ARTISAN®
TECHNOLOGY GROUP

Your **definitive** source for quality pre-owned equipment.

Artisan Technology Group
(217) 352-9330 | sales@artisantg.com | artisantg.com

Full-service, independent repair center
with experienced engineers and technicians on staff.

We buy your excess, underutilized, and idle equipment
along with credit for buybacks and trade-ins.

Custom engineering
so your equipment works exactly as you specify.

- Critical and expedited services
- In stock / Ready-to-ship
- Leasing / Rentals / Demos
- ITAR-certified secure asset solutions

Expert team | Trust guarantee | 100% satisfaction

All trademarks, brand names, and brands appearing herein are the property of their respective owners.

Find the *Northland-Marvel / Marvel Scientific 30CM5000* at our website: *Click HERE*

Installation Operation and Maintenance Instructions

Tall Door Clear Ice Models

30CM
6ADi

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

CONTENTS

Unpacking your ice machine..... 2
  Removing the packaging..... 2
  Warranty Registration 2
Installing your ice machine..... 3
  Selecting the location..... 3
  Cabinet Clearances 3
  Leveling legs 3
  Grounding method..... 3
  Electrical Requirements..... 3
Installing the drain plumbing 4
Optional drain pump installation..... 5
Connecting the water supply..... 7
Handle Installation 8
Door Alignment 9
Dimensions for 30CM solid door..... 10
Recommended Rough in Opening Dimensions
  for 30CM solid door..... 10
Dimensions for 6ADi solid door..... 11
Recommended Rough in Opening Dimensions
  for 6ADi solid door..... 11
Operation, Care, and Cleaning..... 12
  Operation (Turning on the ice machine)..... 12
  Care of the Ice machine..... 12
  Cleaning the Ice Machine..... 12
  Ice Production (Things to Remember)..... 13
Obtaining Service 14
Troubleshooting Guide..... 15
Preparing the ice machine for storage..... 19
Commercial Product Warranty..... 20

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

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.

⚠ CAUTION

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

⚠ WARNING

WARNING-Hazards or unsafe practices which could result in personal injury.

NOTE

NOTE-Important information to make a problem free installation.

Remove Packaging

Your ice machine has been packed for shipment with all parts that could be damaged by movement securely fastened. Cut the banding material at the bottom of the carton, unfold the carton at the bottom, and remove the carton from the appliance. Remove the plastic bag, styrofoam corner posts, and any tape holding the door closed and internal components in place. The owners manual is shipped inside the ice machine in a plastic bag along with the warranty registration card.

Important

Keep your carton 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 unit 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 or you can register online at www.marvelscientific.com.

The following information will be required when registering your unit.
Model Number
Serial Number
Date of Purchase
Dealers name and address

The model number and serial number can be found on the serial plate which is located inside the ice machine at the bottom of the cabinet.

⚠ 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 days”.

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.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

INSTALLING YOUR ICE MACHINE

Select Location
The proper location will ensure peak performance of your appliance. We recommend a location where the unit 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 indoor built in units, 55 to 90°F (13 to 32°C) for indoor freestanding units.

Cabinet Clearance
Ventilation is required from the bottom front section of the unit. Keep this area open and clear of any obstructions. Adjacent cabinets and counter top can be installed around the unit as long as the grille and door access remain unobstructed.

⚠ CAUTION

Front Grille
Do not obstruct the front grille. The openings within the front grille provide air to flow into and exit from the refrigerator condenser. For this reason it is important this area to not be obstructed and be kept clean. AGA MARVEL does not recommend the use of custom made grilles as air flow may be restricted because of inadequate openings. (See Figure 1).

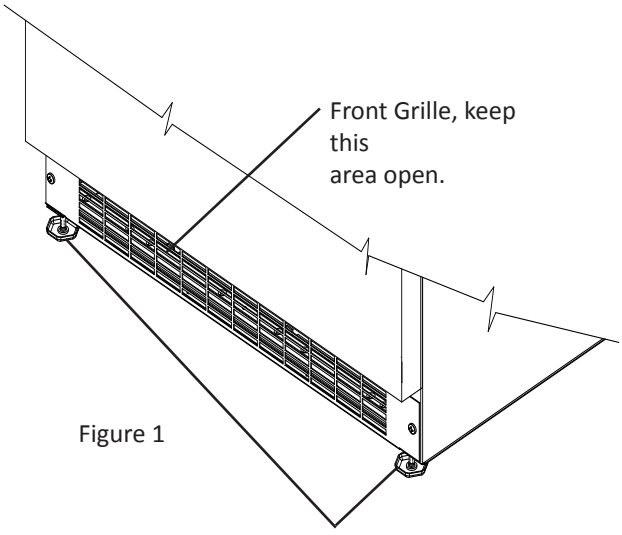


Figure 1

Leveling Legs
Adjustable legs at the front and rear corners of the unit should be set so the unit is firmly positioned on the floor and level from side to side and front to back. Turn leveling legs clockwise to raise unit, counterclockwise to lower it. (See Figure 1).

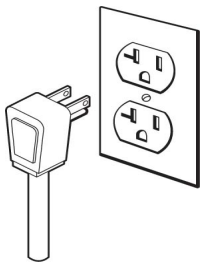
⚠ CAUTION

- 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 unit should not, under any circumstances, be ungrounded.

Grounding Method
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 2). If the circuit does not have a grounding type receptacle, it is the responsibility and obligation of the customer to exchange the existing receptacle in accordance with the National Electrical Code and applicable local codes and ordinances. The third ground prong should not, under any circumstances, be cut or removed.

Electrical Connection
115 volts, 3 amps running max. A 15 amp dedicated circuit is required. A 3 prong grounded receptacle is required.

⚠ CAUTION Do not use an extension cord with this appliance.


Figure 2

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Drain Plumbing

Your ice machine uses a gravity drain (Figure 3) that requires 5/8" 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. Gravity drain location for built-in units can be within the area shown in Figure 5. An optional drain pump (Figure 4) can be purchased for your ice machine if a gravity drain is not accessible. See page 5 for optional drain pump installation.

Observe and follow all local codes when installing ice machine.

