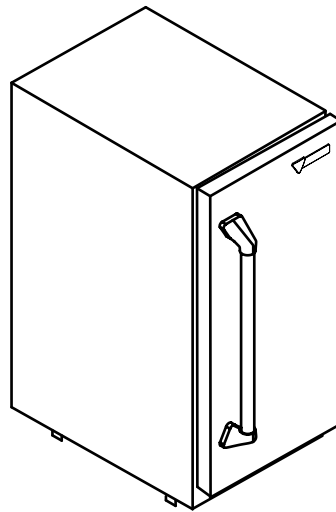




Twin Eagles

Outdoor Ice Maker

INSTALLATION, OPERATION & MAINTENANCE MANUAL



Model: TEIM15-F

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IMPORTANT SAFETY INSTRUCTIONS

Important Safety Instructions

Warnings and safety instructions appearing in this guide are not meant to cover all possible conditions and situations that may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating this appliance.

Recognize Safety Symbols, Words, and Labels.

WARNING

WARNING-Hazards or unsafe practices with high probability of personal injury or property / product damage.

CAUTION

CAUTION-Hazards or unsafe practices which could result in personal injury or property or product damage.

NOTE

NOTE-Important information to help assure a problem free installation and operation.

Remove Interior Packaging

Your ice machine has been packed for shipment with all parts that could be damaged by movement securely fastened. Remove internal packing materials and any tape holding internal components in place. The owners manual is shipped inside the product in a plastic bag along with the warranty registration card, and other accessory items.

Important

Keep your carton and packaging until your ice machine has been thoroughly inspected and found to be in good condition. If there is damage, the packaging will be needed as proof of damage in transit. Afterwards please dispose of all items responsibly in particular the plastic bags which can be a suffocation hazard.

Note to Customer

This merchandise was carefully packed and thoroughly inspected before leaving our plant. Responsibility for its safe delivery was assumed by the retailer upon acceptance of the shipment. Claims for loss or damage sustained in transit must be made to the retailer.

DO NOT RETURN DAMAGED MERCHANDISE TO THE MANUFACTURER - FILE THE CLAIM WITH THE RETAILER.

CAUTION

If the ice machine was shipped or has been laying on its back for any period of time allow the ice machine to sit upright for a period of at least 24 hours before plugging in. This will assure oil returns to the compressor. Plugging the ice machine in immediately may cause damage to internal parts.

Warranty Registration

It is important you send in your warranty registration card immediately after taking delivery of your ice machine.

The following information will be required when registering your ice machine.

Service Number
Serial Number
Date of Purchase
Dealer's name and address

The service number and serial number can be found on the serial plate which is located inside the ice machine on the left side of the liner. See Figure 1.


TWIN EAGLES		 C US Energy Verified MC233973
CERRITOS, CALIFORNIA 90703		
MODEL NO.	<input type="text"/>	
SERVICE NO.	<input type="text"/>	REV. <input type="checkbox"/>
SERIAL NO.	<input type="text"/>	
HZ <input type="checkbox"/>	VOLTS <input type="checkbox"/>	AMPS <input type="checkbox"/> R134A <input type="checkbox"/> c
		TEST PRESSURE 140 PSI 300 PSI

Figure 1

CALIFORNIA PROPOSITION 65

 **WARNING:** Cancer and Reproductive Harm - www.P65Warnings.ca.gov.

CAUTION

Help Prevent Tragedies

Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous. Even if they sit out for "just a few hours".

If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

Before you throw away your old refrigerator or freezer:

- Take off the doors or remove the drawers.
- Leave the shelves in place so children may not easily climb inside.

INSTALLING YOUR ICE MACHINE

Select Location

The proper location will ensure peak performance of your appliance. We recommend a location where the ice machine will be out of direct sunlight and away from heat sources. To assure your product performs to specifications the recommended installation location temperature range is from 55 to 80°F (13 to 27°C) for built in ice machines, 55 to 90°F (13 to 32°C) for freestanding ice machines. Ice machine will not perform correctly in ambient temperatures less than 55°F (13°C).

CAUTION

Outdoor Installation

Only the TEIM15-F model is suitable for outdoor installations.

Building codes may require a ground fault circuit interrupter electrical receptacle to supply electrical power to the ice machine for outdoor applications, (see "Electrical Connection" section).

Do not install in a location where the ice machine will be exposed to direct sun exposure as this may result in unsatisfactory performance.

Winterizing Your Outdoor Ice Machine

For instructions on winterizing your ice machine see page 16, "Preparing the Ice Machine for Storage".

Cabinet Clearance

Ventilation is required from the bottom front section of the ice machine. Keep this area open and clear of any obstructions. Adjacent cabinets and counter top can be installed around the ice machine as long as the front grille remains unobstructed.

CAUTION

Front Grille

Do not obstruct the front grille. The openings within the front grille allow air to flow through the condenser heat exchanger. Restrictions to this air flow will result in increased energy usage and loss of cooling capacity. For this reason it is important this area to not be obstructed and the grille openings kept clean. Twin Eagles does not recommend the use of a custom made grille as air flow may be restricted because of inadequate openings. (See Figure 2).

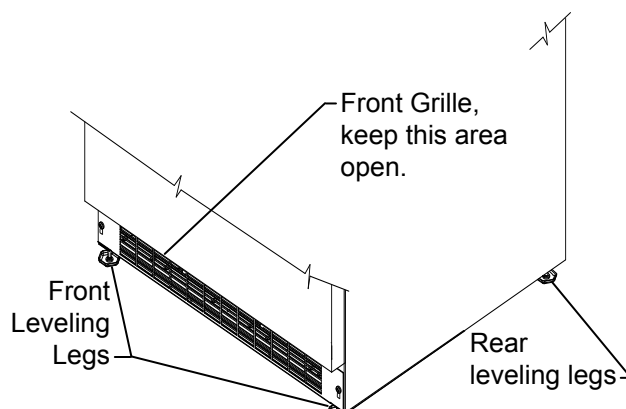


Figure 2

Leveling Legs

Adjustable legs at the front and rear corners of the ice machine should be set so the ice machine is firmly positioned on the floor and level from side to side and front to back. The overall height of your Twin Eagles ice machine may be adjusted from 33³/₄" (85.7cm) with the leveling legs turned in, and up to 34³/₄" (88.3cm) with the leveling legs extended.

To adjust the leveling legs, place the ice machine on a solid surface and protect the floor beneath the legs to avoid scratching the floor. With the assistance of another person, lean the ice machine back to access the front leveling legs. Raise or lower the legs to the required dimension by turning the legs. Repeat this process for the rear by tilting the ice machine forward using caution to prevent the door from opening. On a level surface check the ice machine for levelness and adjust accordingly.

The front grille screws may be loosened and the front grille adjusted to the desired height. When adjustment is complete tighten the two front grille screws. (See Figure 3).

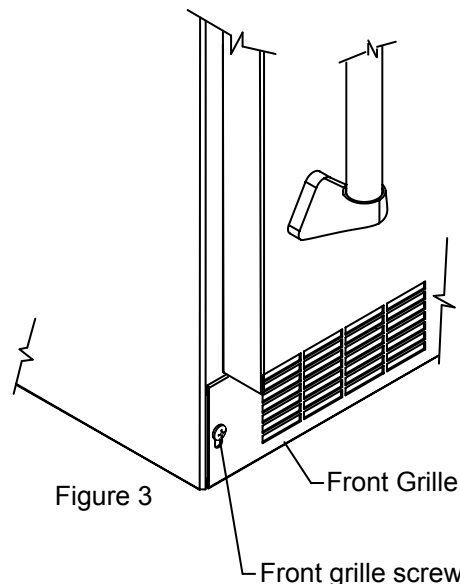


Figure 3

INSTALLING THE DRAIN PLUMBING

⚠ WARNING

- Do not splash or spray water from a hose on the ice machine. Doing so may cause an electrical shock, which may result in severe injury or death.
- This ice machine should not, under any circumstances, be installed to an un-grounded electrical supply.

Electrical Connection

A grounded 115 volt, 15 amp dedicated circuit is required.

