete the cleaning cycle and return to the home screen.



11. Prepare a solution of 10 fl oz (296 mL) TRUE ice machine descaler to 1 gal (3.8 L) of warm water.

NOTICE › In cases where scale build up is particularly heavy, substitute equal amounts ice machine descaler and warm water.

12. Remove parts for cleaning. See below.



A. **Water Curtain:** Remove by placing one hand over the top lip of the curtain and the other hand on the side of the curtain. Gently flex the curtain on the side toward the center while gently pulling the top outward.

B. **Damper:** Remove by pushing the damper down until horizontal, pull forward gently until it stops and then push down until it stops and pull forward.

C. **Sump:** Reach under the sump and pull off the drain hose. Then place fingers between the left or right bulkhead wall and the side of the sump. Place the other hand over the lip of the sump. Push the sump with your fingers toward the opposite bulkhead wall while pulling the sump in the same direction with your hand until it comes out of the snap bracket. Repeat the process on the other side and remove the sump.

D. **Evaporator Area Cover:** Remove by pushing up from the inside of evaporator section.

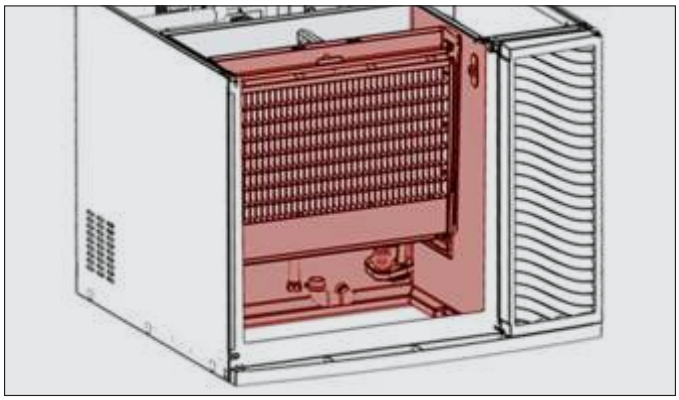
E. **Water Distributor:** Remove by grabbing the two distributor tabs and pull up slightly then forward.

13. With half of the solution, soak the parts for 5-10 minutes (if heavily scaled, 15-20 minutes). Then with a ***soft nylon bristle brush***, cloth, or sponge, thoroughly clean the parts.

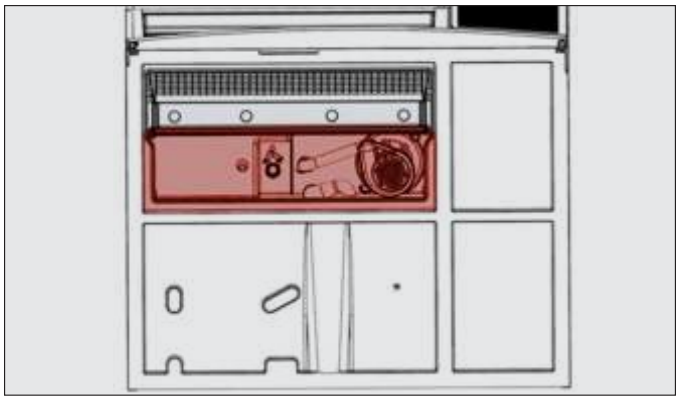
Maintenance & Servicing (cont.)

Descaling & Sanitizing Procedures (bi-annually) (cont.)

14. Thoroughly rinse the parts with clean water. With the remaining solution and a ***soft nylon bristle brush***, cloth, or sponge, thoroughly clean all food zone areas (shaded components) of the ice machine. These areas include the following:
    - Side walls
    - Plastic evaporator top frame (where distributor is installed)
    - Plastic evaporator sides and bottom
    - Water pump base
    - Water pump tubing
    - Sump drain tubing
    - Water level air column
    - Base (area above the sump, under the evaporator)
15. Thoroughly clean all food zone areas of the ice bin (or dispenser, if applicable).