⚠ CAUTION

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

Figure 3

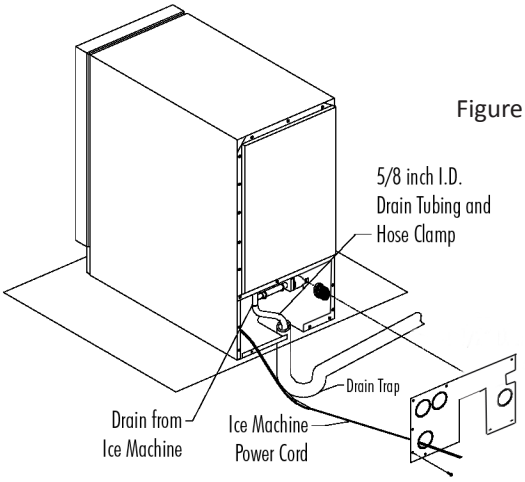
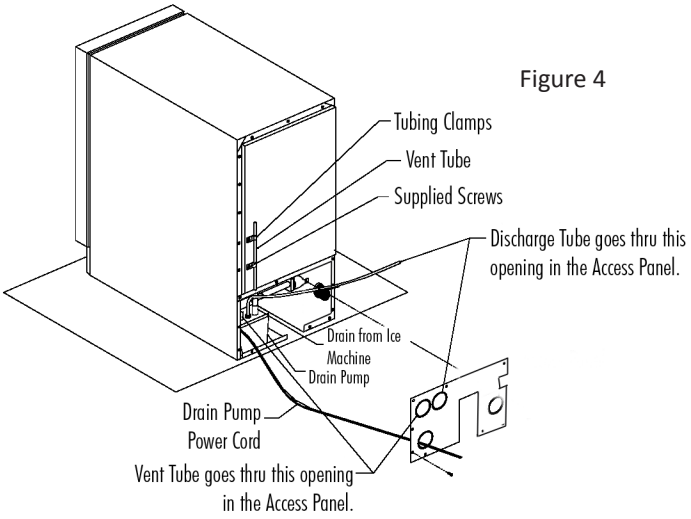


Figure 4



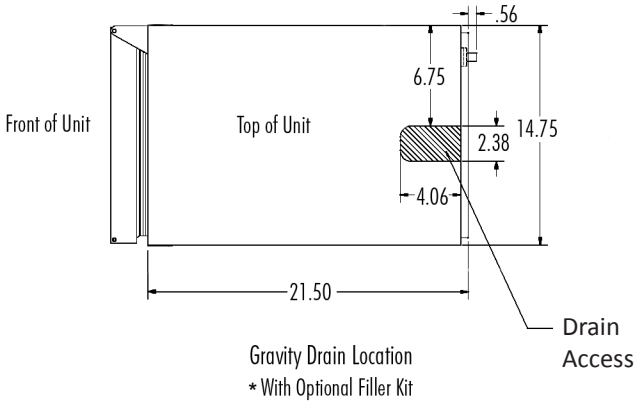


Figure 5

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

OPTIONAL DRAIN PUMP INSTALLATION

The **Marvel 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 through 3/8" I.D. vinyl tubing to a drain.

⚠ CAUTION

This pump has been evaluated for use with water only.

NOTE: Despite the ease of installation, 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.

Materials Supplied

1- Marvel 115VAC/60Hz Drain Pump
1- 20 ft. x 3/8 in. I.D. Discharge Tubing
1- 18 in. x 3/8 in. I.D. Vent Tubing
1- Installation Kit (contents below)
1- 1-3/4 in. x 5/8 in. I.D. Inlet Tubing
1- 8 in. x 5/8 in. I.D. Inlet Tubing
2- Tubing Clips (secures vent tubing to back of ice machine)
2- Small Tubing Clamps (secures vent and discharge tubing)
2- Large Tubing Clamps (secures inlet tubing)
2- #8 x 3/8" Screws

Tools Required

Pliers
Phillips Screwdriver
Flat Blade Screwdriver
5/16" Hex Head Driver

Maintenance

The following items require review on a regular basis.

1. Check that the inlet tubing from the ice machine drain to the drain pump is open and is free of foreign material. Inspect the screen at the top of the inlet tube to ensure there is nothing blocking water flow to the pump.
2. Check that the vent line is open, free of kinks/sharp bends, so that air flows freely from the pump reservoir.
3. 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.

Troubleshooting

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

<u>If the ice machine is not working, check the following:</u>

- Make sure there is power at the receptacle.
- Make sure the ice machine is turned on.
- Make sure the ice bin is not full.

<u>Then check the drain pump:</u>
<u>The pump does not run:</u>

- Make sure the pump is plugged in and there is power to the receptacle.
- Check the inlet screen for debris and clean as needed.
- 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 of water to activate the drain pump.

<u>The pump runs, but no water is pumped out:</u>

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

<u>The pump runs and then quickly turns off repeatedly:</u>

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

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

30CM Installation

1. Turn the ice machine to gain access to the rear of the unit. Remove the access panel by removing the ten (10) screws (see Figure 6).
2. Plug the ice machine's power plug into the outlet on the drain pump. Place the drain pump in the left, rear opening of the ice machine with the inlet, vent, and discharge fittings to the rear of the unit (see Figure 7).
3. Install 1-3/4 in. x 5/8 in. I.D. inlet tubing to drain barb on ice machine and then on the inlet of the drain pump. Clamp both ends of the tube with the large tubing clamps.
4. Connect the 18 in. x 3/8 in. I.D. formed vent tube to the vent on the drain pump and secure with one (1) of the small tubing clamps.
5. Route a short section of the 20 ft. x 3/8 in. I.D. tube through the opening in the access panel and connect it to the discharge of the drain pump. Secure with the small tubing clamp.
6. Route the vent tube and the drain pump power cord through the remaining openings in the access panel as shown in Figure 8. Reinstall the panel and secure.
7. Secure the vent tube to the back of the ice machine using the supplied tubing clips and screws as shown in Figure 8.

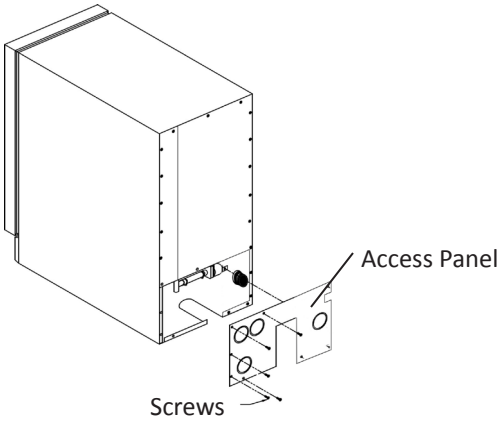


Figure 6

NOTE

The vent tube must be attached and secured or water damage may occur. Make certain there are no kinks in the tube. The drain pump will not operate correctly with a partially blocked vent line.

8. Connect the discharge tube to a suitable drain. Cut excess tubing as needed. Do NOT allow sags or kinks in the tubing that will restrict flow.
9. Make certain that the drain pump is level in the ice machine's rear opening.
10. Plug the power cord of the drain pump into a properly grounded 115VAC receptacle.
11. Test the drain pump by slowly pouring water into the ice machine ice storage bin. Approximately one (1) quart of water is required to activate the drain pump.
12. Test the operation of the safety switch by turning the ice machine on and completely restricting the discharge line while the pump is operating. Pour more water into the ice machine's ice storage bin until the ice machine turns off. The drain pump will continue to operate. Remove the discharge tube restriction and allow the water to be pumped out. The power to the ice machine will be restored when the water in the pump returns to normal.
13. Place the ice machine in the installed location. Ensure that all tubing and power cords are not pinched, kinked, or disturbed.