This product is factory equipped with a power supply cord that has a three-pronged, grounded plug. It must be plugged into a mating grounding type receptacle in accordance with the National Electrical Code and applicable local codes and ordinances (see Figure 4). If the circuit does not have a grounding type receptacle, it is the responsibility and obligation of the customer to provide the proper power supply. The third ground prong should not, under any circumstances, be cut or removed.

⚠ CAUTION

Electrical Extension cords should not be used. They can be hazardous and cause deficient operation. The wall receptacle should be located near the ice machine and be a polarized type with adequate ground protection. The ice machine must be installed to your local building codes and ordinances.

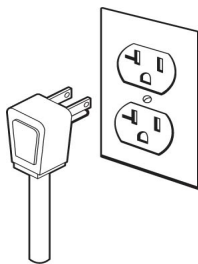


Figure 4

NOTE

Ground Fault Circuit Interrupters (GFCI) are prone to nuisance tripping which will cause the ice machine to shut down. GFCI's are generally not used on circuits, with powered equipment, that must run unattended for long periods of time, unless required to meet local building codes and ordinances.

⚠ WARNING

Risk of electrical shock or personal injury could occur due to moving components, if machine compartment access cover is removed before unplugging the ice machine.

Drain Plumbing

Your ice machine requires drain plumbing. There are 2 variations of ice machines in regards to the installation of the drain plumbing, without a drain pump (gravity drain), and with an optional drain pump.

Gravity Drain, no drain pump.

Your ice machine requires a gravity drain (Figure 5) that requires 5/8 inch inside diameter (I.D.) tubing from the back of the ice machine to a plumbed connection to a sanitary sewer. Remove the access panel to plumb in drain connection. The gravity drain location for built-in ice machines can be within the shaded area shown in Figure 7.

Optional Drain Pump (model: TEDP-KIT-F)

An optional drain pump (Figure 6) is available if you do not have access to a gravity drain. Installation instructions are provided with the optional drain pump. Contact Twin Eagles customer service for ordering.

Observe and follow all local codes when installing ice machine.

⚠ CAUTION

This drain pump is designed to be installed in Twin Eagles ice machines only.

⚠ CAUTION

Failure to use an adequate drainage system, will result in surrounding water damage and/or poor ice production.

OPTIONAL DRAIN PUMP

The **Twin Eagles Drain Pump** is designed to remove drain water from ice machines installed in areas without direct drainage access. The sealed reservoir pump collects the melted ice water and pumps it to a maximum lift of eight (8) feet (2.44 meters) through $\frac{3}{8}$ " I.D. vinyl tubing to a drain.

⚠ CAUTION

This pump has been evaluated for use with water only.

NOTE: Reasonable care and safe methods should be practiced. Do NOT work with energized electrical equipment in a wet area. Read and follow the installation instructions listed in this manual.

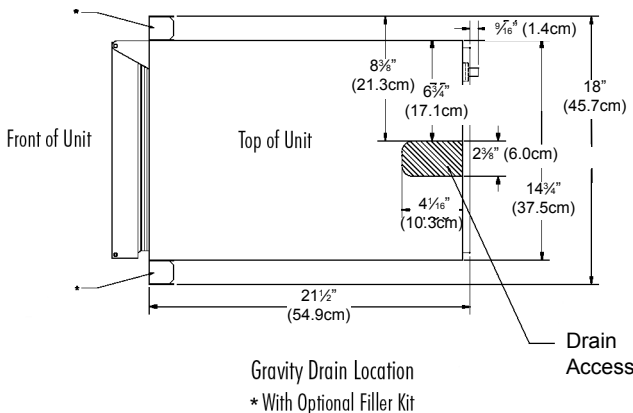
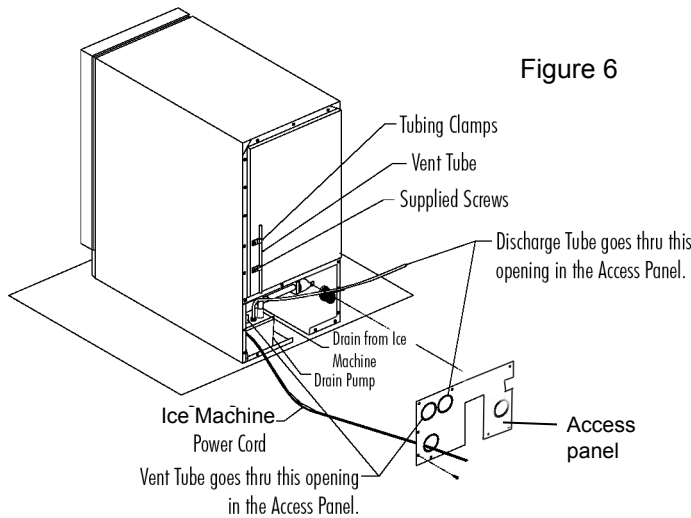
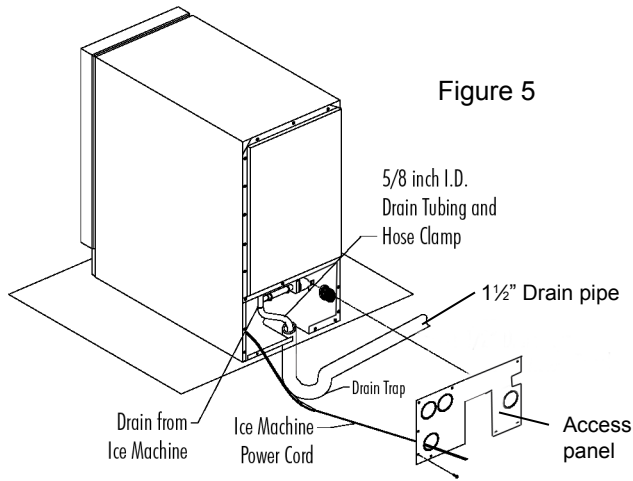
⚠ WARNING

Risk of electric shock - This pump is supplied with a grounding conductor and grounding-type attachment plug. To reduce the risk of electric shock, be certain that it is connected only to properly grounded, grounding-type receptacle.

Maintenance

The following items require review on a regular basis.

1. Check that the vent line is open, free of kinks/sharp bends, so that air flows freely from the pump reservoir.
2. Check that the discharge tubing is free of foreign material (algae, etc.) and kinks/bends. Confirm that the check valve is operational by observing that the water flow is evident in one (1) direction only - out of the pump. Remove and clean as required.



CONNECTING THE WATER SUPPLY

Water Supply

CAUTION

Observe and follow all local building codes when installing this appliance.

This ice machine must be connected to a potable cold water supply line, delivering water pressure between a minimum of 20 psi and a maximum of 120 psi.

Use 1/4" copper tubing for your water supply which is available at any local hardware or plumbing supply store. Route the 1/4" copper tubing to suit your installation being sure not to kink the tubing. Purchase enough copper tubing length to allow a coil to be formed behind the unit for a "service loop" which will allow the appliance to be pulled out from the installation for servicing or cleaning. (See Figure 8). Connect the copper tubing to the "top side" of a cold water pipe to prevent the ice-maker from plugging with sediment.

A shutoff valve is recommended on the water supply line to ease servicing the appliance. **NOTE: A SELF-PIERCING TYPE VALVE IS NOT RECOMMENDED** as they are prone to clogging with sediment which will create pressure drop reducing the water supply to the unit.

Connect the copper tubing water supply to the water valve inlet with the compression nut fitting provided. Secure the water supply line to the back of the cabinet with the screw and strain relief clamp provided in the corner of the back panel. (See Figure 8).

Make certain all connections are watertight after installation. Form the tubing so that it will not vibrate against the cabinet body or kink when your appliance is moved in and out of position.

This ice machine is designed to make clear ice from the majority of water sources on a daily basis. If your results are unsatisfactory, your water may need to be filtered or treated. A water specialist can recommend proper water treatment.