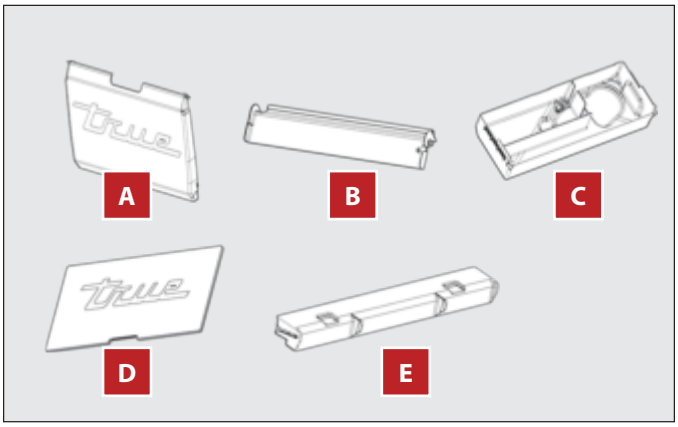
Front View



Bottom View

Sanitizing

1. Prepare a solution of 1.5 fl oz (44mL) chlorine bleach (5.25% sodium hypochlorite) to 3 gal. (11.4 L) of warm water. Use half of the solution to sanitize all the removed parts from the cleaning procedure.
2. Remove parts for cleaning. See below.



A. **Water Curtain:** Remove by placing one hand over the top lip of the curtain and the other hand on the side of the curtain. Gently flex the curtain on the side toward the center while gently pulling the top outward.

B. **Damper:** Remove by pushing the damper down until horizontal, pull forward gently until it stops and then push down until it stops and pull forward.

C. **Sump:** Reach under the sump and pull off the drain hose. Then place fingers between the left or right bulkhead wall and the side of the sump. Place the other hand over the lip of the sump. Push the sump with your fingers toward the opposite bulkhead wall while pulling the sump in the same direction with your hand until it comes out of the snap bracket. Repeat the process on the other side and remove the sump.

D. **Evaporator Area Cover:** Remove by pushing up from the inside of evaporator section.

E. **Water Distributor:** Remove by grabbing the two distributor tabs and pull up slightly then forward.

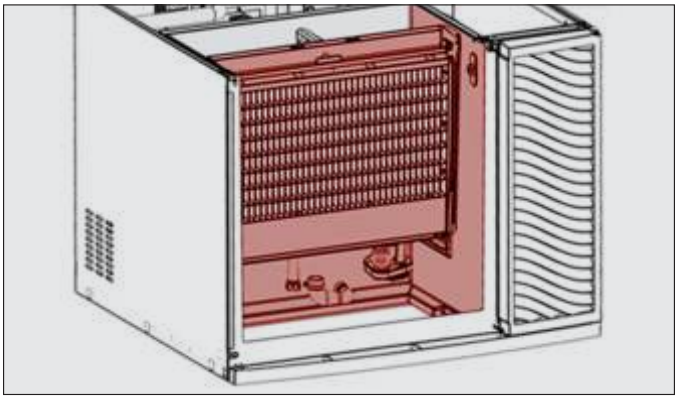
Maintenance & Servicing (cont.)

Descaling & Sanitizing Procedures (bi-annually) (cont.)

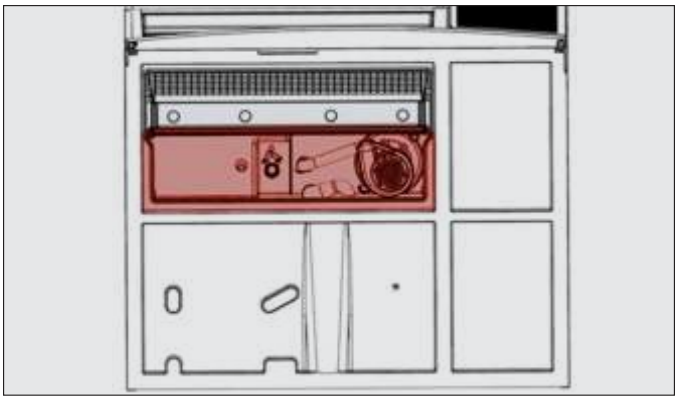
3. Soak all the parts in the solution for one minute and then allow them to air dry.

⚠ WARNING!	
	DO NOT rinse the parts with clean water after sanitizing. Let them air dry.

4. With a spray bottle, heavily spray all food zone areas with the sanitizing solution. These areas include the following:
   - Side walls
   - Plastic evaporator top frame (where distributor is installed)
   - Plastic evaporator sides and bottom
   - Water pump base
   - Water pump tubing
   - Sump drain tubing
   - Water level air column
   - Base (area above the sump, under the evaporator)
5. Reinstall the sanitized components and wait 10 minutes.

