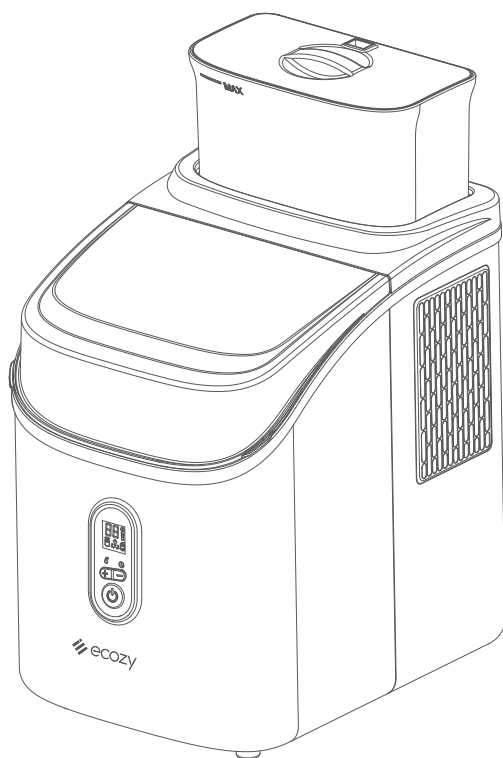




# ICE MAKER

IM-SS381C



## User Manual

It is important that you read these instructions before using your ice maker and keep them in a safe place for future reference.

Thank you for purchasing from ecozy.  
If you have any questions or need further assistance,  
please contact us at  
**support@ecozy.com**  
or call us via hotline  
**(443) 991-8777 (UTC 14:00-22:00, Monday to Friday).**

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# IMPORTANT SAFETY INSTRUCTIONS

To reduce the risk of fire, electric shock, or injury during ice-making operation, always read carefully and obey all safety information.

## ALL SAFETY INFORMATION WILL FOLLOW THE SAFETY ALERT SYMBOLS BELOW



### SAFETY PRECAUTIONS

You need to follow these instructions and execute.



### PROHIBITED MATTERS

Prohibit these operations; otherwise, it will cause danger.



Read and follow these instructions.



Plug the ice maker into a grounded 3 prong outlet with 110-120V/60Hz power supply.



Use this ice maker only for its intended purpose as described in this user manual.



It is suggested to put the ice maker in a cool and ventilated place, which will greatly improve the ice producing capacity.



Do not use other liquid to make ice other than water.



Unplug the ice maker before cleaning, repairing or servicing.



If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.



Do not use flammable liquid to clean the ice maker.



Do not turn the ice maker upside down or tilt it more than 45° during transportation or use. If it happens, let it stand upright for at least one hour before plugging in and using it again.



Place this ice maker away from direct sunlight and make sure that there is at least 6 inches(15 cm) of free space between all sides of your ice maker and surrounding objects.



Keep flammable materials and vapors, such as gasoline, away from the ice maker.



To avoid a hazard due to instability of this ice maker, it must be placed on an even or flat surface.



Packaging materials can be dangerous for children. There is a potential risk of suffocation! Keep all the packaging materials away from children.



Do not use an extension cord.



Do not operate this or any other ice maker with a damaged cord.



Do not tip over the ice maker.



If the ice maker is brought in from outside in winter, please give it a few hours to warm up to room temperature before plugging in.



Do not remove the ground prong. This ice maker must be properly grounded. Never plug the power cord into a receptacle that is not grounded well and not in accordance with local and national codes. Do not plug other appliances into the same outlet.



Children should be supervised to make sure that they do not play with the appliance.



Do not place the power cord over carpets, rugs, etc. Do not cover the cord and do not submerge it in water.



This ice maker must be positioned well so that the plug is accessible.

**WARNING:** This appliance must be earthed.



- **DANGER** - Risk Of Fire Or Explosion. Flammable Refrigerant Used. To Be Repaired Only By Trained Service Personnel. Do Not Puncture Refrigerant Tubing.
- **CAUTION** - Risk Of Fire Or Explosion. Flammable Refrigerant Used. Consult User Manual Before Attempting To Install or Service This Product. All Safety Precautions Must be Followed.
- **CAUTION** - Risk Of Fire Or Explosion. Dispose Of Property In Accordance With Federal Or Local Regulations. Flammable Refrigerant Used.
- **CAUTION**-Risk Of Fire Or Explosion Due To Puncture Of Refrigerant Tubing; Follow Handling Instructions Carefully. Flammable Refrigerant Used.
- The ice maker should be installed in accordance with the safety standard for Refrigeration Systems, ASHRAE15. The ice maker shall not be installed in corridors or hallways of public buildings.
- If the unit is with problem need to be maintained, that replacing with like components and that servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.

