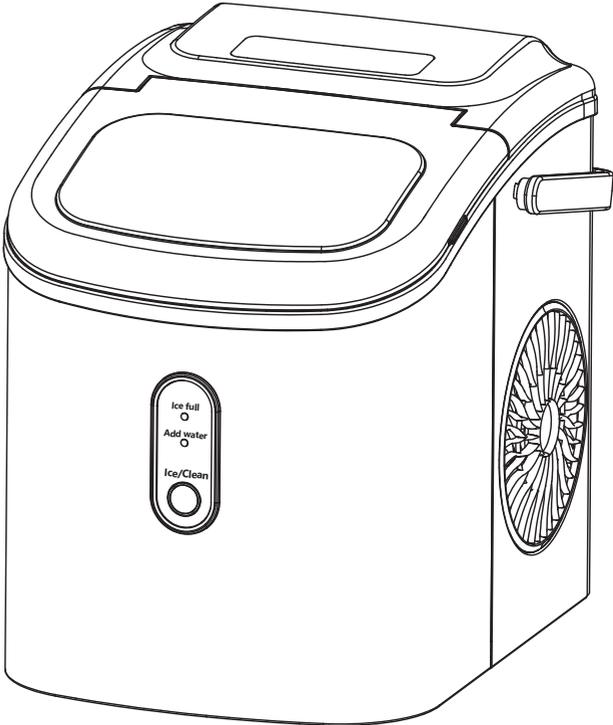


# IM003-B

# BULLET ICE MAKER

User Manual

SKU: IM003-BSI-USZX





# Contents

|   |    |
|---|----|
| Important Safety Instructions                                   | 01 |
| Key Components and Structure                                    | 04 |
| Control Panel and Display Overview                              | 05 |
| Installation Guide  | 06 |
| Cleaning Your Ice Maker before Using<br>For the First Time      | 07 |
| How to Operate The Ice Maker                                    | 08 |
| Clean Your Ice Maker  | 10 |
| Preparing Your Ice Maker for Long-Term<br>Storage or Relocation | 12 |
| FAQs  | 13 |
| Troubleshooting   | 16 |
| Specifications  | 17 |
| Warranty Policy   | 18 |

# IMPORTANT SAFETY INSTRUCTIONS

-  Read and review the instructions to understand the operation and use of the product.
-  Indicates a hazard. If the warning contained in this symbol is ignored, it could result in personal injury, death, or substantial property damage.
-  Avoid contact with hot surfaces. Always use hand protection to avoid burns.
-  For indoor and home use only.

## WARNINGS

*Failure to follow these instructions could result in property damage, personal injury, or death, resulting from electric shock, fire, or burns. When using electrical appliances, basic safety precautions should always be followed, including the following:*

1. This appliance may be used by those who have received instructions concerning the safe use and those who understand the hazards involved. This includes persons with reduced physical, sensory or mental capabilities who lack experience and knowledge and receive supervision.
2. Unplug the ice maker before cleaning, repairing or servicing it.
3. Keep this machine and its cord out of the reach of children. **DO NOT** allow children to use this machine. Exercise caution and reasonable supervision when using this machine near children. Cleaning and user maintenance should not be performed by children.
4. **DO NOT** operate this machine or any other appliance with a damaged power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified personnel to prevent a hazard.
5. To ensure optimum performance and safety, place the ice maker where the plug is easily accessible. Connect it to a dedicated polarized outlet to avoid overloading the circuit by sharing it with other appliances. For safe connection, fully insert the plug into the outlet.
6. **DO NOT** extend the power cord over the carpet or other insulation. **DO NOT** cover the power cord. Keep the power cord away from traffic areas. **DO NOT** immerse the cord in water.
7. **NEVER** unplug the appliance by pulling on the power cord. ALWAYS firmly grasp the plug and pull it straight out of the outlet.