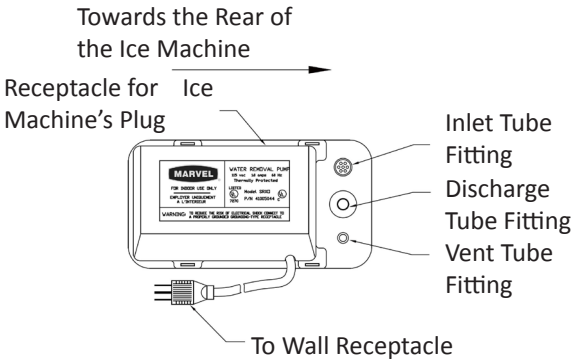


Figure 7

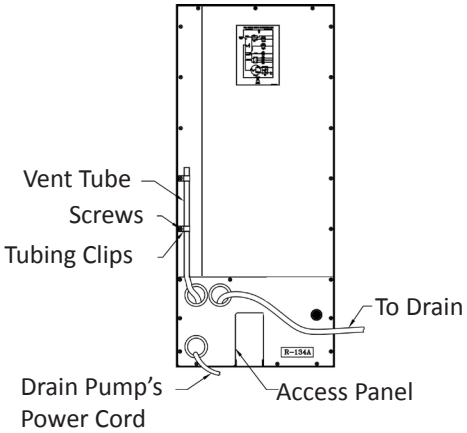


Figure 8

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

CONNECTING THE WATER SUPPLY

Water Supply

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

- Water connection is made through a right angle garden hose fitting supplied with the ice machine. See Figure 10 for detailed instructions. DO NOT USE ANY THREAD SEALERS.
- A water filter can be used with this unit. A quality filter can help remove particles as well as remove taste and odors from water.
- DO NOT USE A "REVERSE OSMOSIS" FILTERING DEVICE.
- Softened water is not recommended. This will produce soft, cloudy ice cubes that will stick together.
- De-ionized water is not recommended. This water will not form solid ice cubes.
- A water specialist can recommend proper water treatment.
- After installation of water line, turn on water and check for any leaks. Additional tightening may be needed.
- Allow for extra water line for built-in installations for easy removal of unit and to help prevent the water line from kinking.

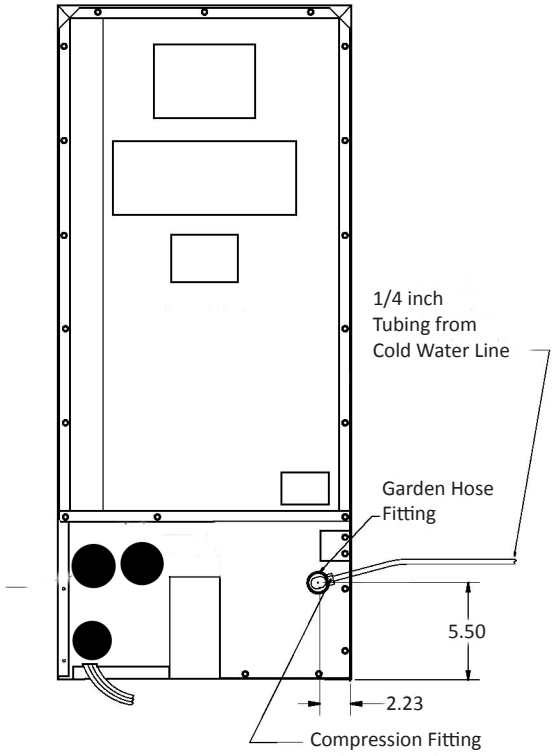


Figure 9

NOTE

The water line fitting supplied with your ice maker is to be used on a 1/4 inch copper water supply line only. Do not attach a plastic supply line using this fitting.

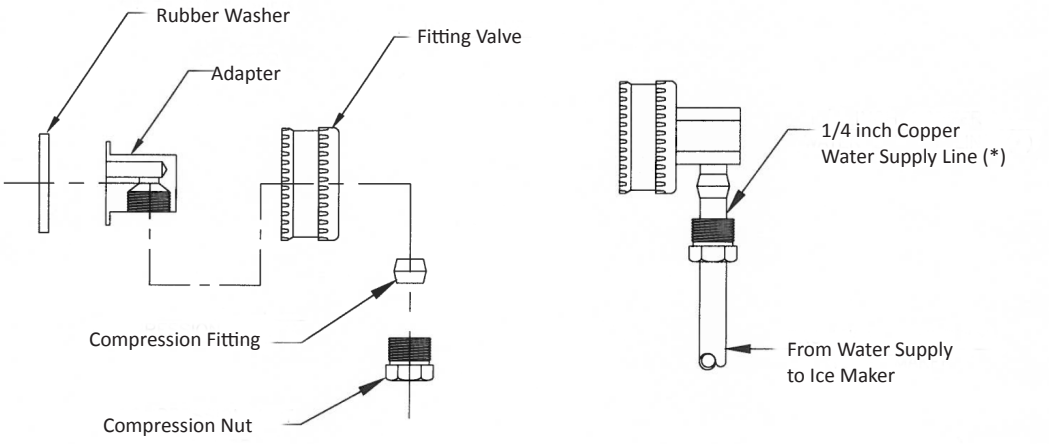


Figure 10

(*) Supplied by Customer

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Handle Installation

1. Remove the handle, (2) screws, and 5/32” allen wrench from the bag shipped inside the cabinet.
2. Locate handle opposite the hinges and secure in place using the (2) screws and the allen wrench. (See Figure 11).

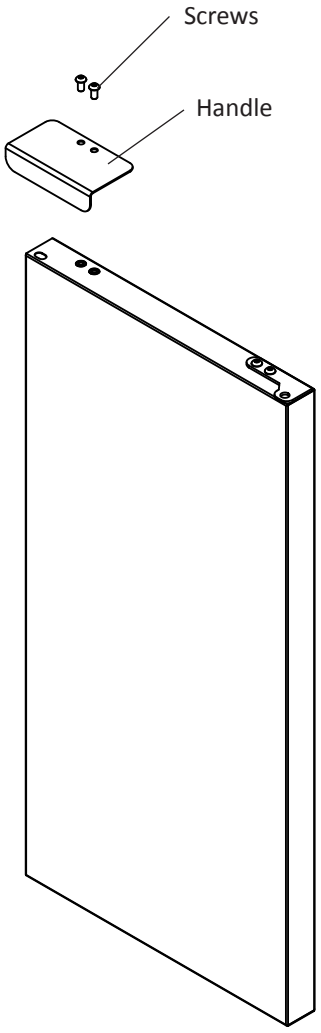


Figure 11

Right hand hinged door shown

Door Reversal

It is possible to reverse the door (change from right hand swing to left hand swing or vice versa) if you wish. To do so it will be necessary to order one of the service kits below.

Hinge Color	Door Color	Right Hand	Left Hand
Chrome	Black	42247595	42247599
Chrome	White	42247639	42247640
Black	Black	42247596	42247600
White	White	42247597	42247601
Stainless Steel	Stainless Steel	42247598	42247602

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

DOOR ALIGNMENT

Door Alignment Procedure

The door should be parallel to the sides and top of the refrigerator. If alignment is necessary the door may be adjusted by loosening the 2 screws which secure the hinge adapter brackets to the door and adjusting the door side to side. Use a 5/32” hex key for this procedure. (See Figure 12 below).