## IMPORTANT:

The wires in this mains lead are colored in accordance with the following code:

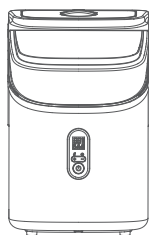
Green or Green with a strip yellow: Grounding

White: Neutral

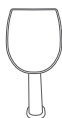
Black: Live

To avoid a hazard due to instability of the appliance, it must be placed at an even or flat surface.

## PACKAGE CONTENTS



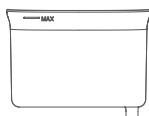
Ice Maker x1



Ice Scoop x1



Ice Basket  
(pre-installed) x 1



External Water Tank x 1



User Manual x1

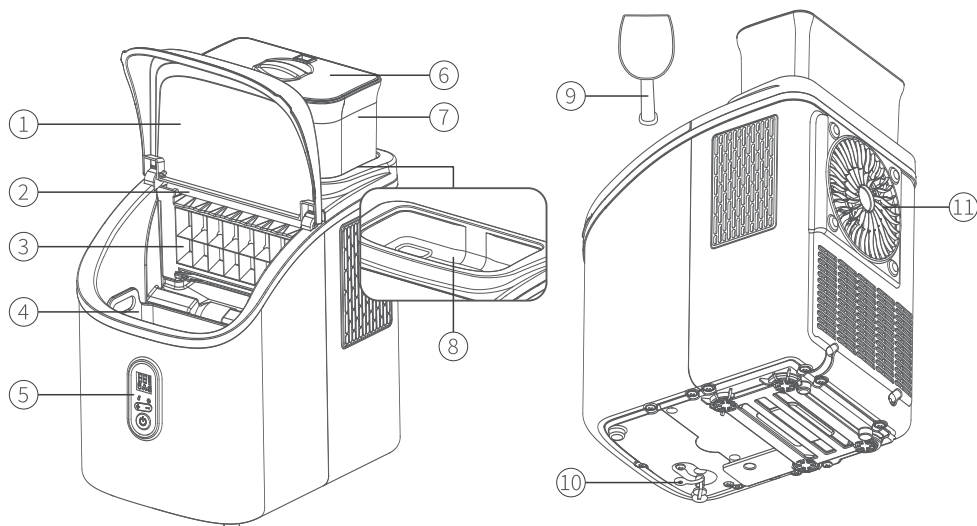


Quick Guide x1

\* If there is any part missing, please contact our customer service: [support@ecozy.com](mailto:support@ecozy.com).

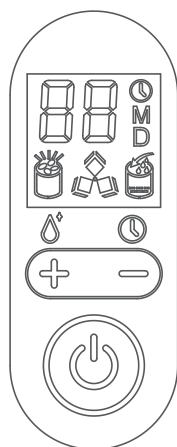
# PRODUCT OVERVIEW

## Ice Maker



- ① Top Cover
- ② Water Separator Pipe
- ③ Evaporator
- ④ Ice Basket
- ⑤ Control Panel
- ⑥ External Water Tank Cover
- ⑦ External Water Tank
- ⑧ Internal Water Tank
- ⑨ Ice Scoop
- ⑩ Water Drain Plug
- ⑪ Air Outlet

## Control Panel & LED Display



### ON/OFF Button:

Start/stop making ice.


Press and hold this button for 5 seconds to initiate a forced ice harvest during ice making.



### Time "+" & Cleaning Button:

Increase the ice-making/timer time.

Press and hold this button for more than 5 seconds to enter self-cleaning mode.

- 
**Time "-" & Timer Setting Button:**  
 Reduce the ice-making/timer time.  
 Press and hold this button for more than 5 seconds to set a timer to automatically stop making ice or start making ice.