8. We **DO NOT** recommend using an extension cord, which can overheat and become a fire hazard. If you must use an extension cord, use at least 14AWG with a power rating of no less than 1875 watts. Using a shorter power cord reduces the risk of children under 8 years old grabbing the cord or becoming entangled and reduces the risk of people tripping over longer cords.
9. Check the appliance and power cord regularly. **DO NOT** use it if the power cord or plug is damaged. If the appliance malfunctions or becomes damaged, stop using it immediately and call customer service.
10. **DO NOT** use the appliance outdoors. Keep the appliance away from direct sunlight.
11. Make sure there is at least 6 inches of space between the back of the ice maker and the wall. Maintain at least 6 inches of clearance around the appliance. Keep vents in the appliance housing or built-in structure unobstructed.
12. **DO NOT** use liquids other than drinking water to make ice cubes.
13. **NEVER** clean the ice maker with flammable liquids; fumes can cause fire or explosion.
14. To prevent fire, **DO NOT** place the machine on or near a gas or electric stove.
15. **DO NOT** tip the machine. Tipping the unit may cause unusual noises, water leaks, or improper ice-making.
16. If the ice maker has been in a cold environment, give it a few hours to warm up to room temperature before plugging it in.
17. Before using, always make sure the unit is properly assembled.
18. This machine is for home use only. **DO NOT** use the appliance for any purpose other than its designated purpose. **DO NOT** use in a moving vehicle or boat. **DO NOT** use outdoors. Improper use may result in injury.
19. To disconnect, turn the control to the off position and unplug it from the outlet when **NOT** in use and before cleaning. Allow the unit to cool before cleaning, disassembling, installing or removing parts and storing the unit.
20. Refer to the Cleaning and Maintenance section for regular maintenance of the unit.
21. If the device requires repair, consult a certified technician. **DO NOT** attempt to repair it yourself.

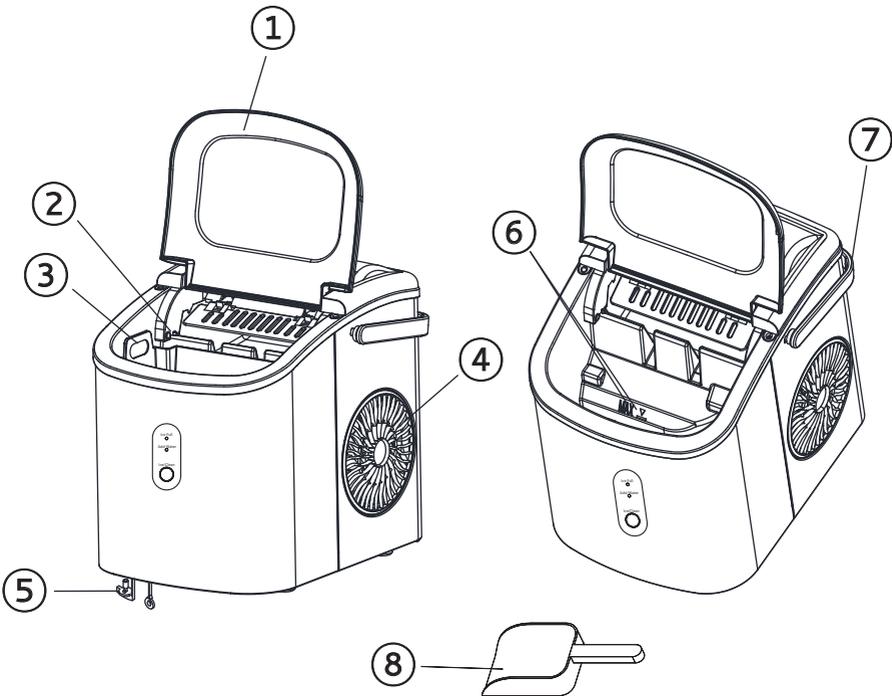
## **Risk of Fire or Explosion-Flammable Refrigerant Used**

*Dispose of the unit in accordance with federal or local regulations. Follow all handling instructions to ensure safe handling.*

- **DO NOT** use mechanical devices to defrost the ice machine.
- **DO NOT** puncture the refrigerant lines.
- Repairs must be performed by trained personnel.
- The ice machine should comply with the Safety Standard for Refrigeration Systems (ASHRAE15) and should not be installed in hallways or passageways of public buildings.
- Clean and maintain the unit regularly according to the Cleaning and Maintenance section of this manual.