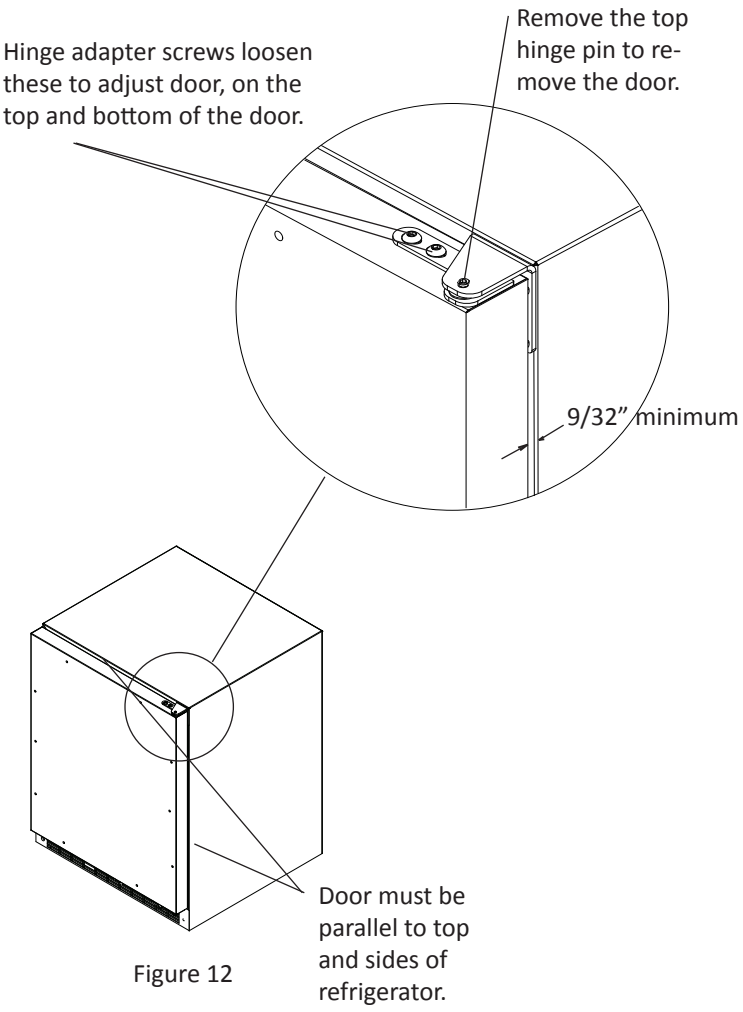


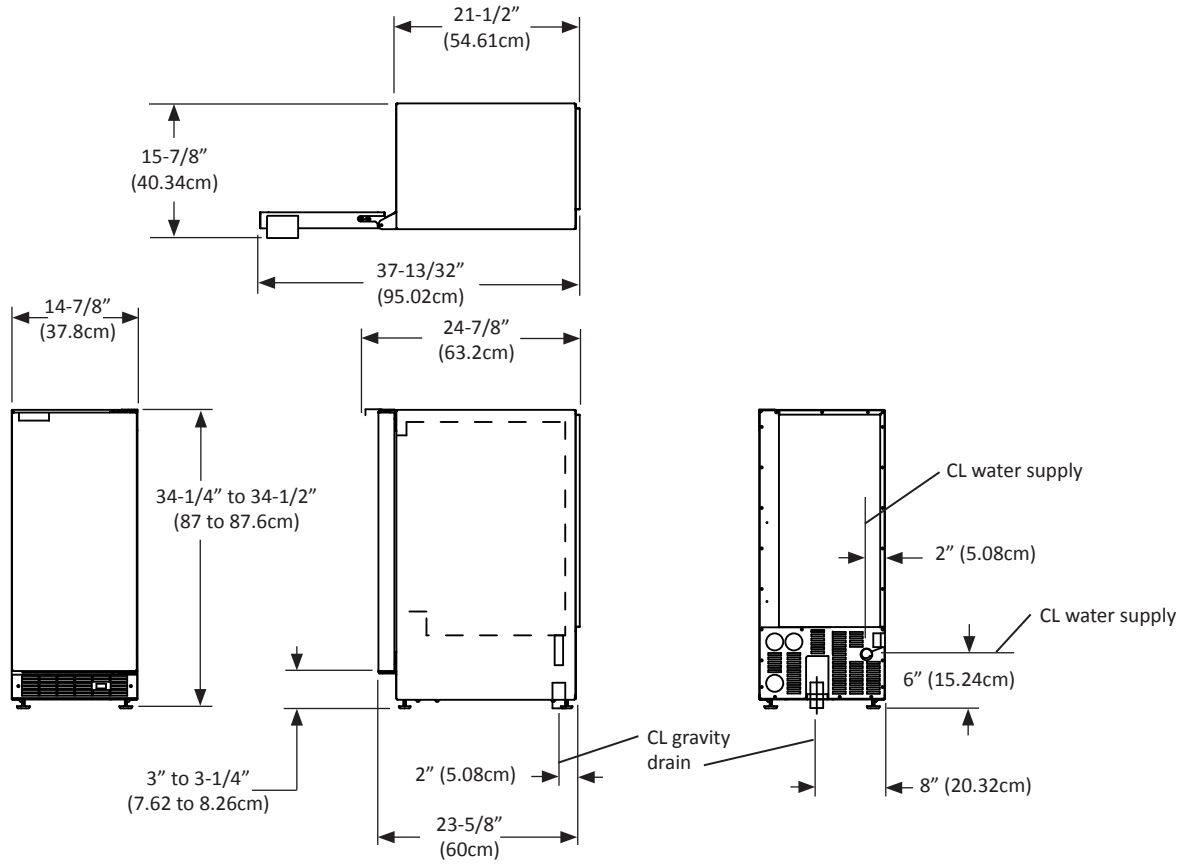
Figure 12

NOTE

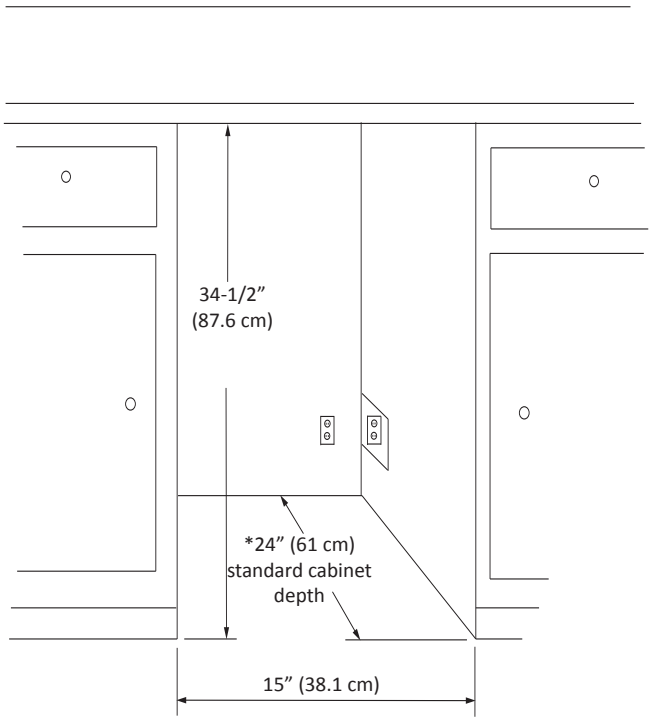
NOTE: For door closer to work properly it is necessary to maintain a minimum space of 9/32” between door and cabinet flange as shown. This space can be adjusted by adjusting the top and bottom hinge adapter.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