Ice Making Status (Rotating: Making ice; Flashing: Harvesting ice)



Ice full Reminder



Digit Display



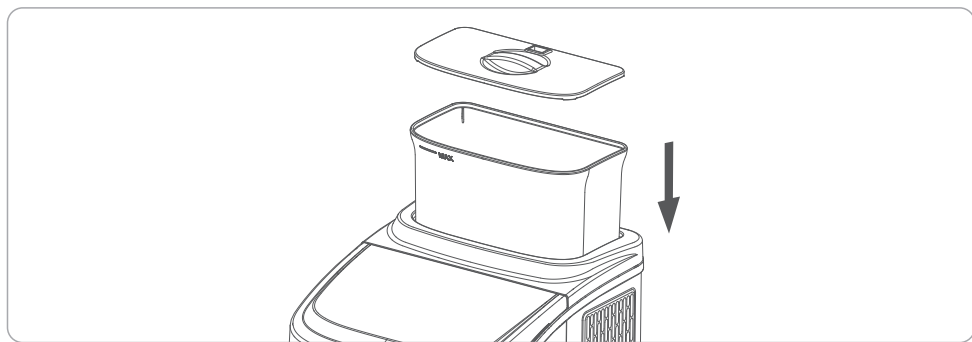
Water Shortage Reminder



Timer Status

## BEFORE FIRST USE

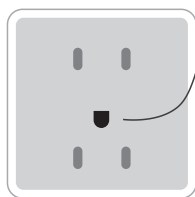
- 1 Unpack the ice maker, then remove all the packaging materials. Take out the accessories inside.
- 2 Clean the interior of the ice maker, ice basket, water tank, and ice scoop with warm water and a soft cloth for 3-5 times to remove possible odor or residue caused by the manufacturing or transportation. For a thorough cleaning, refer to the **CLEANING & MAINTENANCE** section.
- 3 Install the external water tank.



- 4 Place the ice maker on a level surface in a location where your ice maker is protected from direct sunlight and other sources of heat (such as a stove, furnace, or radiator).
- 5 Make sure to leave at least 6 inches (15 cm) clearance on all sides of the ice maker for proper air circulation.
- 6 Before plugging in, please let the ice maker stand upright for 1 hour to allow the refrigerant to settle.



- 7 Plug the ice maker into a well-grounded outlet.



Must be grounded well.

**DANGER!**

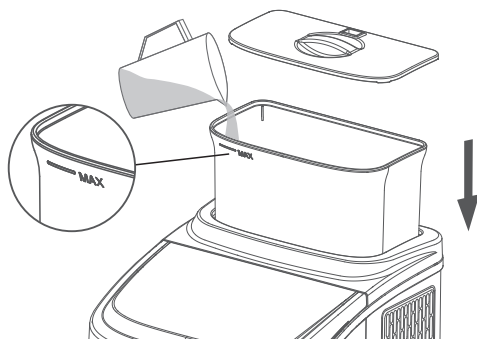
Improper use of the plug may result in the risk of electrical shock.

- 8 There may be water vapor in the product, which is normal because we have tested all our products before they left the factory.

## USE YOUR ICE MAKER

### Add Water

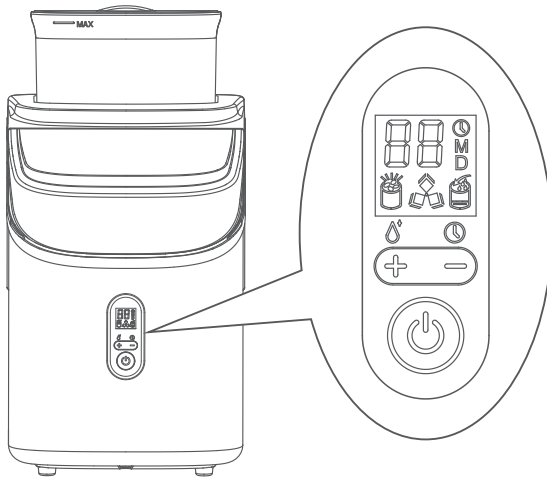
Open the external water tank cover, then fill the water tank with clean drinking water. Make sure that the water level is below the MAX line. Then, close the cover.




**Note:**

Please use clean drinking water. Do not use distilled water, or beverages including sparkling water or coke.