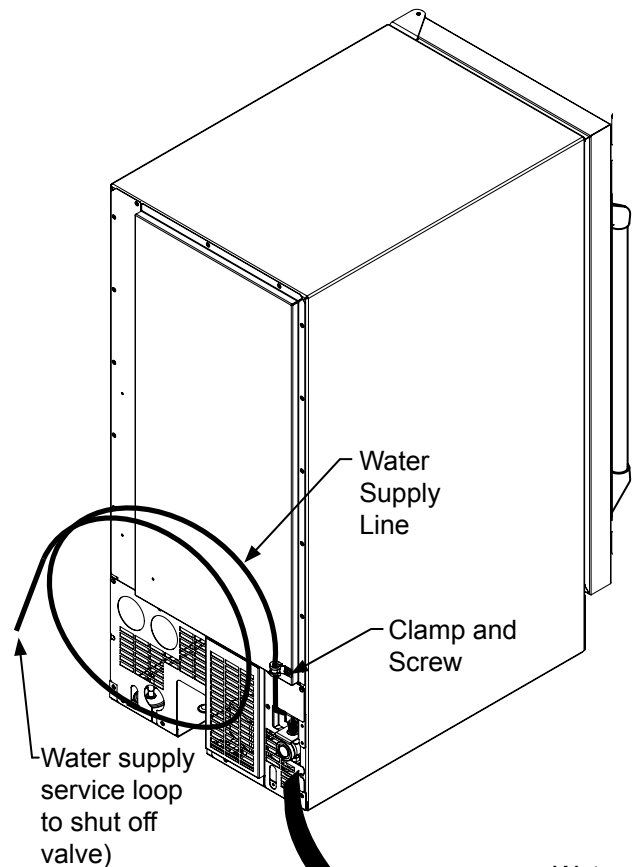


Figure 8
Back view of
ice machine

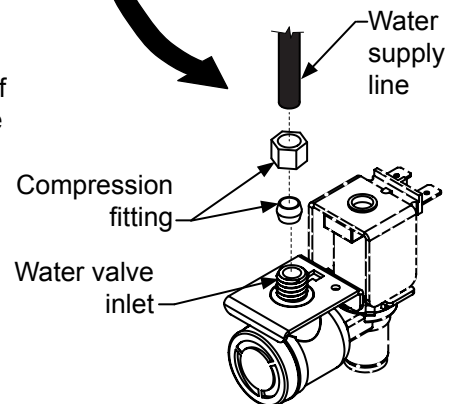
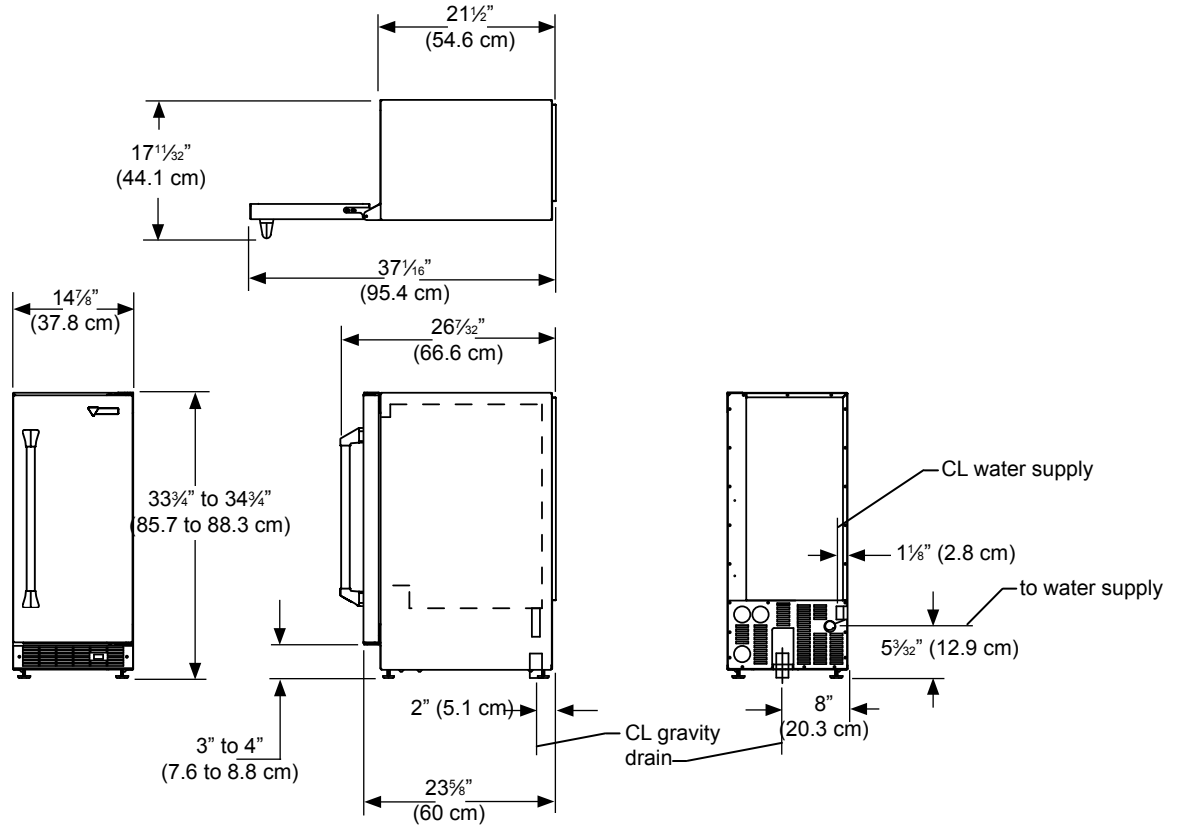


Figure 9

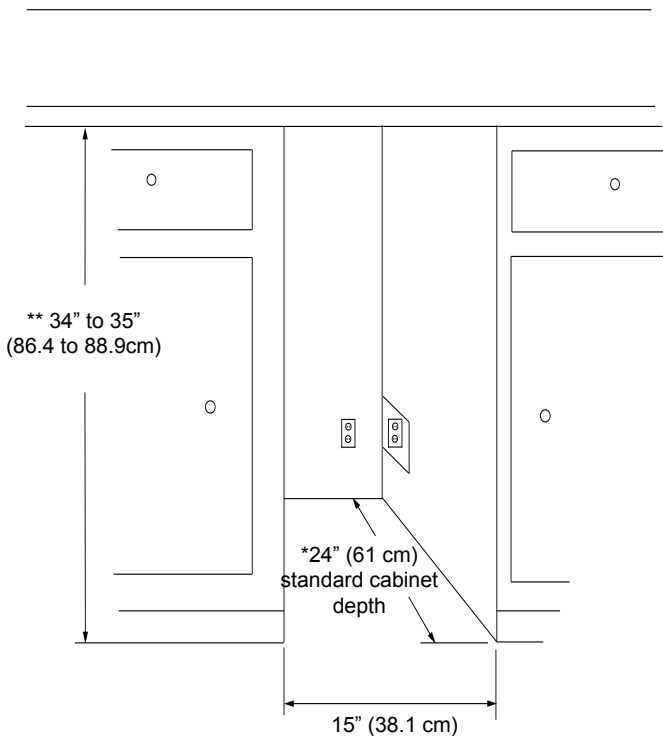
NOTE

- The water line fitting is to be used with copper tubing only. Do not use with plastic tubing.
- Do not use any thread sealers on this water line fitting.
- Reverse osmosis, (RO), water, softened water, and de-ionized water are not recommended as they will adversely affect the quality of the ice.

DIMENSIONS FOR TEIM15-F



ROUGH IN OPENING DIMENSIONS, FOR TEIM15-F



⚠ CAUTION

Electrical Requirements: A grounded 115 volt, 15 amp dedicated circuit is required. A GFCI receptacle may be required for outdoor models.

Power outlet can be located in the back wall behind the ice machine. Add 1" to depth for thickness of plug, or recess outlet 1" into the wall. Power outlet can also be installed in adjacent cabinetry with a cutout for routing of power cord. Follow all local building codes when installing electrical and the ice machine.

Product weight = 100 lbs. (45.5 kg.)

* Depth dimension may vary depending on each individual installation.

** Minimum rough in opening required is to be larger than the adjusted height of the cabinet.

OPERATION, CARE, AND CLEANING OF YOUR ICE MACHINE

Operation (Turning on the ice machine)

Once the drain and water supply are connected, and the ice machine is in place and leveled, plug in the service cord. Place the switch to the "ON" position to turn on the ice machine. The switch is located in the front grille, see Figure 11 for location.