# KEY COMPONENTS AND STRUCTURE

- ① Top Cover with Transparent Window
- ② Ice Full Sensor
- ③ Ice Bin
- ④ Exhaust Fan
- ⑤ Water Drain Plug: at the front bottom side of the unit.
- ⑥ MAXIMUM WATER LEVEL: Remove the ice bin to see the water level mark.
- ⑦ Handle
- ⑧ Ice Scoop



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## Accessories

- 1 x Ice Scoop

# CONTROL PANEL AND DISPLAY OVERVIEW

## Control Panel & Modes

### A: Ice/Clean Button:

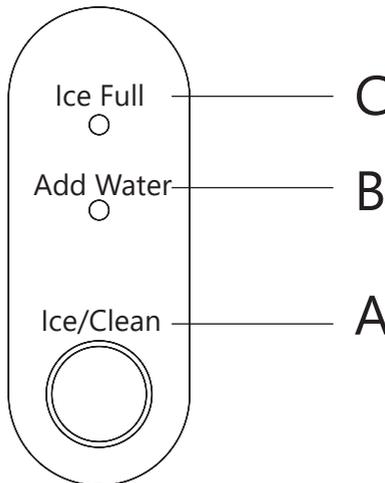
- In standby mode, short press the **ICE/CLEAN** button to start the ice-making process, and press it again to stop ice-making.
- In standby mode, press and hold this button for 5 seconds to start the self-cleaning function, and press it again to stop the cleaning function.

### B: Add Water Indicator:

When this light is on, it means the reservoir is low on water, and the machine will stop making ice.

### C: Ice Full Indicator:

This light comes on to indicate that the ice bin is full. When this light comes on, the machine will stop making ice.



# INSTALLATION GUIDE

## Set up the Ice Maker

### 1. Unpack and Inspect

Remove all external and internal packaging, including the carton, foam padding, and the protective foam inside the machine. Check if all accessories, such as the ice scoop, are included. If anything is missing, please contact after-sales Customer Service (email [support@homyd.com](mailto:support@homyd.com) or call us at +1-833-632-0897).

### 2. Prepare the Ice Maker

Remove all tape and adhesive strips from the machine; remove the accessories inside. Clean the interior cabinet and ice scoop with a damp cloth

### 3. Position the Ice Maker

Place the machine in a well-ventilated area with a relatively low ambient temperature, and place it horizontally on a flat surface away from direct sunlight and heat sources (such as stoves, furnaces, and radiators). Ensure that there is at least 15 cm (about 6 inches) of clearance between the air outlet and any obstructions and at least 15 cm (about 6 inches) of clearance between the left and right sides.

### 4. Allow Refrigerant to Settle

If the unit tipped over during transport, place it in an upright position for 24 hours to allow the refrigerant to settle before plugging it in for use.

### 5. Plug Accessibility

Place the device where the plug can be easily inserted and the machine must be grounded before use.

## Install the Handle

Rotate the handle's protruding part to match the angle of the mounting hole on the machine, then align and insert it.

## Important Safety Warnings

### Note: This equipment must be grounded

- Plug into a grounded outlet; do not unplug the grounded plug.
- **DO NOT** use adapters or extension cords. Failure to follow these instructions may result in fire, electric shock, or death.

### **Electrical Connection**

- Make sure the ice machine has a dedicated circuit.
- Using an outlet that is not controlled by a switch.
- If you need to replace the power cord or plug, please contact a qualified technician.
- Requires a 110-120V, 60HZ grounded outlet.

### **Note: Grounding Method**

For safety reasons, this product must be grounded. Use the provided grounding plug and plug into a compatible grounding outlet. If not, contact a qualified electrician for installation.

## **CLEANING YOUR ICE MAKER BEFORE USING FOR THE FIRST TIME**

***\* We are very concerned about your ice hygiene. Before using it for the first time, please be sure to clean all parts of the machine that come into contact with water.***

1. With the power disconnected, clean the product housing with a dry cloth.
2. Remove the ice bin from the reservoir and clean it with warm water, a soft cloth and a neutral detergent. We strongly recommend using our ice maker-specific cleaner.
3. Clean all internal parts that come into contact with water.
4. Plug in the power, pour in clean water, start the cleaning mode, and wait 30 minutes until the cleaning mode ends.
5. After making sure the machine is in standby mode, remove the drain plug to drain the water from the reservoir and the inner tank.
6. After the draining is complete, reinstall the drain plug.
7. Add water to make ice for 1-2 cycles, and discard all ice cubes and water for a thorough cleaning.