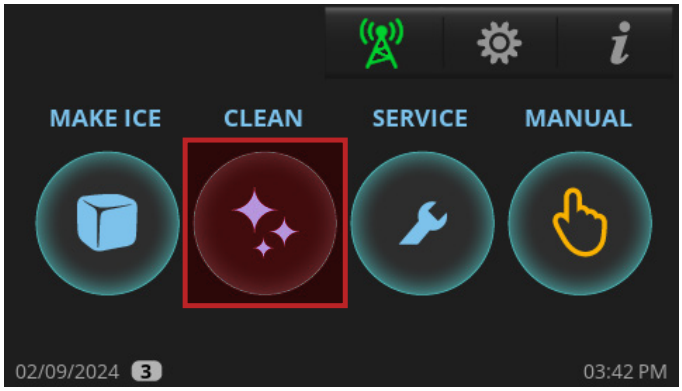


Front View



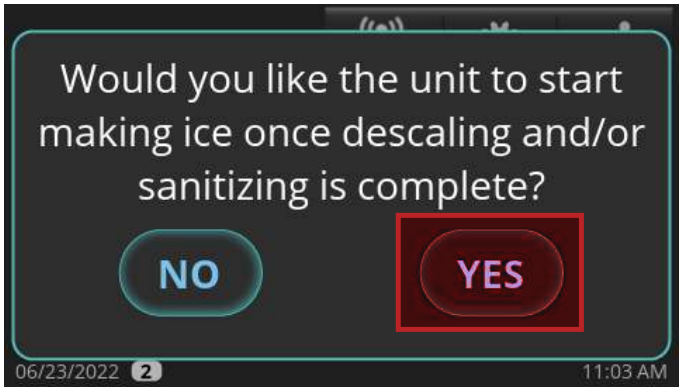
Bottom View

6. In the home screen, press **CLEAN** .



7. Press **SANITIZE**

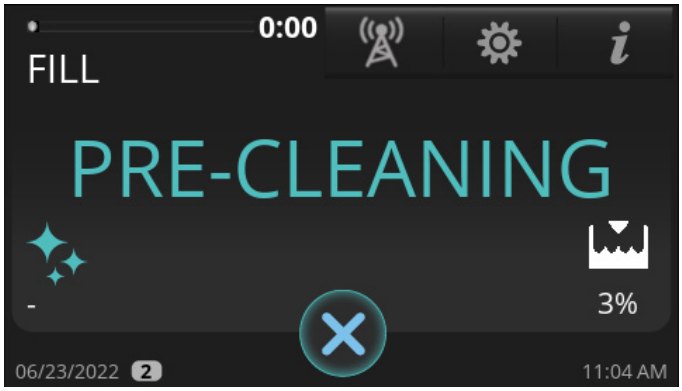
8. When **"Would you like the unit to start making ice once descaling and/or sanitizing is complete?"** appears, press either **NO** or **YES**. The ice machine will go into **PRE-CLEANING**.



Maintenance & Servicing (cont.)

Descaling & Sanitizing Procedures (bi-annually) (cont.)

9. Wait for the ice machine to run through the **PRE-CLEANING** sequence (**FILL**, **PUMP**, **DRAIN**, and **HARVEST**). If there is enough water in the sump at the start of **CLEAN**, it will go through a **DRAIN** sequence before **FILL**. The compressor will start during the **HARVEST** sequence to ensure there is no ice on the evaporator and will shut off before the cleaning sequence continues.



10. When **ADD SANITIZER** appears, open the water curtain and pour in 4.5 oz (133 mL) chlorine bleach (5.25% sodium hypochlorite) between the evaporator and the damper.

11. After adding chlorine bleach (5.25% sodium hypochlorite), press **OK**. The display will then show the sequence status.
NOTICE › The sequence will not proceed from this point unless OK is pressed after adding chlorine bleach (5.25% sodium hypochlorite).

12. When the sanitizing sequence finishes, the ice machine will either go into **STANDBY** mode or return to **MAKE ICE** mode based on the choice made in step 8.

Maintenance & Servicing (cont.)

Preventative Maintenance Descaling & Sanitizing Procedure

⚠ DANGER!

HIGHLY CORROSIVE CLEANING CHEMICALS.
Avoid contact with eyes and skin. Wear eye protection and chemical-resistant rubber gloves when handling.

⚠ WARNING!

Toxic Material Hazard!
DO NOT MIX DESCALER WITH SANITIZER.
Harmful fumes may be generated.

Optical Radiation Hazard! UV Light!
Invisible laser radiation. Do not look directly at light. Always disconnect power before servicing the lamp.