DIMENSIONS FOR 30CM SOLID DOOR



ROUGH IN OPENING DIMENSIONS, FOR 30CM SOLID DOOR



⚠ CAUTION

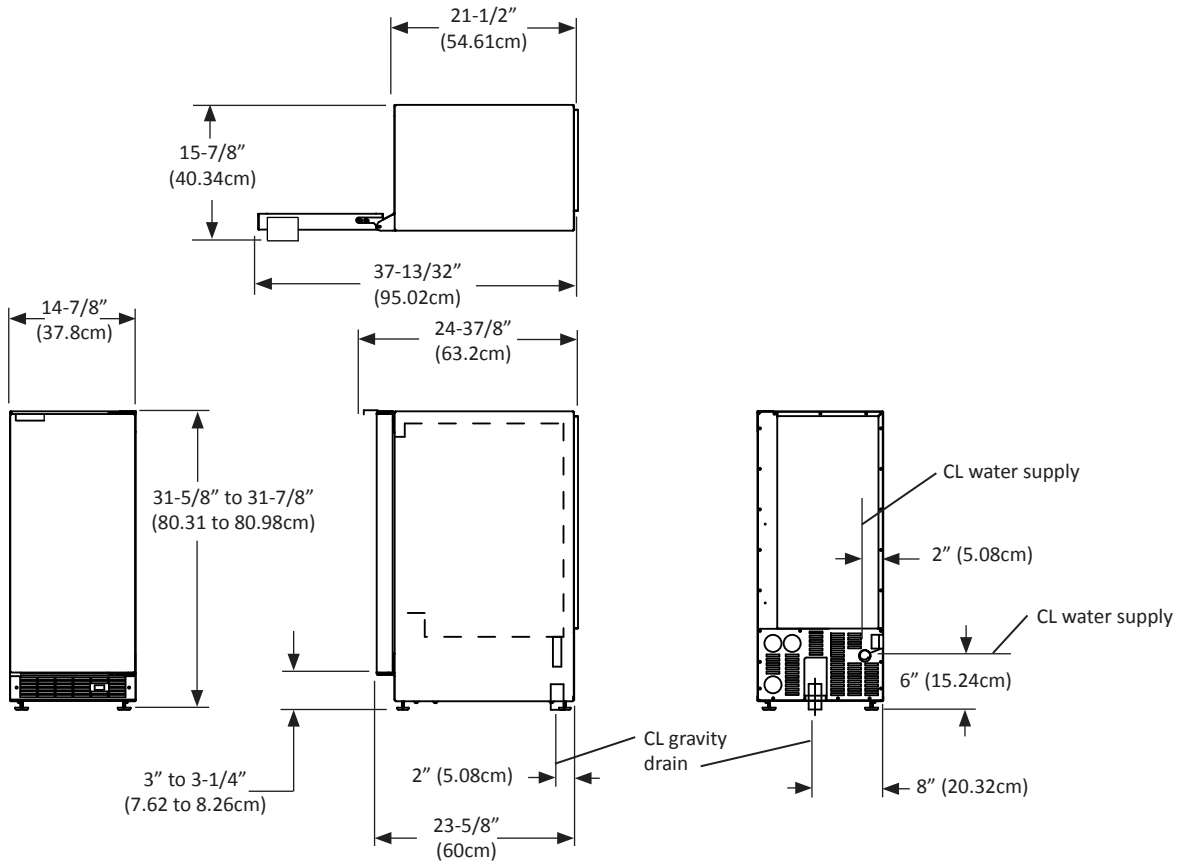
Electrical Requirements: 115 volts, 3 amps running max. A 15 amp dedicated circuit is required. A 3 prong grounded receptacle is required.

Power outlet can be located in the back wall behind unit. 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 unit.
Product weight = 100 lbs. (45.5 kg.)

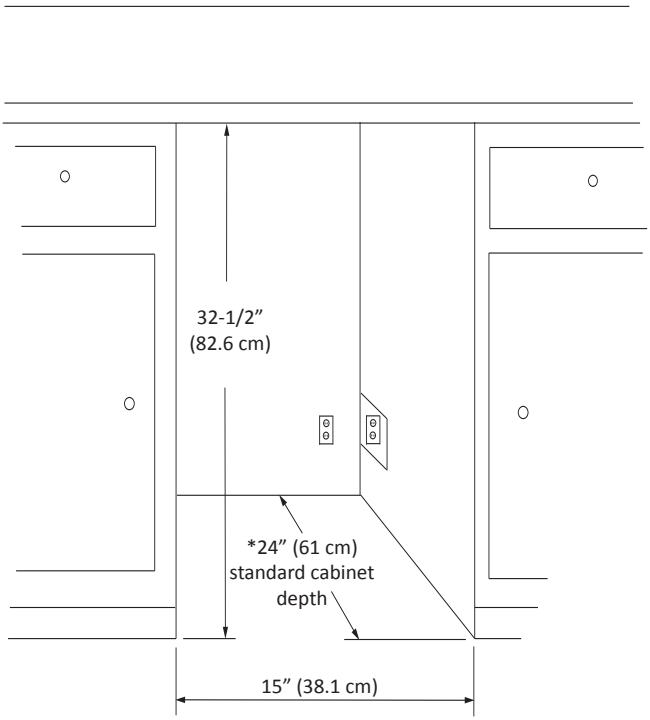
* Depth dimension may vary depending on each individual installation.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

DIMENSIONS FOR 6ADi SOLID DOOR



ROUGH IN OPENING DIMENSIONS, FOR 6ADI SOLID DOOR



CAUTION

Electrical Requirements: 115 volts, 3 amps running max. A 15 amp dedicated circuit is required. A 3 prong grounded receptacle is required.

Power outlet can be located in the back wall behind unit. 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 unit.
Product weight = 100 lbs. (45.5 kg.)

* Depth dimension may vary depending on each individual installation.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Operation (Turning on the ice machine)
Once the drain and water supply are hooked up, and the ice machine is in place and leveled plug in the service cord. The ice machine is shipped with the selector switch in the "OFF" position. Place the switch to the "ON" position to turn on the ice machine. The switch is located in the front grille, see page 13 Figure 14 for location.

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 which gradually freezes the water to produce the ice slab. Mineral deposits are left in the reservoir.