## Start/Stop Making Ice




- 1 Press the **ON/OFF** button to start. The ice maker will make ice once the water flows in and reaches the standard level. The display will show a rotating .

### Tips:

- \* "0D" on the display means the ice is being made with the default time(12 minutes).
- \* After a few minutes, flashing numbers appear on the display, indicating the remaining time for the current ice-making cycle (e.g., "10M" for 10 minutes).

- 2 After the ice-making cycle finishes, the ice maker enters the ice harvest process (flashing ). Water will be added to the internal water tank again until it reaches the standard level, and then the next ice-making cycle starts.

### Tips:

- \* The ice-making cycle duration can vary (usually between 10 to 25 minutes) based on ambient and water temperature. The first-time use may take longer, but less than 35 minutes.
- \* If the water is insufficient,  will stay lit, and the ice maker will stop. Please check if the water tank has enough water. If yes, try to restart the ice maker, or it will automatically restart after 15 minutes.

- 3 During the ice-making process, pressing the **ON/OFF** button stops the ice maker, entering standby mode; pressing and holding the **ON/OFF** button for over 5 seconds initiates a forced ice harvest.

## Adjust Ice Thickness


When the ice maker is running, you can adjust the thickness of the ice cubes by changing the time duration of the ice-making cycle. The longer, the thicker, and vice versa.

- 1 Press "+" or "-" to start. This will display the number 0 (default setting) and the letter D on the screen.
- 2 Use the "+" or "-" button to set your desired time duration for making ice. Each press will adjust the time by 1 minute. You can increase or reduce the time duration by a maximum of 6 minutes based on the default time (12 minutes).

### Tips:

- \* The adjusted time duration applies to the next and subsequent ice-making cycles.
- \* When the ice maker is powered on again, it resets to the default setting of 0.

## Ice Full Reminder

The indicator  will light up when the sensor detects the ice is full. Please remove the ice cubes in time, then the ice maker will resume working.

## Self-Cleaning Mode

To keep the optimal performance of your ice maker, we recommend performing self-cleaning before the first use or when the cleaning procedure has not been running for a long time.

When the ice maker is connecting to power and not making ice, add enough water into the water tank, and then press and hold the "+" button for more than 5 seconds to initiate the self-cleaning mode.


There will be a flashing number "20" on the display, indicating that the cleaning process takes about 20 minutes.


### Tip:

This process can be manually terminated by pressing the ON/OFF button at any time.



## Timer

You can set an auto start timer when the ice maker is in standby mode, or an auto stop timer when the ice maker is making ice.


- 1 Press the "-" button for more than 5 seconds. The default time is 1 hour and the symbol  will appear on the display.

- 2 Use the "+/-" buttons to adjust the time as needed. Each press will adjust the time by 1 hour (range: 1-24 hours).
- 3 After 5 seconds of no button press, the setting will be automatically saved, and the symbol  will stop flashing.

#### Examples:

- \* In standby mode, if the display shows "5" and "  ", the ice maker will automatically start making ice after 5 hours.
- \* During the ice-making process, if the display shows "5" and "  ", the ice maker will stop making ice automatically after 5 hours.

#### Tip:

To cancel the timer, press and hold the "-" button for more than 5 seconds until the number and symbol  flash, and then repeat the same operation to confirm the cancellation. Alternatively, you can set the timer time to "0", and the timer will be canceled after 5 seconds.

## Water Drain

It's recommended to drain the water in the internal water tank after the ice-making or self-cleaning process is complete and before the ice maker remains unused for an extended period. Make sure the ice maker is in standby mode. Take out the cap on the water drain plug to drain the water. After draining the water, reattach the cap.

#### Tip:

- \* To empty the water from the external water tank, you will need to pour it out manually. It is better to change water every 24 hours.
- \* If the ice maker is not in use, please clean it and dry all the parts of it.