The Ice Making Process

Your ice machine is unique in how it forms ice with fractional freezing to form a slab of ice that is clear and has less mineral content than the water it is produced from. This is accomplished by running water over the cold evaporator plate (see Figure 10) which gradually freezes the water to produce the ice slab. Mineral deposits are left in the reservoir.

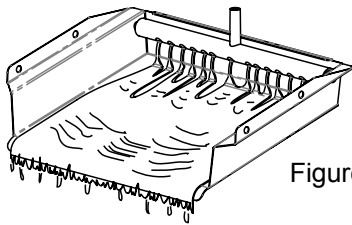


Figure 10

When the ice slab reaches the correct thickness, the ice sheet is released and slides onto the grid cutter (see Figure 12). Here, the ice slab is cut into squares by the grid cutter's heated wires (see Figure 13). The water containing the rejected minerals is drained after each freezing cycle. Fresh water enters the machine for the next ice making cycle.

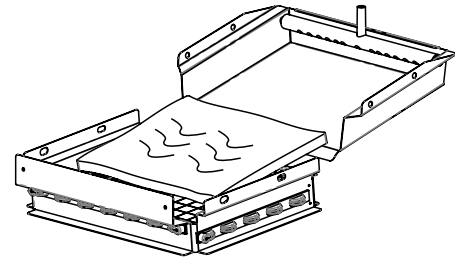


Figure 12

The ice machine will keep producing ice until the ice machine's bin is full and will restart automatically when ice needs to be replenished in the bin. The ice bin is not refrigerated, and some melting will occur. Allow your ice machine to run for 24-48 hours to accumulate ice in the ice machine's bin.

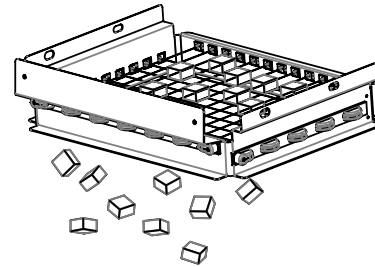


Figure 13

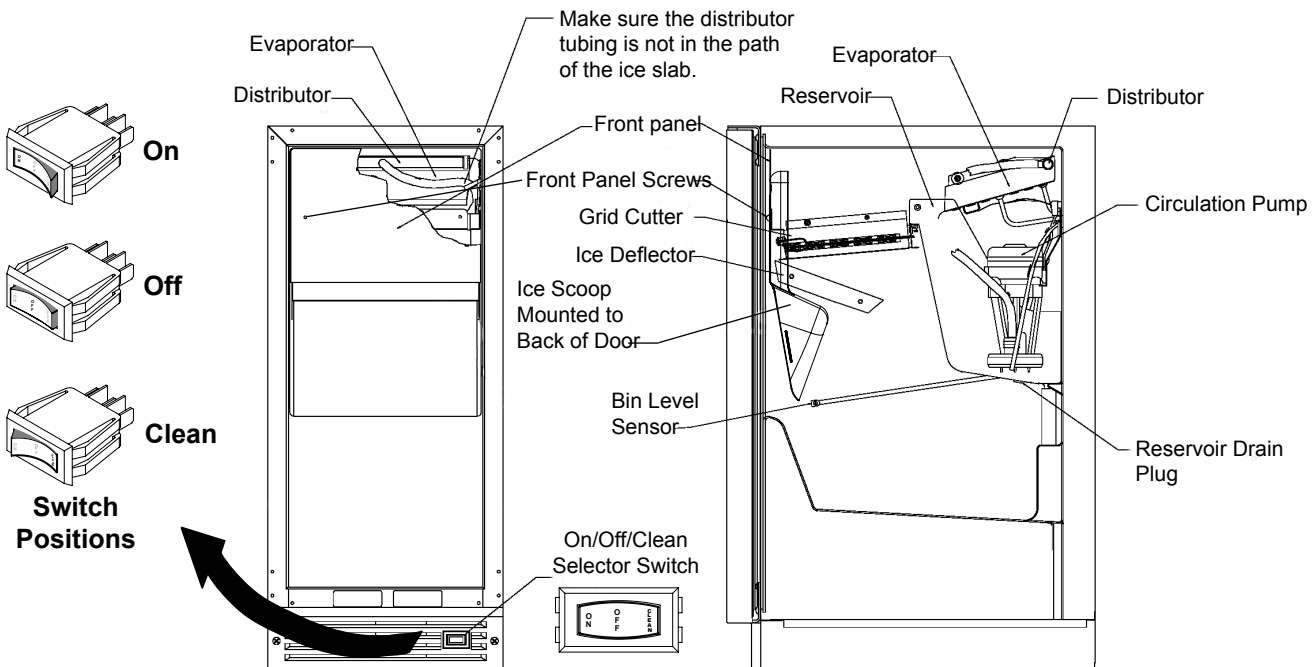


Figure 11

OPERATION, CARE, AND CLEANING OF YOUR ICE MACHINE

The bin level sensor is located in the ice bin, it senses when the ice supply is low or full and starts or stops the ice making process accordingly.

NOTE

If the water supply is turned off to the ice machine be sure to set the selector switch to the "OFF" position.

Ice Production

Your unit will produce ~ 30lbs of ice in a 24-hour period when installed in a 70°F ambient with a 55°F water supply.

NOTE

"Initial" ice production and ice accumulated in the storage bin will vary significantly. This is normal. During the first 24-hours of operation the unit will produce ~30lbs of ice at the above temperature conditions, but when starting with an empty ice storage bin, the storage bin may only accumulate ~ 18lbs of ice. By design, the ice storage bin is maintained at a temperature slightly above freezing to allow the stored ice to slowly melt, to preserve the clarity and assure a constant supply of fresh ice. As ice is accumulated in the bin, the ice production rate will overcome the ice melt and the storage bin will fill to capacity.

New Sounds

The ice machine will make sounds that are different than your household refrigerator. Because these sounds are new to you they may be of a concern but are most likely normal, such as ice falling onto hard surfaces and water cascading across the evaporator. Following are some of the sounds that you may hear:

A buzzing sound will be heard when the water valve opens to fill the water reservoir.

You may hear a rattling noise which could be water flowing through the water line.

A splashing sound may be heard when water is flowing over the evaporator plate and into the water reservoir.

When the ice slab is released from the evaporator plate you may hear a "thud" as it slides onto the grid cutter.

At the end of an ice making cycle you may hear a gurgling sound which is refrigerant hot-gas flowing through the evaporator to release the ice slab for harvest.

When the condenser fan turns on you might hear the air circulating over the condenser.

Care of the Ice Machine

1. Avoid leaning on the cabinet door. You may bend the door hinge or tip the ice machine.
2. Exercise caution when sweeping, vacuuming or mopping near the front of the ice machine. Damage to the grille and/or switch can occur.
3. Periodically clean the inside of the ice machine components and inside of the ice machine with mild soap and water.

NOTE

Be sure to rinse all residual cleaner off the surfaces that may come into contact with the ice.

4. If your ice machine has either a stainless steel door and/or cabinet, to keep it looking its best, we recommend periodically applying a stainless steel cleaner and a non-abrasive stainless steel polish. This is especially important for outdoor applications and locations near salt-water environments. See page 13 for stainless steel maintenance.

OPERATION, CARE, AND CLEANING OF YOUR ICE MACHINE

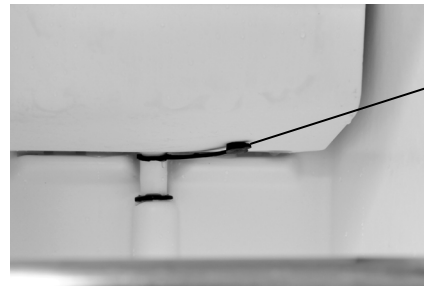
Cleaning the Ice Machine

Some impurities will remain and build up in the ice machine and stick to the ice machine's parts over time. This build-up must be removed for proper ice production, ice quality, and ice machine life. Your ice machine is equipped with a cleaning mode that will help in cleaning out these impurities.

The impurities will need to be cleaned of this build-up regularly (at the very least, annually), depending on use and water hardness. Use a nickel safe ice machine cleaner, including but not limited to the following brands. Ice machine cleaners are available at most appliance retailers or through the cleaner manufacturers web site.