When the ice slab reaches the correct thickness determined by the temperature of the evaporator plate, the electronic control switches to the harvest cycle to harvest the ice. During the harvest cycle, the ice slab falls from the evaporator to the ice grid cutter. Here, the ice slab is cut into 3/4" squares by the grid cutter's heated wires. During the harvest cycle, the drain valve will remain open for 45 seconds to drain the reservoir of remaining deposits. After that, the water valve will open for two (2) minutes providing two (2) quarts of water to the reservoir for the next production cycle.

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.

Care of the Ice Machine
1. Avoid leaning on the cabinet door. You may bend the door hinge or tip the unit.
2. Exercise caution when sweeping, vacuuming or mopping near the front of the unit. Damage to the grille and/or switch can occur.
3. Periodically clean the inside of the ice machine components and inside of the unit.
4. Periodically check and/or clean the front grille and condenser coils as needed.
5. 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.

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 website.

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

To clean the ice machine:
1. Switch the selector switch to the "OFF" position.
2. Remove the drain plug at the bottom of the reservoir to drain any remaining water and then reinstall.
3. Access to the reservoir can be obtained by removing the front panel screws and the front panel. Determine the proper amount of cleaner from the ice machine cleaner manufacturer's mixture ratio based on three (3) quarts of water (refer to the manufacturer's directions). Add the recommended cleaning solution to the reservoir of the ice machine.
4. Replace the front cover panel and close the door.
5. Switch the selector switch on the grille of the ice machine to the "CLEAN" position. Three (3) quarts of water will automatically be added to the cleaning solution.
6. 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.
7. After the cleaning cycle has ended, remove the front panel again and 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. If build-up is removed, continue below.
8. Remove the distributor tube, hose clamp, hose and its rubber ends.

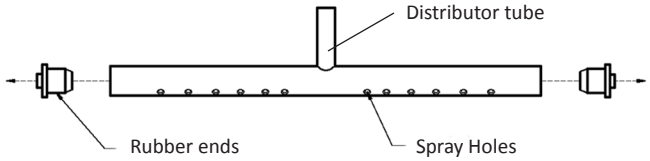


Figure 13

9. Thoroughly clean the inside of the distributor tube and the spray holes. You can use the same cleaning solution as before and an old toothbrush to reach the inside of the distributor tube.
10. Reinstall the rubber ends, hose, and hose clamp to the distributor and then reinstall the distributor tube to the evaporator with the spray holes pointed to the bottom of the evaporator plate. Reinstall the front cover panel with the two (2) front panel screws.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

11. Clean the ice machine's interior, ice scoop, interior door panel, 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.

Your ice machine is now clean and sanitized and may be put back into operation by switching the selector switch to the "ON" position.

Things to Remember

- Allow your ice machine to run for 24-48 hours to accumulate ice in the ice machine's bin.
- Unit will cycle often between ice production and ice harvest cycles.
- Your unit will automatically shut down when the ice bin is full.
- Unplug your ice machine before working on the unit.
- Keep your ice machine clean for proper ice quality, production, and unit life.
- Room and water temperatures will greatly affect the output of ice in your unit (see Table A). Ice will also melt away, especially at the start of an empty bin, but will slow down as ice accumulates.

Production Rate (LB/Day)*

Room Temperature °F \ Water Temperature °F	50	70
70	34	32
80	30	27
90	23	20

Approximate Time To Fill Bin (Hours)*

Room Temperature °F \ Water Temperature °F	50	70
70	31	34
80	41	58
90	60	82

*Note: Due to variables in installation and use. Individual results may vary.

Table A

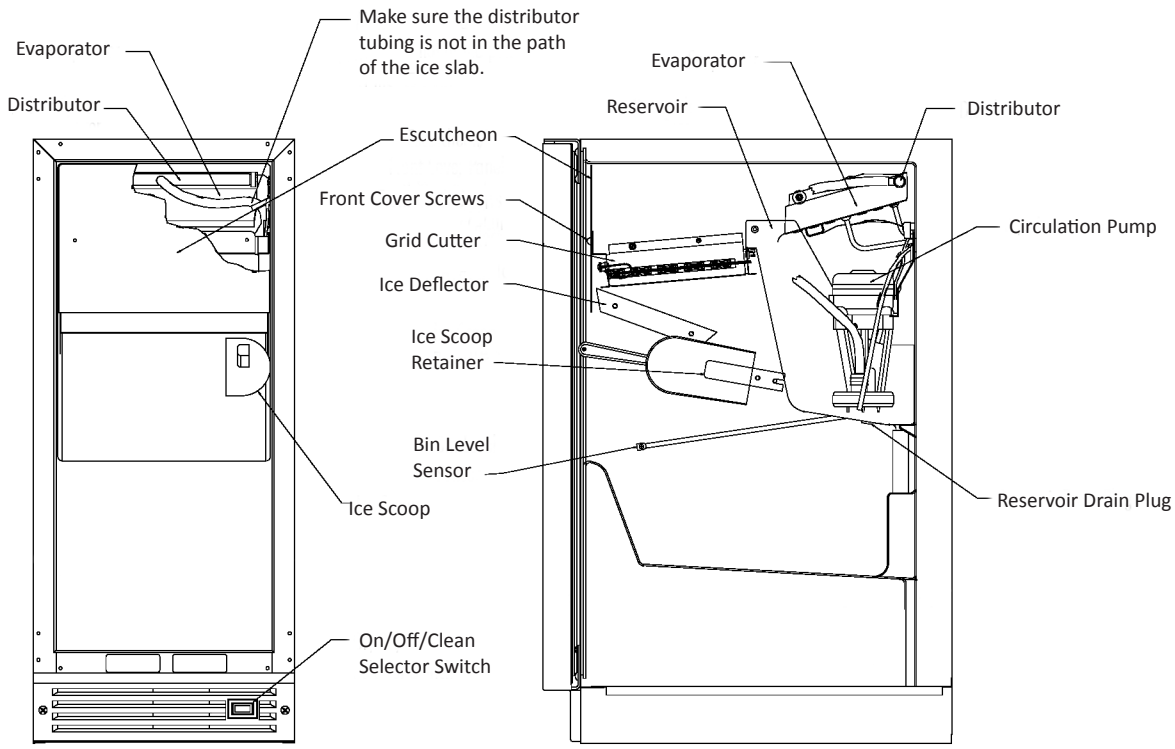


Figure 14

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Before Calling for Service
Before calling for service, check the following items:

- Make sure unit is plugged into 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 unit 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. Be sure to have the model number and the serial number handy before you call. The model and the serial number are located on the lower front part of the ice machine's cabinet.

If You Do Need Service
If you do need service, contact your dealer or AGA MARVEL. In any correspondence, refer to the model number and serial number of your unit 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 the space 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	
Model Number	
Date Warranty Card Sent (Must be within 10 Days of Purchase)	

How to Obtain Service
Your ice machine requires little service because the best and most up to date materials, equipment, and quality methods are employed throughout the manufacturing process.

