

TROUBLESHOOTING ICE MACHINES

If a problem arises during operation of your ice machine, follow the checklist below before calling service. Routine adjustments and maintenance procedures are not covered by the warranty.



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PROBLEM: ICE MACHINE DOES NOT OPERATE

No electrical power to the ice machine and/or condensing unit.

Replace the fuse.
Reset the breaker.
Turn on the main switch.

High pressure cutout tripping.

Clean condenser coil. (See section 4)

Energy Saver or other field entered programming is stopping ice machine.

Reset to Factory defaults. (See Section 3)

Water curtain off or stuck open.

Water curtain must be installed and swinging freely.

Ice Machine is not turned on.

Press power button, display must indicate "Ice Making"

PROBLEM: ICE MACHINE STOPS, AND CAN BE RESTARTED BY PRESSING POWER SWITCH.

Safety limit feature stopping the ice machine

Refer to "Safety Limit Feature" on the next page.

PROBLEM: ICE MACHINE DOES NOT RELEASE ICE OR IS SLOW TO HARVEST.

Ice Machine is Dirty.

Clean and sanitize the ice machine. (See Section 4)

Ice Machine is not level.

Level the ice machine. (See Section 2)

Low air temperature around ice machine head section.

Air temperature must be at least 35°F (2°C).

PROBLEM: ICE MACHINE DOES NOT CYCLE INTO HARVEST MODE.

The six-minute freeze time lock-in has not yet expired.

Wait for the freeze lock-in to expire.

Ice thickness probe is dirty.

Clean and sanitize the ice machine. (See Section 4)

Ice thickness probe is disconnected.

Connect the probe to the control board.

Ice thickness probe is out of adjustment.

Adjust the ice thickness probe. (See Section 3)

Uneven ice fill (thin at the top of evaporator).

Verify sufficient water level in sump trough. Contact a qualified service company to check refrigeration system.

PROBLEM: ICE QUALITY IS POOR (SOFT OR NOT CLEAR).

Poor incoming water quality.

Contact a qualified service company to test the quality of the incoming water and make appropriate filter recommendations.

Water filtration is poor.

Replace the filter.

Ice Machine is dirty.

Clean and sanitize the ice machine. (See Section 4)

Water dump valve is not working.

Disassemble and clean the water dump valve. (See Section 4)

Water softener is working improperly (if applicable).

Repair the water softener.

PROBLEM: ICE MACHINE PRODUCES SHALLOW OR INCOMPLETE SUBES, OR THE ICE FILL PATTERN ON THE EVAPORATOR IS INCOMPLETE.

Ice thickness probe is out of adjustment.

Adjust the ice thickness probe. (See Section 4)

Water trough level is too low.

Check the water level probe for damage. (See Section 3)

Water inlet valve filter screen is dirty.

Remove the water inlet valve and clean the filter screen. (See Section 4)

Water filtration is poor.

Replace the filter.

Hot incoming water.

Connect the machine to a cold water supply. (See Section 2)

Water inlet valve is not working.

Replace the water inlet valve.

Incorrect incoming water pressure.

Water pressure must be 20-80 psi (140 kPa - 550 kPa).

Ice Machine is not level.

Level the ice machine. (See Section 2)

PROBLEM: LOW ICE CAPACITY.

Water inlet valve filter screen is dirty.

Remove the water inlet valve and clean the filter screen.

Incoming water supply is shut off.

Open the water service valve.

Water inlet valve stuck open or leaking.

Press the power button and turn off the ice machine, if water continues to enter water trough replace the water inlet valve.

The condenser is dirty.

Clean the condenser. (See Section 4)

High air temperature entering condenser.

Air temperature must not exceed 120°F (39°C).

The harvest assist air compressor is not functioning.

Call for service.

SAFETY LIMIT FEATURE

In addition to the standard safety controls, such as the high pressure shutout, your Manitowoc ice machine features built-in safety limits which stop the ice machine if conditions arise which could cause a major component failure.

Before calling for service, re-start the ice machine using the following procedure:

1. Press the power button, the display reads "Off"

Press the power button again and the display reads "Making Ice"

A. If the safety limit feature has stopped the ice machine, it will restart after a short delay. Proceed to step 2.

B. If the Ice Machine does not restart, see "Ice Machine does not operate" on the previous page.

2. Allow the ice machine to run to determine if the condition repeats.

A. If the ice machine stops again, the condition has repeated. Call for service.

B. If the ice machine continues to run, the condition has corrected itself. Allow the ice machine to continue running.