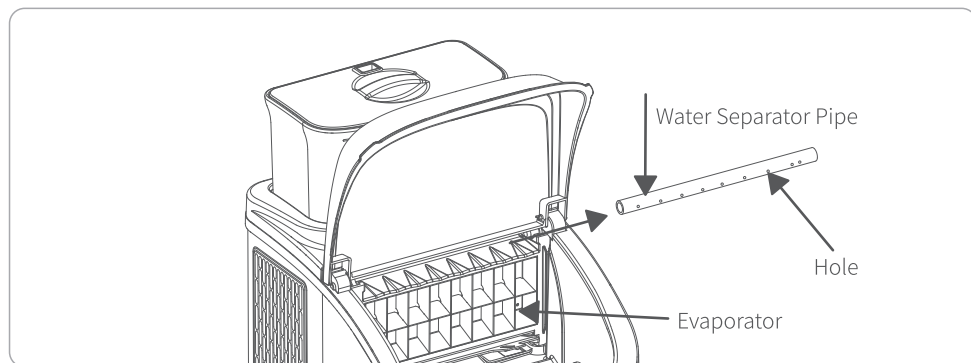
## CLEANING & MAINTENANCE

Before using your ice maker, we recommend cleaning it thoroughly.

- 1 Take out the ice basket.
- 2 Clean the interior with diluted detergent, warm water and a soft cloth.
- 3 Rinse the inside parts with water and drain water through the draining port by unplugging the water drain plug at the bottom.
- 4 Clean the exterior using a mild detergent solution and warm water.
- 5 Dry both the interior and exterior with a soft cloth.

After using your ice maker for a long time, we also suggest thoroughly cleaning it, paying special attention to the water separator pipe and water filter.

- 1 If the water separator pipe is blocked and no water is flowing down despite the water pump still working, clean each hole on the pipe.







- 2 To clean the internal and external water tanks, use diluted detergent and warm water with a soft cloth. Then, rinse with water and drain through the draining port.
- 3 If ice cubes are stuck on the evaporator and difficult to remove, initiate the ice-making process. Then press the **ON/OFF** button for more than 5 seconds to start the ice harvest process and melt the ice cubes.

## SPECIFICATIONS

Model	IM-SS381C
Power Supply	AC 115 V~ 60 Hz
Power Consumption	200W
Rated Current	2.4 A
Refrigerant	R290 0.77Oz/22g
System Pressure	High Side: 280 psig/ Low Side: 88 psig
Net Weight	16.76lbs/7.6kg
Dimensions	11.81x8.66x12.99 inches/300x220x330mm

# TROUBLESHOOTING

Issue	Possible Cause(s)	Solution
 indicator lights up	Not enough water	Turn off the ice maker, add enough water, and then restart.
Water tank has enough water but  indicator lights up	Inlet solenoid valve malfunctions	Contact a qualified service technician for repair or customer service.
 indicator lights up	Ice basket is full	Remove the ice cubes from ice basket.
 indicator is flashing	Ice full sensor plate is blocked	Take out the ice cubes under the ice full sensor plate, making sure it can roll smoothly; or wait for 3-6 hours, allowing the ice cubes to melt and the sensor plate to roll back automatically.
E error code	Ice making system malfunctions	Contact a qualified service technician for repair or customer service.
	Too much water in the ice basket	Drain out the water below the ice basket, and then restart the ice maker.
E1 error code	Ambient temperature sensor malfunctions	Contact a qualified service technician for repair or customer service.
E2 error code	Water temperature sensor malfunctions	Contact a qualified service technician for repair or customer service.
No water flowing from the water separator pipe	Holes are blocked	Clean the holes until the water can flow out easily.
	Water filter is blocked	Clean the water filter.
Ice cubes are too thick and sticking together	Ice-making cycle is too long	Reduce the ice-making time.

Issue	Possible Cause(s)	Solution
Ice cubes are too thin	Ambient temperature is too high	Move the ice maker to a cooler place.
	Water temperature is too high	The water temperature should be below 77°F (25°C).
	Ice-making cycle is too short	Increase the ice-making time.
The ice-making cycle seems normal, but no ice cubes are formed	Ambient temperature or water temperature is too high	Move the ice maker to a cooler place below 86°F (30°C) and use colder water.
	Refrigerant system leaks	Contact a qualified service technician for repair or customer service.
	Refrigerant system is blocked	Contact a qualified service technician for repair or customer service.

If there is any issue unresolved, please contact us at: [support@ecozy.com](mailto:support@ecozy.com).



**Intertek**

**3149457**

Conforms to UL STD.563  
Certified to CSA STD.C22.2  
No.120