- Kirby's Certified ice machine cleaner, 100% nickel safe
- Nu-Calgon nickel safe ice machine cleaner
- Franklin Machine Products nickel safe ice machine cleaner

4. Remove the drain plug at the bottom of the reservoir to drain any remaining water and then reinstall.



Drain plug
in bottom of
reservoir.

Figure 15

To clean the ice machine:

1. Switch the selector switch to the "OFF" position.
2. Remove all the ice from the bin.
3. Remove the front panel by removing the 2 screws.
(See Figure 14).

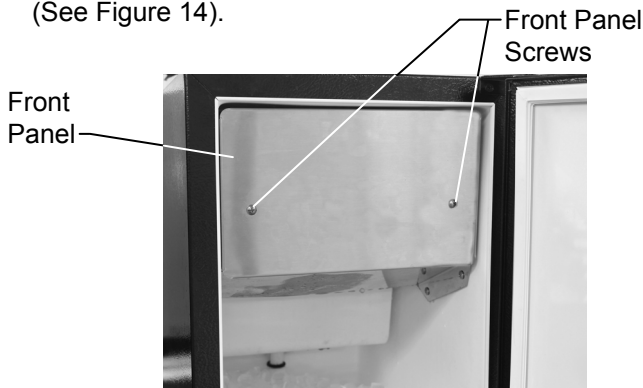
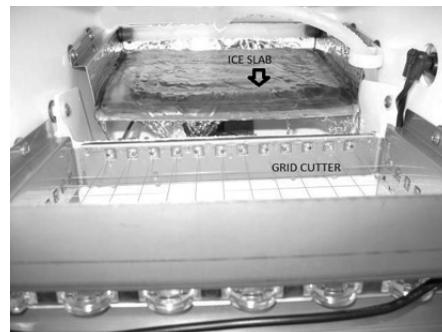


Figure 14

5. Allow the ice to fall from the evaporator, remove and discard slab of ice. (See figures 16 and 17).



Allow ice slab
to fall on to
grid cutter

Figure 16

Remove ice
slab and
discard



Figure 17

OPERATION, CARE, AND CLEANING OF YOUR ICE MACHINE

- Determine the proper amount of cleaner from the ice machine cleaner manufacturer's mixture ratio based on $\frac{3}{4}$ gallon (2.81 liters) of water (refer to the manufacturer's mix ratio directions). Check to be sure the reservoir drain plug is installed that was removed in step 4. Add the recommended amount of concentrated cleaning solution to the reservoir of the ice machine. This can be done by pouring the solution on the evaporator, which will flow down into the reservoir. (See figure 19). If your ice machine has one, the plastic splash shield can be removed to improve access. (See Figure 18).



Figure 19

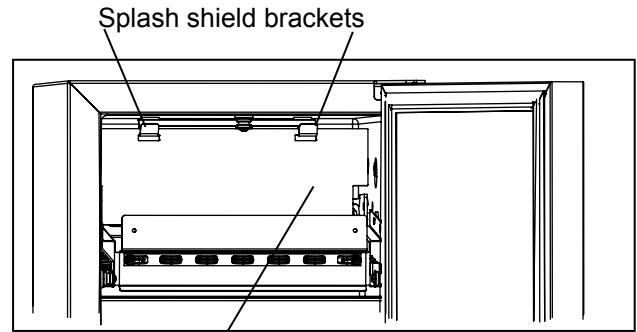


Figure 18

NOTE

Discard the first batch of ice. In the unlikely event a power interrupt occurs during the clean cycle, you need to start over from the beginning to assure complete cleaning and rinsing of the cleaning agent from the machine.

- Switch the selector switch on the grille of the ice machine to the "CLEAN" position. The ice machine will automatically start and stop the cleaning cycle and $\frac{3}{4}$ of a gallon (2.81 liters) of water will automatically be added to the cleaning solution.
- The total cleaning time will end in 49 minutes. The cleaning cycle will automatically rinse the evaporator plate and also drain the cleaning solution and rinse the reservoir with water.
- After the cleaning cycle has ended check that the build-up has been removed. The evaporator plate should be clean, shiny, and smooth to the touch. If build-up is still visible, repeat the cleaning cycle above.
- Clean the ice machine's interior, ice scoop, interior door panel, plastic splash shield and door gasket with mild soap and water. Using two (2) tablespoons of baking soda in one (1) quart of warm water while cleaning will help remove odors. Rinse with fresh water. **DO NOT USE ANY ABRASIVE CLEANING PRODUCTS.**
- Replace the front panel.
- Your ice machine is now clean and sanitized and may be put back into operation by switching the selector switch to the "ON" position.

STAINLESS STEEL MAINTENANCE

Background

Stainless steel does not stain, corrode, or rust as easily as ordinary steel, but it is not stain or corrosion proof. Stainless steels can discolor or corrode if not maintained properly.

Stainless steels differ from ordinary carbon steels by the amount of chromium present. It is this chromium that provides an invisible protective film on the surface called chrome-oxide. This protective chrome-oxide film on the surface can be damaged or contaminated, which may result in discoloration, staining, or corrosion of the base metal.

Care & Cleaning

Routine cleaning of the stainless steel surfaces will serve to greatly extend the life of your product by removing contaminants. This is especially important in coastal areas which can expose the stainless to severe contaminants such as halide salts, (sodium chloride).

It is strongly recommended to periodically inspect and thoroughly clean crevices, weld points, under gaskets, rivets, bolt heads, and any locations where small amounts of liquid could collect, become stagnant, and concentrate contaminants. Additionally, any mounting hardware that is showing signs of corrosion should be replaced.

Frequency of cleaning will depend upon the installation location, environmental, and usage conditions.

Choosing a Cleaning Product

The choice of a proper cleaning product is ultimately that of the consumer, and there are many products from which to choose. Depending upon the type of cleaning and the degree of contamination, some products are better than others.

Typically the most effective and efficient means for routine cleaning of most stainless steel products is to give the surfaces a brisk rubbing with a soft cloth soaked in warm water and a gentle detergent, or mild mixture of ammonia. Rubbing should, to the extent possible, follow the polish lines of the steel, and always insure thorough rinsing after cleaning.

Although some products are called "stainless steel cleaners," some may contain abrasives which could scratch the surface, (compromising the protective chrome-oxide film), and some many contain chlorine bleach which will dull, tarnish or discolor the surface if not completely removed.

After the stainless surfaces have been thoroughly cleaned, a good quality car wax may be applied to help maintain the finish.

NOTE

Stainless steel products should never be installed, or stored in close proximity to chlorine chemicals.

Whichever cleaning product you chose, it should be used in strict accordance with the instructions of the cleaner manufacturer.

TROUBLESHOOTING GUIDE

Before calling a service provider try the trouble shooting suggestions below.

Ice Machine Operation

Ice machine does not operate

Is the ice machine's power cord plugged in? Plug the power cord into a grounded 3 prong outlet.

Is the selector switch in the front grille set to the "ON" position? Check the switch to be sure it is in the "ON" position.

Is a fuse blown or a circuit breaker been tripped? Replace a blown fuse or reset a tripped circuit breaker.

Is the temperature of the room cooler than it normally is? The minimum room temperature is 55°F (13°C). The bin thermistor may shut off the ice machine prematurely before the bin is full of ice. If the room temperature remains low the ice machine may not restart.

Is there a drain pump in the ice machine? If a large amount of water was added to the ice machine then you should wait a few minutes for the drain pump to dispose of it. If there is still water in the ice bin check the drain pump vent line and drain line for obstructions or kinking. (See "Troubleshooting the drain pump" on page 15.

The ice machine is noisy

Many sounds of an ice machine are different than your household refrigerator. This subject is discussed on page 10, but check the following:

Do you hear water being circulated in the ice machine? This is a normal sound as flowing water is required in the ice making process..

Is there a "whoosing" sound? Make sure water is getting to the ice machine. Also check to make sure the drain plug is fully seated in the water reservoir.

Is there an ice slab caught between the evaporator plate and the grid cutter? First check to see if the ice machine is level. If the ice machine is level run a cleaning cycle.

Ice Production

Little or no ice production from the ice machine

Is the selector switch set to the "ON" position? Check the switch to be sure it is in the "ON" position.

Is water getting to the ice machine? Make sure nothing is disrupting the water supply such as a closed water valve or a blown fuse or tripped circuit breaker.