If trouble occurs during normal operation, first check the troubleshooting chart on the following pages 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 AGA MARVEL Customer Service at 800.223.3900 for directions on how to obtain warranty coverage in your area.
2. If the product is outside of the first year warranty period, AGA MARVEL Customer Service can provide recommendations of service centers in your area. A listing of authorized service centers is also available at www.marvelscientific.com under the service and support section.
3. In all correspondence regarding service, be sure to give the model number, serial number, and proof of purchase.
4. Try to have information or description of the nature of the problem, how long the unit has been running, the room temperature, water temperatures, and any additional information that may be helpful in quickly solving the problem.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	CORRECTION
Unit does not operate.	1. The unit is unplugged.	Plug in the unit.
	2. Breaker is tripped or fuse is blown.	Reset breaker or replace fuse. Check to make sure there is not a short in the electrical circuit.
	3. Ice machine selector switch is in the "OFF" position.	Set the rocker switch on the grille of the ice machine to the "ON" position.
Unit operates but does not produce ice.	1. The unit has just been started and it has been less than 6 hours.	Ice produced when the unit is initially started will melt off in the bin. Ice will accumulate in the bin. In 6 hours, there can be a few cubes in the bin. This is normal operation.
	2. Typical ice production cycle can take up to 1.5 hours. Initial start-up cycles can be longer.	Check the unit in 24 hours for ice accumulation in the bin.
	3. The selector switch is in the "OFF" or "CLEAN" position.	Set the rocker switch on the grille of the ice machine to the "ON" position.
	4. No water in the reservoir.	Make sure that the reservoir drain plug is installed. Check the water line to the unit to make sure it is on and that there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted or plugged.
	5. Distributor tube is restricted.	See "CLEANING YOUR ICE MACHINE" section for cleaning the unit for proper operation.
	6. Build-up of deposits on evaporator plate.	See "CLEANING YOUR ICE MACHINE" section for cleaning the unit for proper operation.
	7. Condenser fan air flow is restricted.	Make certain the grille in the front of the unit is free and open for proper air circulation.
	8. Room and/or water temperature is too warm.	Clean the grille with a vacuum and brush attachment. Move the unit to an area where ambient temperature is below 90 degrees F. The unit should not be placed next to a heat source such as an oven. Check for cold water connection.
	9. Leaking drain valve.	Foreign material in the drain valve could cause it to leak. See "CLEANING YOUR ICE MACHINE" section for cleaning the unit.
	10. Inadequate drain system.	Restriction in drain lines will cause ice in the bin to melt. If using a gravity drain, make certain there are no kinks or restrictions in the drain lines. If using a drain pump, check the inlet screen, discharge line, and vent line for any build-up or restrictions.
	11. Grid cutter is unplugged.	Plug in the grid cutter so that ice slabs can be cut into cubes.
	12. Circulation pump is unplugged.	Plug in the circulation pump so that water from the reservoir can be circulated over the evaporation plate.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

PROBLEM	POSSIBLE CAUSE	CORRECTION
Ice cubes are too small (less than 1/2 inch thick).	1. Low ice consumption.	Ice is slowly melting in the ice bin and will affect the size of the ice cubes. This is normal operation. When the ice bin needs to be replenished, cubes will return to regular size.
	2. Not enough water in reservoir.	Make sure that the reservoir drain plug is installed properly. Check the water line to the unit to make sure there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted or plugged.
	3. Distributor tube is restricted.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation.
	4. Build-up of deposits on evaporator plate.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation.
	5. Inadequate drain system.	Restriction in the drain lines will cause the ice in the bin to melt to a thinner cube. If using a gravity drain, make certain there are no kinks or restrictions in the drain lines. If using a drain pump, check the inlet screen, discharge line, and vent line for any build-up or restrictions.
	6. Leaking drain valve.	Foreign material in the drain valve could cause it to leak. See “CLEANING YOUR ICE MACHINE” section for cleaning the unit.
	7. Room temperature is too warm.	Move to an area where temperature is below 90 degrees F.
Ice cubes are too big (greater than 3/4 inch thick).	1. Ice slab not releasing.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation and cube size.
	2. Condenser fan air flow is restricted.	Make certain the grille in the front of the unit is free and open for proper air circulation.
	3. Room temperature is too warm.	Move to an area where temperature is below 90 degrees F.
Hollow ice slab.	1. Distributor tube is restricted.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation.
	2. Build-up of deposits on evaporator plate.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation.
	3. Low water level in reservoir.	Make sure that the reservoir drain plug is installed properly. Check the water line to the unit to make sure there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted or plugged.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	CORRECTION
Ice is not clear.	1. Low water level in reservoir.	Make sure that the reservoir drain plug is installed properly. Check the water line to the unit to make sure there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted or plugged.
	2. Softened water supply.	Make certain that the water line is not connected to the water softener.
	3. Room temperature is too cold.	Move the unit to an area where room temperature is above 55 degrees F.
Low ice production. Unit is running, has run over a 48 hour period, and there is little ice in the bin.	1. Low water level in reservoir.	Make sure that the reservoir drain plug is installed properly.
	2. Distributor tube is restricted.	Check the water line to the unit to make sure there are no restrictions or kinks in the line. Check all filters to make sure they are not restricted or plugged.
	3. Build-up of deposits on evaporator plate.	See “CLEANING YOUR ICE MACHINE” section for cleaning the unit for proper operation.
	4. Inadequate drain system.	Restriction in drain lines will cause ice in the bin to melt. If using a gravity drain, make certain there are no kinks or restrictions in the drain lines. If using a drain pump, check the inlet screen, discharge line, and vent line for any build-up or restrictions.
	5. Condenser fan air flow is restricted.	Make certain the grille in the front of the unit is free and open for proper air circulation.
Unit continues to run and produce ice.	1. Ice bin is not full.	The unit will automatically shut down when ice reaches the sensing tube.
	2. Ice bin is full.	The unit will automatically shut down when ice reaches the sensing tube and has completed the harvest of the ice slab.
	3. Room temperature is too warm.	Move the unit to an area where room temperature is below 90 degrees F.
	4. Ice machine is not level.	Use a level to check the unit for level from side to side and front to rear.
Grid-cutter is not cutting the ice slab.	1. The selector switch is not in the “ON” position.	Set the rocker switch on the grille of the ice machine to the “ON” position.
	2. The grid-cutter is not plugged into the receptacle.	Remove the escutcheon panel and plug the grid-cutter into the receptacle on the side of the cabinet liner.
	3. Time to cut through the slab.	It can take up to 35 minutes to cut through a harvested ice slab. This is normal operation.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