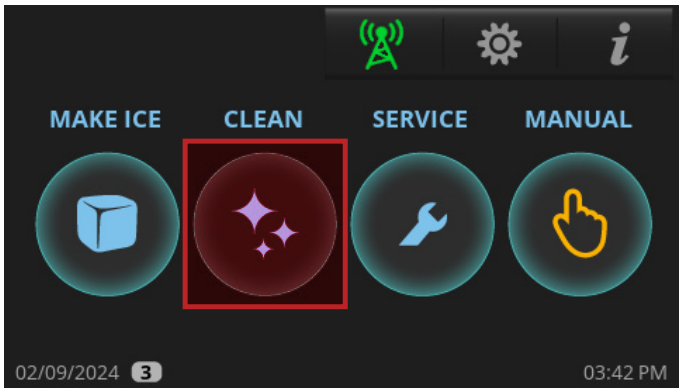
❗ USER ACTION!

True recommends using TRUE Ice Machine Descaler. To purchase, contact True Parts Department at 800-424-8783 or partsinquiries@truemfg.com.

If using a non-TRUE descaler (Nickel-safe) recommended dilution for soaking parts is 3 fl oz (88.7 mL) per 1 gal (3.78 L) and recommended amount for evaporator cleaning is 6-8 fl oz (177.4-236.6 mL).

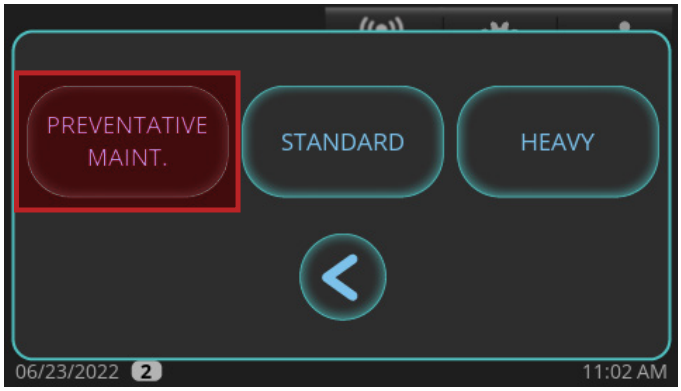
Use of non-recommended descaler may void warranty.

1. Loosen the front panel screws and open the front panel.
2. In the home screen, press **CLEAN** .



3. Press **BOTH**.

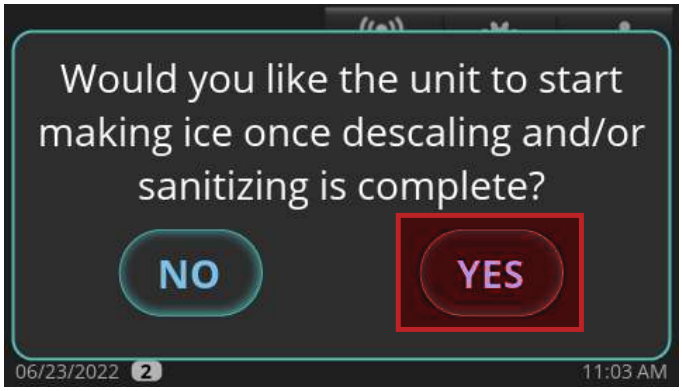
4. Press **PREVENTATIVE MAINT.**



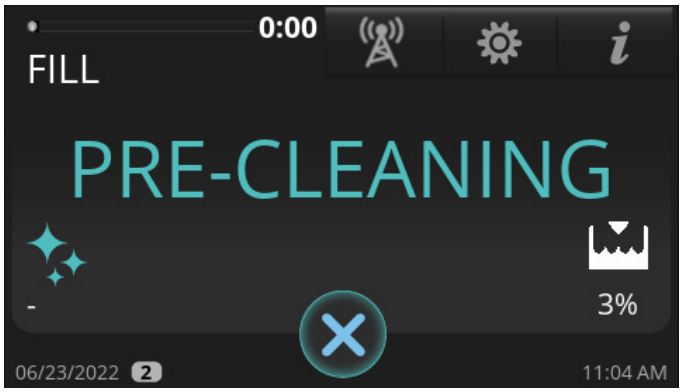
Maintenance & Servicing (cont.)

Preventative Maintenance Descaling & Sanitizing Procedure (cont.)