### **Tips**

Please add drinkable water, preferably barreled or bottled purified water. The quality of water will directly affect the transparency of the ice cubes and the service life of the machine.

# HOW TO OPERATE THE ICE MAKER

## WARNINGS

- \* *It is highly recommended to clean the ice maker when making ice for the first time or when not use for a long time.*
- \* *Before making ice, make sure the drain plug is inserted into the device; otherwise, the ice-making function will not work correctly.*
- \* *Fill only with drinking water. Use only drinking water.*

## 1.Starting Up the machine

- Step 1:** Remove the ice bin and fill the reservoir with drinking water - up to 0.3 gallons (4.8 cups or 38.4 ounces).
- Step 2:** Insert the ice bin.
- Step 3:** Plugged in, the ice maker will be in standby mode and the ring indicator light will flash white.

## 2.Ice-making Process

Press the Ice/Clean button to start the machine. When the ring light turns white, the machine will start making ice. Press the Ice/Clean button again to stop making ice.

## 3.Add Water Indicator

If the refill light comes on and the machine stops, refill the reservoir and restart the machine. However, it is important to note that the ice machine may take a long time to automatically resume the ice-making cycle. Also, the compressor will take 3 minutes to reset after the machine is restarted.

## 4.Ice Full Indicator

When the "Ice Full" light comes on, the machine will stop. Remove the ice to resume operation.

Once the ice shutter detects that ice has been dropped, it will automatically reset and start a new ice-making cycle.

**Note:**

Direct sunlight or sunlight reflection may cause the infrared sensor to malfunction. If the unit does not stop when the ice bin is full or stops making ice when it is not full, move the unit away from sunlight. Contact after-sales Team if these steps don't resolve the issue.

## 5. Shutting Down the Machine

**Step 1:** Briefly press the **ICE/CLEAN** button to stop ice-making and enter standby mode.

**Step 2:** Unplug the power cord to turn off the ice maker.

## 6. Ice Scoop Position

Place the scoop on top of the lid.

## 7. Automatic Self-Cleaning Program

**a. Default Cleaning Time:** 30 minutes.

**b. How to Start Self-Cleaning**

- Insert the drain plug into the ice machine.
- Fill the reservoir with potable water or ice machine-specific cleaner (to protect the nickel plating) - keep the water level below the maximum mark.
- Press and hold the **ICE/CLEAN** button for 5 seconds.
- The light ring will flash alternately red and white.

**c. How to cancel automatic cleaning:**

- The program ends automatically after 30 minutes.
- Press **ICE/CLEAN** during cleaning to manually cancel the cleaning process.

**d. How to drain dirty water:**

- Move the ice machine to the edge of a counter or table. Make sure the unit is stable.
- Ensure there is a water container under the device, such as a sink.
- Remove the drain plug from the bottom. Allow the dirty water to drain into the water container.
- Then, reinsert the drain plug.

## Note: Sanitation Precautions

- Replace the water in the reservoir every 24 hours to ensure proper sanitary conditions.
- If the ice machine is not used for a day or more, drain all water and wipe out the reservoir.

# CLEANING YOUR ICE MAKER

## 1. Daily Cleaning

Follow the automatic self-cleaning program mentioned above for daily cleaning.

You can also use a mild detergent, warm water and a soft cloth.

*We strongly recommend using our ice machine-specific cleaner (to protect the nickel plating) to ensure optimal performance.*

## 2. Deep Cleaning

Clean all parts that come into contact with water, especially the water distribution basin, to prevent scale accumulation and avoid rust on the evaporator. Here are the detailed steps for cleaning:

### **Note:**

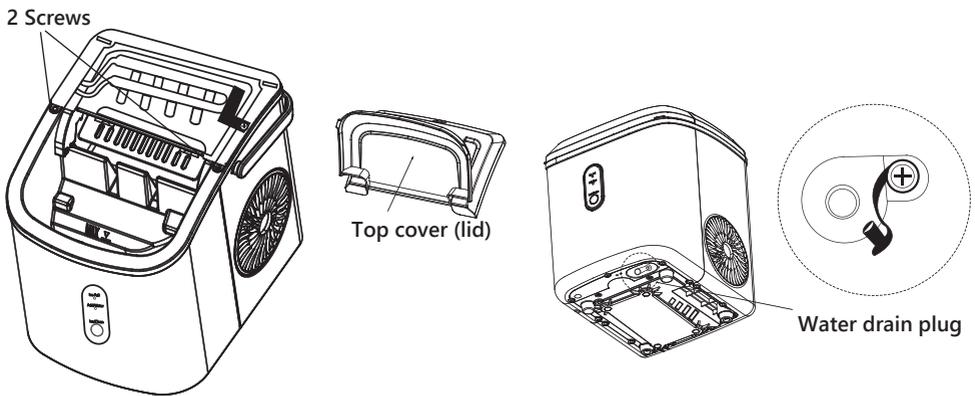
*Before cleaning, be sure to disconnect the power supply and drain all the water inside the machine and the reservoir.*

### **Remove the Top Cover**

Use a tool to remove the two screws on the machine cover. Press the top cover with your hand, slide it back, then put it aside, as shown in the first picture.

### **Clean the Evaporator**

After removing the top cover, clean the interior carefully. In addition, clean the water distribution basin to ensure there is no residue, as shown in Figure.



Regularly cleaning the water distribution basin can ensure smooth water flow, keep the ice machine clean, prevent clogging, and extend the service life of the machine.

We recommend performing the self-cleaning function at least once a week. In addition, all parts that come into contact with water, including the reservoir, ice bin, evaporator, etc., should be thoroughly cleaned every 2 months.

# PREPARING YOUR ICE MAKER FOR LONG-TERM STORAGE OR RELOCATION

*If your ice maker will not be used for an extended period or needs to be moved to a different location, it's essential to operate and maintain it correctly. Follow the steps below to ensure the correct storage preparation is performed.*

## 1. Cleaning and Maintenance

**Unplug the machine:** Always unplug the ice machine after cleaning.

**Indoor Use Only:** Place the ice machine on a level surface away from direct sunlight and heat sources (such as stoves, furnaces, and radiators). Make sure there is at least 6 inches of clearance between the sides and walls.

**Empty Contents:** Remove everything from the refrigerator and drain the water storage tank.

**Avoid Harsh Chemicals:** Do not use alcohol or abrasive cleaners as they will damage the machine. We strongly recommend using a cleaner specifically formulated for our ice machines (to protect the nickel plating).

**Clean the Evaporator:** Clean the evaporator at least 2 times a month to ensure optimal performance.

## 2. Drain All Water Regularly

**Turn off the power:** Unplug the ice maker.

**Drain the reservoir:** Open the drain plug and completely drain the water in the reservoir. After draining, wipe it with a dry soft cloth and ventilate it to dry. Make sure the interior is completely dry before closing the lid.

## 3. Proper Storage

**Ensure Complete Dryness:** Before storing the ice maker, make sure it is completely dry.

**Cover:** Cover the ice maker with a plastic bag to prevent dust from entering.

### Note:

If the ice machine is not used for a long time, please clean it thoroughly before using it again.



When the unit is taken out of service, its disposal and the handling of its materials must comply with national regulations.

# FAQs

## 1. How often do I need to clean my ice maker?

We recommend running a self-cleaning cycle after each use. If you use the ice maker frequently, perform a routine cleaning once a week and a deep cleaning every two months.

## 2. How should I clean the machine?

Avoid using acidic solutions or lemon juice for daily cleaning cycles, as they can damage the nickel coating on the evaporator.

If there is scale at the bottom, soak the bottom tank with a solution of lemon juice or diluted vinegar and water for about 30 minutes, then drain the reservoir and rinse with clean water to remove any remaining acidic solution.

It is recommended to drain the reservoir at least every three days. This helps maintain low water hardness, flush out impurities, and prevent scale buildup in the tank.

## 3. Why are my ice cubes cloudy?

This indicates that your water quality is turbid. It is recommended that only drinking water is used. If your water quality problem is serious, installing a water filtration system on your faucet is advisable.