PROBLEM	POSSIBLE CAUSE	CORRECTION
Ice cubes are sticking together.	1. Ice consumption is low.	Use the ice in the bin frequently. Ice will stick together if left in insulated bin over long periods of time.
	2. Room temperature is too warm.	Move the unit to an area where temperature is below 90 degrees F.
Ice level is too high.	1. The ice machine is not level.	Use a level to check the unit for level from side to side and front to rear.
	2. Room temperature is too warm.	Move the unit to an area where temperature is below 90 degrees F.
	3. Ice deflector is not in place or secured properly.	Check to see that the ice deflector is in place and secured below the grid-cutter.
	4. Bin level sensing tube needs adjusted.	You can adjust the bin level sensing tube by simply pressing directly down on the tube 5 inches from the front of the tube to get a desired bin level.
Ice level is too low.	1. The ice machine is not level.	Use a level to check the unit for level from side to side and front to rear.
	2. Room temperature is too cold.	Move the unit to an area where temperature is above 55 degrees F.
	3. The selector switch is not in the “ON” position.	Set the rocker switch on the grille of the ice machine to the “ON” position.
Water keeps backing up into the ice bin (gravity drain).	1. Inadequate drain system.	Restriction or improperly installed drain lines will cause water to back up into the ice bin. Make certain there are no kinks or restrictions in the drain lines. If necessary, consult a qualified plumber.
	2. Foreign material in ice bin drain.	Foreign material is restricting or blocking the ice bin drain located at the right rear corner of the ice bin. The drain will need to be cleared.
Water keeps backing up into the ice bin (drain pump).	1. Drain pump tubing kinked or restricted.	Check inlet, discharge, and vent line tubing for any kinks or restrictions and repair as necessary.
	2. Inlet screen to the drain pump is restricted or blocked.	Check the inlet screen to the drain pump.
	3. Drain pump and/or the ice machine are not level.	Check and level, if necessary, the drain pump as well as the ice machine.
The drain pump cycles on and off erratically.	1. Vent line to the drain pump is restricted or kinked.	Check the vent line for any restrictions or kinks and repair as necessary.
	2. Discharge line is restricted or kinked.	Check the discharge line and connection to the desired drain for any restrictions or kinks and repair as necessary.
	3. The drain pump is not level.	The drain pump must be level. Check for level on the top of the drain pump case and adjust the tubing or use shims to level.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

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 will be near 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.

Clean the Ice Machine

Cleaning the ice machine will help prevent mold and mildew growth as well as sanitize the unit for storage or when it is put back into service. See page 12 for instructions for cleaning the ice machine.

Draining and Removing Water from the Ice-Making System

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 unit from the electrical outlet.
6. Remove the lower access panel from the rear of the unit.
7. Disconnect the water valve's outlet water line to the reservoir and drain the remaining water left in the water line trap area.
8. Reconnect the water valve outlet water line and tighten the compression nut to a watertight seal.
9. Reinstall the unit's lower access panel.
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 Optional Drain Pump Applications

13. Remove the drain pump from the ice machine (refer to Drain Pump Installation Instructions on page 5).
14. Drain the water in the drain pump's reservoir by turning the pump upside down and allowing water to drain through the pump's inlet and vent tube fittings.
15. After all water is drained, reinstall the drain pump. Make certain all tubing is installed and all hose clamps are tight (refer to Drain Pump Installation Instructions on page 5).

To Restart the Ice Machine

1. With the rocker switch in the OFF position, plug the unit into an electrical outlet.
2. Reconnect 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 Installation Instructions on page 5). Check for water leaks at all hose connections.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Entire Product - One Year Parts and Labor Warranty
AGA MARVEL warrants to the original purchaser that it will supply all necessary parts and labor to repair or replace in the end user's establishment, any component which is found by an authorized representative of AGA MARVEL to be defective in materials or workmanship, subject to the conditions and exclusions stated below, for a period of one year from the date of purchase by the end user.

Refrigeration System - Additional Second Through Fifth Year Parts Only Warranty
During the four years following expiration of the one year limited warranty, AGA MARVEL warrants to the original purchaser that it will supply replacement parts for the hermetically sealed refrigeration system which consists of the compressor, evaporator, condenser, drier, and connecting tubing that are found to be defective in workmanship or materials. Other parts, labor costs, and freight charges are the responsibility of the end user.

If AGA MARVEL is unable to repair or replace the defective product or component, AGA MARVEL shall issue a credit to the buyer for all or part of the purchase price, as AGA MARVEL shall determine. The repair, replacement or payment in the manner described above shall be the sole and exclusive remedy of buyer for a breach of this warranty.

Buyer must give written notice of any alleged defect in the product to AGA MARVEL within 30 days after discovery of the defect by buyer. If notice is not given within such period, any claim for breach of warranty shall be conclusively deemed to have been waived, and AGA MARVEL shall not be liable under these warranties. AGA MARVEL or its agents shall be entitled to examine the product. AGA MARVEL shall have the option of requiring the return of the defective component, transportation prepaid, to establish the claim. The acceptance by AGA MARVEL of any component returned shall not be deemed an admission that the product is defective or in breach of any warranty and, if AGA MARVEL determines that the product is not defective, the component shall be reshipped to the buyer at the buyer's expense. No component will be returned to AGA MARVEL without its prior consent.

The above warranties do not cover:

- Shipping costs of replacement parts or returned defective parts.
- Customer education or instructions on how to use the refrigerator/freezer.
- Any content loss, or incidental or consequential damage or loss due to product failure.
- Removal or installation.

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

- Transportation, damage sustained in transit or subsequent damages.
- Use in hostile environments or use for storage of contents hostile to the product.
- Improper installation, misuse, abuse, accident or alteration, use on wiring not conforming to electrical codes, low voltages, failure to provide necessary maintenance, or other unreasonable use.
- Parts or service not supplied or designated by AGA MARVEL.

The above warranties also do not apply if:

- The original bill of sale, deliver date, or serial number cannot be verified.
- 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 AGA MARVEL and are in lieu of all warranties, express, implied, statutory or otherwise. In particular, AGA MARVEL makes no warranty of merchantability or fitness for a particular purpose.

AGA MARVEL's liability for any defect in the product shall not exceed the purchase price of the product. **AGA MARVEL shall have no liability for consequential damages of any kind whatsoever, including, but not limited to, personal injury, property damage, lost profits or other economic injury due to any defect in the product.**

No person, firm, or corporation is authorized to modify, expand or extend these warranties, to waive any of the limitations or exclusions, or to make any other warranty or assume any other obligation for AGA MARVEL. 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:

AGA MARVEL
P.O. Box 400
Greenville MI 48838-0400
Phone: 616.754.5601
Toll-Free: 800.223.3900

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

NOTES

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com



www.marvelscientific.com

AGA MARVEL
P.O. Box 400
1260 E. Van Deinse St.
Greenville MI
48838-0400

800.223.3900

41011826-EN Rev A
12.22.09

All specifications and product designs subject to change without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions, replacements or compensation for previously purchased products.

Artisan Technology Group - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisantg.com

Artisan Technology Group is an independent supplier of quality pre-owned equipment

Gold-standard solutions

Extend the life of your critical industrial, commercial, and military systems with our superior service and support.

We buy equipment

Planning to upgrade your current equipment? Have surplus equipment taking up shelf space? We'll give it a new home.

Learn more!

Visit us at **artisantg.com** for more info on price quotes, drivers, technical specifications, manuals, and documentation.

Artisan Scientific Corporation dba Artisan Technology Group is not an affiliate, representative, or authorized distributor for any manufacturer listed herein.

We're here to make your life easier. How can we help you today?

(217) 352-9330 | sales@artisantg.com | artisantg.com

ARTISAN® TECHNOLOGY GROUP