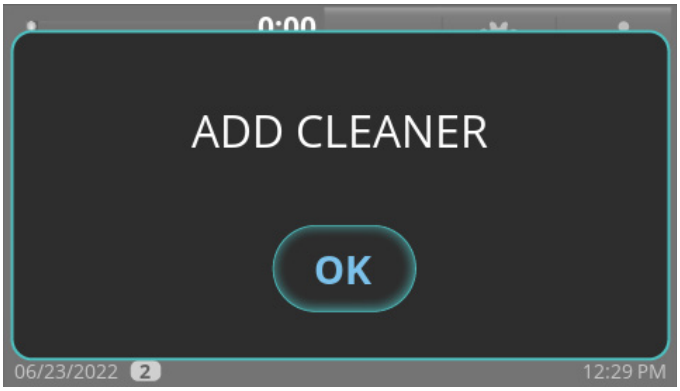
5. When **"Would you like the unit to start making ice once descaling and/or sanitizing is complete?"** appears, press either **NO** or **YES**.



6. Wait for the ice machine to run through the **PRE-CLEANING** sequence (**FILL**, **PUMP**, **DRAIN**, and **HARVEST**). If there is enough water in the sump at the start of **CLEAN**, it will go through a **DRAIN** sequence before **FILL**. The compressor will start during the **HARVEST** sequence to ensure there is no ice on the evaporator and will shut off before the cleaning sequence continues.

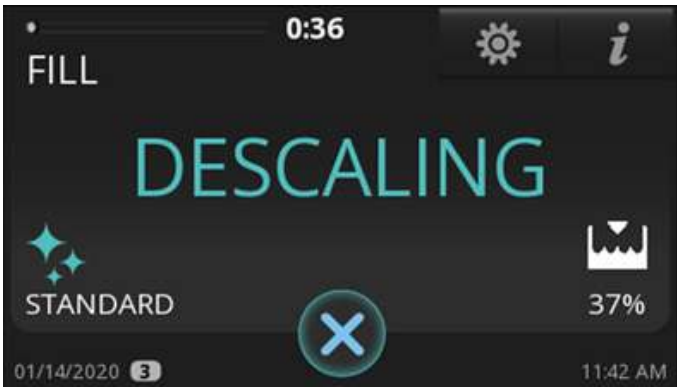


7. When **ADD CLEANER** appears, open the water curtain and pour in 10 oz (296 mL) of TRUE ice machine descaler between the evaporator and the damper.



8. After adding the descaler, press OK. The display will then show the sequence status.

NOTICE › The sequence will not proceed from this point unless **OK** is pressed after adding the cleaner. When the procedure is finished, the ice machine will automatically enter the sanitizing sequence.



Maintenance & Servicing (cont.)

Preventative Maintenance Descaling & Sanitizing Procedure (cont.)

9. Let the ice machine finish the descaling sequence. When **ADD SANITIZER** appears, open the water curtain and pour in 1 oz (14.8 mL) chlorine bleach (5.25% sodium hypochlorite) between the evaporator and the damper.

10. After adding chlorine bleach (5.25% sodium hypochlorite), press **OK**. The display will then show the sequence status.
NOTICE › The sequence will not proceed from this point unless **OK** is pressed after adding chlorine bleach (5.25% sodium hypochlorite).

11. Let the ice machine finish the sanitizing sequence. Once the sanitizing sequence is complete, the ice machine will either go into **STANDBY** mode or return to **MAKE ICE** mode based on the choice made in Step 5.

Maintenance & Servicing (cont.)

Troubleshooting

Before contacting a service provider, please check the items below.

General Troubleshooting Checklist		
Problem	**Possible Cause**	**Possible Remedy**
Ice machine does not come on, display is dark	No power supplied to the ice machine	• Turn breaker on • Replace blown fuse • Turn disconnect on • Check rocker switch
Ice machine does not come on, display is on	• Ice machine scheduled to be off • Ice machine turned off • Ice machine off on alert	• Cancel schedule • Press "Make Ice" icon • Reset the ice machine by pressing the "Make Ice" icon until the ice machine beeps then press "Make Ice" icon again
Low production, ice is malformed or melted when it falls off the evaporator	• Dirty evaporator • Ice machine is not level	• Clean and sanitize the ice machine • Level the ice machine
Low production, but ice looks normal	• Dirty condenser • High ambient air temperature	• Clean the condenser • Reduce air temperature around the ice machine
Poor ice quality, cloudy and soft	• Ice machine is dirty • Poor quality water supply • No water filtration • Water softener problems (if applicable)	• Clean and sanitize the ice machine • Contact company that can test the water supply and make water treatment recommendations • Install water filtration • Contact water softener manufacturer for service
Ice machine produces shallow or incomplete cubes, or the ice fill pattern on the evaporator is incomplete	• Ice thickness is set too thin • Not enough water in sump • Hot water feeding ice machine • Ice machine not level	• Adjust ice bridge thickness to 1/8" (3.18 mm) See "Adjust Ice Thickness" (pg. 52) • Confirm water pressure is 20 psig (138 kPa) minimum, change water filter, clean water inlet valve screen • Connect cold water supply line, call plumber if connected to hot water supply • Level the ice machine

Maintenance & Servicing (cont.)