Has the ice machine just been started? A typical ice

production cycle can take up to 1½ hours. Initial start up cycles can take longer. Check the ice machine after 24 hours for ice accumulation in the bin.

Is the reservoir drain plug in place? Check that the reservoir drain plug is properly seated.

Is the water distributor tube restricted? Run a cleaning cycle to clean the ice machine. Also check any filters to make sure they are not restricted.

Is the condenser fan air flow restricted? Make sure the grille in the front of the ice machine is open for proper air circulation.

Is the room and/or water temperature too warm? Move the ice machine to an area where the ambient temperature does not exceed 110°F (43°C) for prolonged periods of time. The ice machine should not be placed next to a heat source such as an oven. Check the cold water connection.

Is there scale build up in the ice machine? If there is scale build up on the evaporator, the ice machine needs to be cleaned. See "Cleaning the Ice machine".

Ice Quality

Odor, grey color, or off taste in the ice

Is there mineral scale build up on the evaporator plate? The ice machine needs cleaning. See "Cleaning the Ice Machine".

Is there a high mineral content in the water? The water may need to be filtered.

Are drink or food items being stored in the ice bin? Remove drinks and food from the ice bin.

Clumps of ice

Are there clumps of ice in the bin? If the ice isn't used on a regular basis it will melt and form into clumps. Break up the ice clumps with the ice scoop.

Ice cubes are too small

Is there low ice consumption? Ice is slowly melting in the ice bin which will affect the size of the cubes. This is normal operation. New fresh ice cubes will return to the regular size.

Is the ice slab releasing? Clean the evaporator. See "Cleaning the Ice Machine".

Is the water supply line kinked, preventing proper water fill.

Is the drain plug securely seated in the reservoir?

TROUBLESHOOTING GUIDE AND ENERGY SAVING TIPS

Is the distributor tube restricted? See Figures 10 and 11 on page 9 for the distributor tube location. To gain access to the distributor tube remove the front panel (see Figure 14 on page 11). Check the water line to the ice machine to make sure there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted. Check that the water flows evenly out of the distributor tube, if not, clean the ice machine. See “Cleaning the Ice Machine”.

Plumbing Problems

Assure that the drain hose aligned over the drain.

Move the ice machine to align the drain.

Is the ice machine draining properly? Check that there are no kinks or restrictions in the drain lines; this can cause water to back up in the ice bin. Check that foreign material is not blocking the ice bin drain located at the right rear corner of the ice bin. Check the drain pump discharge and vent line or any restrictions or kinks. Check that the drain pump is level.

NOTE

If there are plumbing issues outside of the ice machine, they cannot be repaired by the service technician. A qualified plumber will have to be called.

Troubleshooting the Drain Pump

NOTE

If the **drain pump reservoir** (not the ice machine bin) reaches overflow condition, the power to the ice machine will be shut off.

If the ice machine is not working, check the following:

- Make sure there is power at the receptacle.
- Make sure the ice machine is turned on.
- Make sure the ice bin is not full.
- Discharge/drain line is restricted.

Then check the drain pump:

The pump does not run:

- Make sure the pump is plugged in and there is power to the receptacle.
- Check the inlet to the drain pump for debris and clean as needed. Remove clamps and inlet tube from drain pump to check for and remove debris.
- Make certain the vent line is free of kinks/sharp bends or restrictions.
- Make certain there is enough water to activate the drain pump. It will take at least one (1) quart (.95 liters) of water to activate the drain pump.

The pump runs, but no water is pumped out:

- Check that the vent is clear and free of restrictions.
- Check the discharge/drain line to make certain there are no restrictions.
- Make sure that the discharge/drain tubing has not exceeded the maximum lift of eight (8) feet (2.44 meters) and the horizontal run is not greater than twenty (20) feet (6.1 meters).

The pump runs and then quickly turns off repeatedly:

- Check to make certain the drain pump is level.
- Check that the vent is clear and free of restrictions.

The ice machine is running but not producing ice:

The ice bin backed-up with water would indicate the pump is in an overflow condition that would shut off the ice machine.

- Check to see if water is running over the evaporator plate, see Figure 10 and 11 on page 9. If not the reservoir may not have filled properly or the drain is leaking. Call Twin eagles customer service at 562-802-3488.

Energy Saving Tips

The following suggestions will minimize the cost of operating your ice machine appliance.

1. Do not install your appliance next to a hot appliance, (cooker, dishwasher, etc.). heating air duct, or other heat sources.
2. Install product out of direct sunlight.
3. Assure the front grille vents at front of the ice machine beneath the door are not obstructed and kept clean to allow ventilation for the refrigeration system to expel heat.
4. Plug your appliance into a dedicated power circuit. (Not shared with other appliances).
5. Minimize door openings and duration of door openings.
6. Set the control to the “off” position if cleaning the ice machine requires the door to be open for an extended period of time.

PREPARING THE ICE MACHINE FOR STORAGE

If the ice machine is moved, not used for an extended period of time, or will be in an area that may experience freezing temperatures, it is necessary to remove any remaining water in the ice-making system.

CAUTION

This ice machine must have all water drained and removed to prevent ice machine damage as well as possible water damage to the surrounding area in freezing conditions. These damages are not covered under warranty.

CAUTION

Do not use any type of anti-freeze or other solution as a substitution for properly draining the ice machine.

NOTE

Clean the Ice Machine

Cleaning the ice machine will help prevent mold and mildew growth as well as sanitize the ice machine for storage. See page 11 for instructions for cleaning the ice machine.

WARNING

Risk of electrical shock or personal injury could occur due to moving components, if machine compartment access cover is removed before unplugging the ice machine.

Draining and Removing Water from the Ice-Making System with a Gravity Drain.

1. Turn off water supply to the ice machine.
2. Disconnect the water supply fitting at the inlet of the water valve.
3. Switch the rocker switch to CLEAN for approximately one (1) minute. This will energize and open the water valve and remove most of the water from the water valve and the water valve's outlet water line to the reservoir.
4. Switch the rocker switch to OFF position. This will energize and open the drain valve to drain the reservoir and the ice machine drain system.
5. Unplug the ice machine from the electrical outlet.
6. Remove the access cover from the rear of the ice machine. (See Figure 22).
7. Disconnect the water valve's outlet water line to the reservoir and drain the remaining water left in the water line trap area. (See Figures 23 and 23a).

8. Reconnect the water valve outlet water line. (See Figure 23a).
9. Reinstall the ice machine's access cover.
10. Clean and dry the ice machine's storage bin.
11. Prop the door open for air circulation to prevent mold and mildew.
12. Leave the water supply line disconnected or reconnect the supply line and leave it shut off. Do NOT turn the water on and allow water to enter back into the water valve.

Draining Water for Factory Installed Drain Pump Applications

Follow steps 1 through 12 for the gravity drain then do the following:

13. Install the winterization plug in the water drain hole inside the ice bin. (See Figure 20).

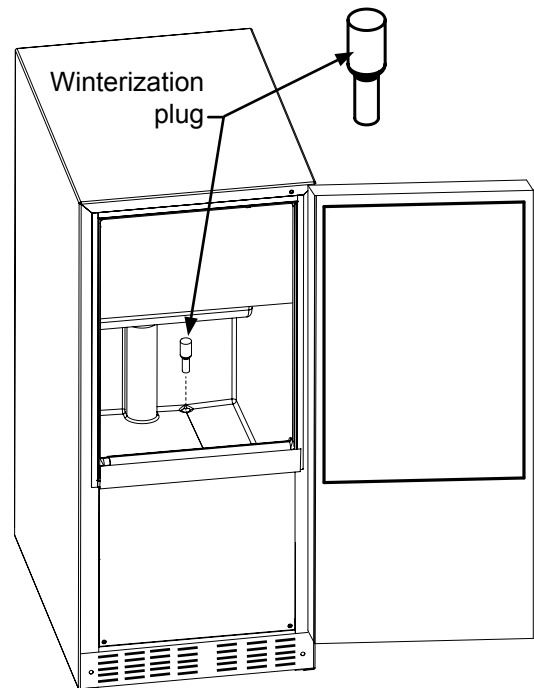


Figure 20

PREPARING THE ICE MACHINE FOR STORAGE

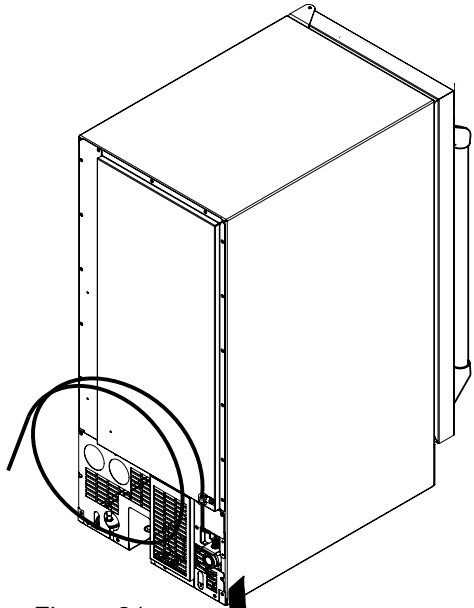


Figure 21
Back view of
ice machine

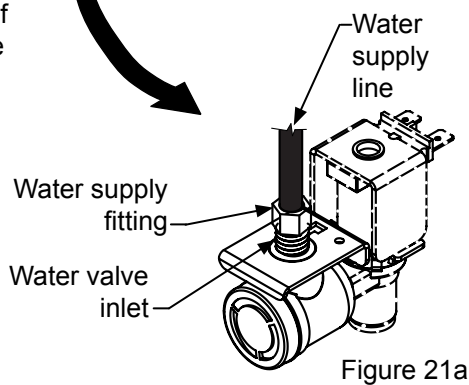


Figure 21a

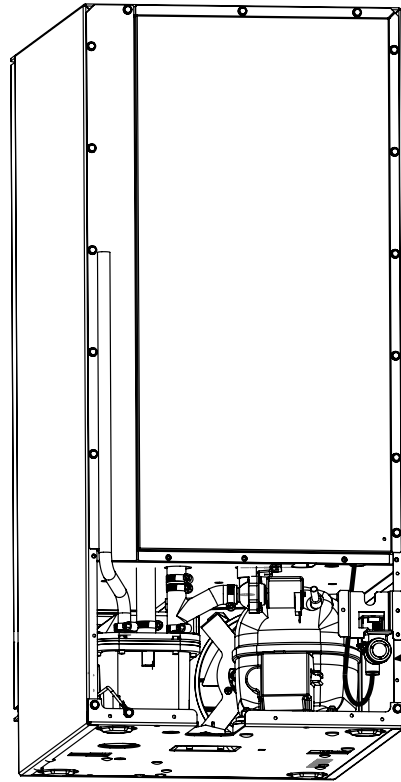


Figure 23

To disconnect the water outlet line: Push up on the white collar and pull the plastic water line from the bottom of the water valve.

To reconnect the water outlet line: Simply insert the plastic tubing into the white collar and push until it stops (about 1/2", 12 mm, of water line will enter the valve).

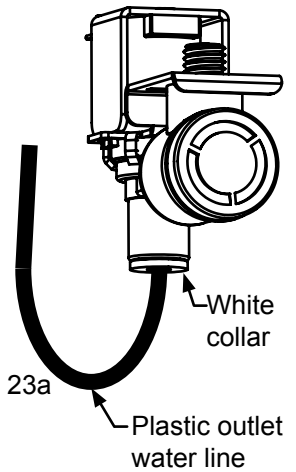


Figure 23a

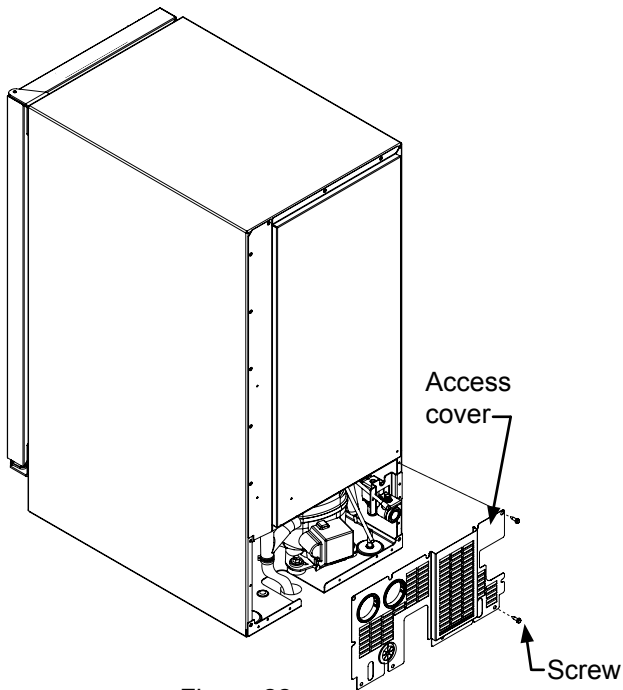


Figure 22

DRAIN PUMP REMOVAL INSTRUCTIONS

14. Remove the top clamp from the vent tube, for easier access for the air hose.
15. Apply air pressure (approximately 10 psi) to the end of the vent tube which will purge the remainder of the water from the drain pump and the drain line. (See Figure 24).
16. Reinstall the vent tube and clamp to the back of the ice machine and remove the winterization plug from the ice bin and save it for future use.

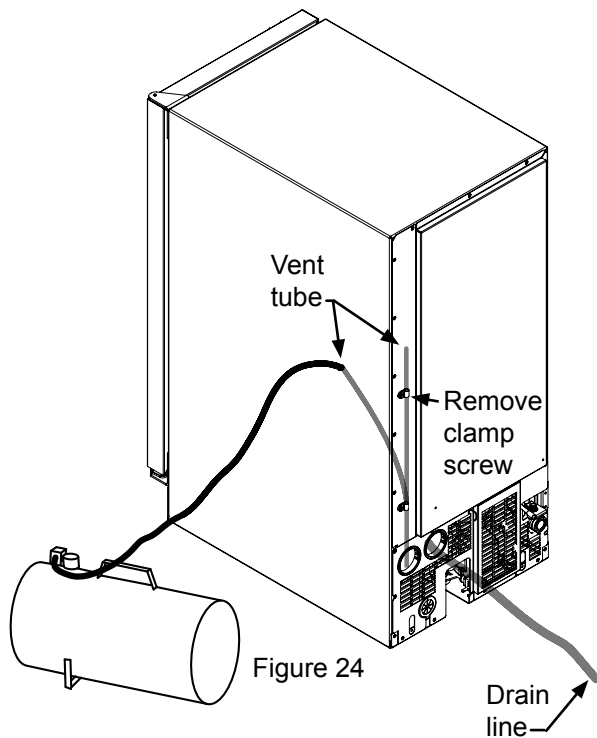


Figure 24

To Restart the Ice Machine

1. With the rocker switch in the OFF position, plug the ice machine into an electrical outlet.
2. Reconnect and/or turn on the water supply line.
3. Reconnect drain tubing if removed.
4. Turn the rocker switch to the ON position.
5. Check the water inlet, drain lines, and fittings for any water leaks.
6. Check drain pump (if equipped) operation by pouring approximately two (2) quarts of water into the ice storage bin. The drain pump should activate and discharge water (refer to Drain Pump on page 6). Check for water leaks at all hose connections.

Drain Pump Removal Instructions:

1. Unplug ice machine from the electrical supply and remove the rear access cover from the ice machine. (See page 6 for instructions).
2. Unscrew the leveling leg in the back corner until the end of the threaded portion is flush with the threaded nut insert in the base. (see Figure 25).
3. Unscrew the 4 hose clamps and remove the 3 hoses from the front of the drain pump. (See Figure 25).
4. Rotate the drain pump and remove from the ice machine, (See Figure 26). It may be necessary to disconnect the ground wire connection in the back flange of the cabinet. (See Figure 25).
5. Disconnect the ice machine power cord from the drain pump (See Figure 27).
6. To drain water from the pump follow step 13 to 16 on page 16.
7. Installation of drain pump is reverse of this procedure.

DRAIN PUMP REMOVAL INSTRUCTIONS

Remove these 4 hose clamps, then remove the 3 tubes from the drain pump

It may be necessary to disconnect this electrical connection on factory installed drain pumps

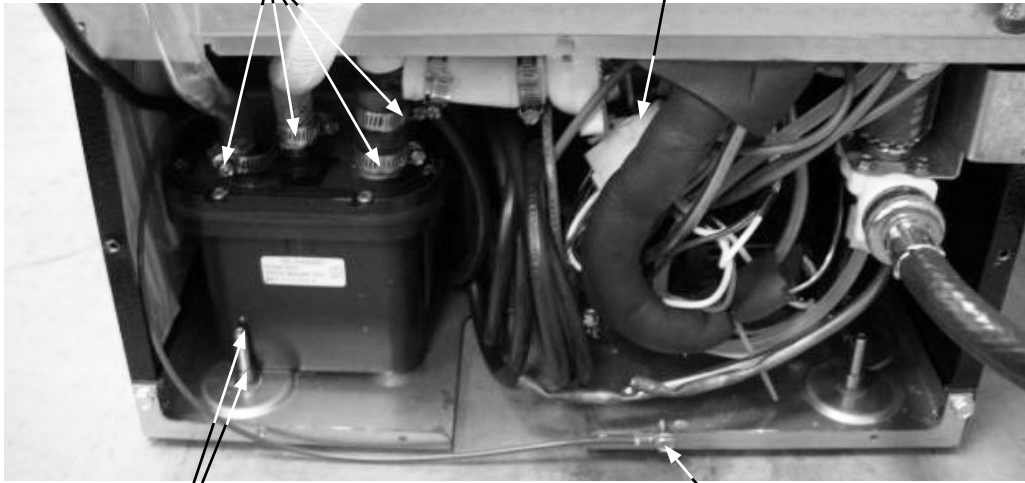
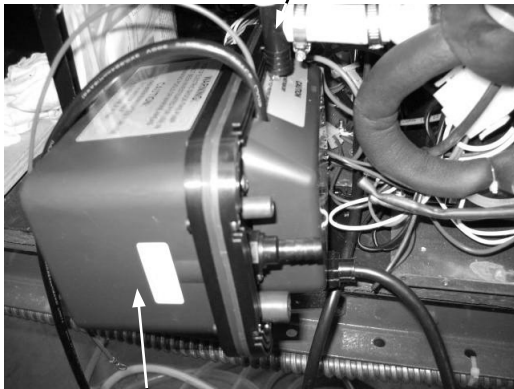


Figure 25

Unscrew the leveling leg so the end of the threads is flush with the top of the nut insert.

Drain pump ground wire connection

Drain valve



Rotate drain pump and remove from back of ice machine.

Figure 26

Ice machine power cord



Figure 27

DRAIN PUMP REMOVAL INSTRUCTIONS AND OBTAINING SERVICE

Additional issues to be inspected after installation of drain pump:

- 1) The drain pump must be level.
- 2) No pinched water lines.
- 3) No interference with electrical cords or wiring.
- 4) The drain pump should not set on any obstacles, wiring, etc.
- 5) Secure all hose clamps leading to and from the drain pump.
- 6) Insure that the vent tube height is adequate - 18 inch minimum.
- 7) Insure that drain height is adequate - maximum of 8 foot.
- 8) Insure that drain length is adequate - maximum of 20 foot.
- 9) Checked for water leaks after installation of the drain pump.
- 10) Check for vibrations caused by improper installation.
- 11) Insure that there is no interference with back access cover.
- 12) Insure that the hole grommets are in place at each location so that any vent or drain tubes do not rub on any sharp surfaces.

Before Calling for Service

Before calling for service, check the following items:

- Make sure the ice machine is plugged into an outlet.
- Check the outlet for power. Test outlet with lamp to make certain outlet has power.
- Make sure ice machine's switch is in the "ON" position.
- Make sure that there is cold water supplied to the ice machine.
- Make sure drain plug on bottom of reservoir is inserted.
- Make certain the ice machine is level from front to back and side to side.
- Make certain that the drain line to the ice machine is not restricted or kinked.

If you are not able to correct the problem, contact your dealer or the manufacturer.

If You Do Need Service

If you do need service, contact your dealer or Twin Eagles. In any correspondence, refer to the service number and serial number of your ice machine which is located on the upper left hand side of the wall liner. Retain your proof of purchase. You may want to record these numbers in Table A below

For Your Records	
Date of Purchase	
Dealer's Name	
Dealer's Address	
Dealer's City	
Dealer's State	
Dealer's Zip	
Appliance Serial Number	
Service Number	
Date Warranty Card Sent (Must be within 10 Days of Purchase)	

Table A

How to Obtain Service

If trouble occurs during normal operation, first check the troubleshooting guide on page 14 to see if any of these simple steps may correct the problem. If service becomes necessary:

1. If the product is within the first year warranty period, please call Twin Eagles Customer Service at (562) 802-3488 for directions on how to obtain warranty coverage in your area.
2. If the product is outside of the first year warranty period, Twin Eagles Customer Service can provide recommendations of service centers in your area.
3. In all correspondence regarding service, be sure to give the service number, serial number, located on your product's serial plate, and proof of purchase.
4. Try to have information or description of the nature of the problem, how long the ice machine has been running, the room temperature, water temperatures, and any additional information that may be helpful in quickly solving the problem.

WARRANTY

Entire Product

Limited One Year Parts and Labor Warranty

Twin Eagles warrants that it will supply all necessary parts and labor to repair or replace in the end user's home or office, any component which proves to be defective in material or workmanship, subject to the condition and exclusions stated below, for a period of one year from the date of purchase by the end user.

Additional Second Through Fifth Year

Limited Parts Only Warranty

During the four years following expiration of the one year limited warranty, Twin Eagles will supply replacement parts for the hermetically sealed refrigeration system which consists of the compressor, condenser, drier, accumulator, bypass valve, connecting tubing and the evaporator that are proven to be defective due to workmanship or materials subject to the conditions and exclusions below.

The above warranties do not cover:

- Shipping costs of replacement parts or returned defective parts.
- Customer education or instructions on how to use the appliance.
- Any content loss due to product failure.
- Removal or installation of product.

Nor do the above warranties cover failure of this product or its components due to:

- Transportation or subsequent damages.
- Commercial use or use other than normal household or small office.
- Improper installation, misuse, abuse, accident or alteration, use of wiring not conforming to electrical codes, low or high voltages, failure to provide necessary maintenance, or other unreasonable use.

Parts or Service

Not Supplied or Designated by Twin Eagles

The above warranties also do not apply if:

- The original bill of sale, deliver date, or serial number cannot be verified.
- Defective parts are not returned for inspection if so requested by Twin Eagles.
- The refrigeration equipment is not in the possession of the original end use purchaser.

The warranties set forth herein are the only warranties extended by Twin Eagles. Any implied warranties, including the implied warranty of merchantability, are limited to the duration of these express warranties. In no event shall Twin Eagles be liable for any consequential or incidental damages or expenses resulting from breach of these or any other warranties, whether express or implied.

Some states do not allow the exclusion or limitation of consequential damages or a limitation on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may have other rights that may vary from state to state.

No person, firm, or corporation is authorized to make any other warranty or assume any other obligation for Twin Eagles. These warranties apply only to products used in any of the fifty states of the United States and the District of Columbia.

To obtain performance of this warranty, report any defects to:

Twin Eagles
13259 E. 166th St.
Cerritos, CA 90703
(562) 802-3488



HOW TO OBTAIN SERVICE

For service, please contact TWIN EAGLES direct at (562) 802-3488 or fax (562) 802-3391.

Mailing address:
Twin Eagles, Inc.
13259 East 166th Street
Cerritos, CA 90703

Visit us at www.twineaglesbbq.com

Please provide:

- Model number
- Serial Number
- Date of installation
- A description of the problem

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Here



Warranty Registration

Customer Name

Model #

Address

Serial #

City

Date Purchased

Zip

Dealer's Name

Phone #

Dealer's Address

e-mail:

This Warranty Registration card must be returned within thirty days of purchased to properly activate your warranty. This information is for our internal use only.

Or you may register online at <http://www.twineaglesgrills.com/contactus.shtml>



Cut
Here

Place
Postage
Here



Customer Service
ATTN: Warranty Department
13259 East 166th Street
Cerritos, CA 90703
Fax no. (562) 802-3391