Troubleshooting (cont.)

Before contacting a service provider, please check the items below.

Ice Level Sensor Troubleshooting Checklist		
Problem	**Possible Cause**	**Possible Remedy**
Value is always 100%	• Empty Bin Distance (EBD) and Full Bin Distance (FBD) set incorrectly	• Read Ice Level Sensor Setup Section (pg. 38) to setup EBD and FBD. • Change EBD by 1 cm increments up to +/- 5 cm until Value changes. • Change FBD by 1 cm increments up to +/- 3 cm until Value changes.
	• Contaminant on lens	• Perform cleaning
	• Sensor installed incorrectly	• Confirm sensor is sitting down in plastic case cutout
	• Time of Flight (TOF) not enabled	• Ensure TOF = 1
Value is always 0%	• EBD and FBD set incorrectly	• Read Ice Level Sensor Setup Section (pg. 36) to setup EBD and FBD. • Change EBD by 1 cm increments up to +/- 5 cm until Value changes. • Change FBD by 1 cm increments up to +/- 3 cm until Value changes.
	• Sensor installed incorrectly	• Confirm sensor is sitting down in plastic case cutout

Maintenance & Servicing (cont.)

Alarm Codes

CODE (1)	ALARMS ON 4.3" DISPLAY POP-UP	TYPE (2)	ENABLED IN (3)
E1	ALARM T1 Input	HW error (analog input)	always
E2	ALARM T2 Input	HW error (analog input)	always
E3	ALARM T3 Input	HW error (analog input)	always
E4	ALARM T4 Input	HW error (analog input)	always
E5	ALARM Air Filter Safety Switch Open	safety switch	run
E6	ALARM High Pressure Safety Switch Open	safety switch	always
E7	ALARM HP1 Input	HW error (analog input)	always
E8	ALARM LP1 Input	HW error (analog input)	always
E9	ALARM Water Level Sensor Input	HW error (analog input)	always
E10	ALARM Ice Level Sensor Comm Error	HW error (analog input)	always
E11	ALARM Low Temperature T1 in Freeze	T1 < thr.	freeze
E12	ALARM High Temperature T1	T1 > thr. for time x	run
E13	ALARM Low Temperature T1	T1 < thr. for time x	run
E14	ALARM High Temperature T2	T2 > thr. for time x	run
E15	ALARM Low Temperature T2	T2 < thr. for time x	run
E16	ALARM High Temperature T3	T3 > thr. for time x	run
E17	ALARM Low Temperature T3	T3 < thr. for time x	run
E18	ALARM High Temperature T4	T4 > thr. for time x	run
E19	ALARM Low Temperature T4	T4 < thr. for time x	run
E20	ALARM High Pressure on HP1	P1 > thr.	run
E21	ALARM Drain Switch	drain switch status	always
E22	ALARM Long Freeze Time	Counter	freeze
E23	ALARM Calculation Error - Negative Value	WLEVEL < thr.	freeze
E24	ALARM Long Fill Time	timer fill > timeout	fill
E25	ALARM Long Purge Time	timer drain > timeout	drain
E26	ALARM Long Harvest Time	tim har > tout, or cnt	harvest
E27	ALARM Water Leakage	WLEVEL < thr. and cnt	freeze
E28	ALARM Pump Motor	WLEVEL > thr. and cnt	pmp tst
E29	H O Slow Fill - Check Water Connection	timer_fill > H O timeout	fill
E30	ALARM Biozone - Check Comm or Replace Bulb	Wrong data in Biozone	always
E31	ALARM Hot Gas Valve	HP1 pressure > thr.	harv; startup
E32	ALARM Low Suction Pressure	LP1 or LP2 < thr.	compr. ON
E33	ALARM HP2 Input	HW error (analog input)	always
E34	ALARM LP2 Input	HW error (analog input)	always

Warranty Information (USA & Canada Only)

Warranty Information

To view and download the
Warranty Information for USA & Canada,
please scan the QR code below.

Notes

Notes

Notes

www.truemfg.com