## 4. Can I put milk and juice into the reservoir to make ice cubes?

Using liquids other than water to make ice cubes is not recommended. Our research has found that the particles in milk and beverages can easily block the pump and reduce its service life. Also, the protein in milk is prone to calcification, which chemically reacts with the PU water pipe inside the machine causing it to break, making the product unable to continue working.

## **5. Why do my ice cubes melt easily?**

The ice maker doesn't have an insulation function, so the ambient temperature will cause the ice to slowly melt. If not using the ice for a long time, store it in the refrigerator.

## **6. Why do my ice cubes stick together?**

If they freeze into a block, it might be due to room or water temperature being too low. If they freeze in the ice bin, high room temperature might cause the ice surface to melt and refreeze, sticking together. If the ice forms a sheet, the evaporator might be too low and require manual adjustment. (Be careful with the force; avoid applying too much pressure.)

## **7. Why do the ice cubes I made smell of plastic?**

Ice cubes themselves are tasteless. The first batch may have a strange taste and should be discarded. If the ice consistently has a plastic smell, run several cleaning cycles with the Ice Maker Cleaning Agent to remove the odor. Finally, use drinking water to make ice.

## **8. Can the ice cube size be adjusted?**

This ice maker cannot adjust the ice cube size. It typically produces fixed-size bullet-shaped ice cubes.

## **9. Why is water leaking from my machine?**

It may be that the tube inside the machine came loose during transport. You can remove the back cover and reconnect the tube yourself. If you are unsure how to do this, please contact our team. We will refer you to a professional video to help you solve the problem.

## **10. Does it make ice automatically and stop when the ice bin is full?**

Our ice maker is equipped with a sensor that automatically stops ice production when the ice bin is full.

## **11. What should I do if the ice-making is too slow or the ice cubes are too small?**

Ice-making is too slow: Ice-making is slow at first use. Let it sit for 24 hours, then make ice several times at normal speed. Operate the ice maker in an environment below 90°F and use room temperature water for making ice.

Ice cubes are too small: In the first few cycles, the ice cubes might be smaller. Run several more cycles, and the ice will gradually return to its normal size.

## **12. Does the ice maker have internal water circulation?**

The ice maker has internal water circulation. When ice melts, the water flows back into the reservoir to make new ice.

# TROUBLESHOOTING

| Problem                          | Possible cause(s)   | Solution  |
|----------------------------------|---|---|
| "ADD WATER" indicator turns on   | Reservoir lacks water   | Stop the ice maker, fill with water, and press "ICE/CLEAN" button again to restart the unit.  |
|                                  | Conductive needle offset  | If the silver conductive needle on the right side of the evaporator is misaligned, use a slender tool (like a screwdriver) to adjust it vertically downward.  |
|                                  | Pump damaged  | Check if the reservoir contains water. If there is water and the pump makes no sound, please contact support@homyd.com.   |
| "ICE FULL" indicator turns on    | The ice bin is full of ice.   | Remove the ice from the bin and press the "ICE/CLEAN" button again.   |
|                                  | Strong light caused the sensor to malfunction.                              | Move the ice machine to a darker location to restart ice-making.  |
| Ring indicator light flashes red | The ambient temperature or water temperature in the inner tank is too high. | Please run the ice maker at an ambient temperature below 90 ° Fahrenheit degree ambient and pour colder water into the tank. Remove the back panel and check the internal water pipes and water pump. If the problem cannot be fixed, please contact support@homyd.com. |
|                                  | Refrigerant liquid leakage.   | Press the "ICE/CLEAN" button twice, restart ice making program. If this problem shows up again, please contact support@homyd.com  |
|                                  | Cover motor is broken.  |   |
|                                  | Pipe in the cooling system is blocked.                                      |   |
| Water leakage                    | Drain plug is not in place or is missing.                                   | Check the bottom drain plug. Remove the back panel and check the internal water pipes and water pump.   |
|                                  | A water pipe or pump is broken.   | Remove the back panel and check the internal water pipes and water pump. If the part is broken, please contact support@homyd.com to request a replacement part.   |

|   |  |   |
|---|--|---|
| Ice maker noise                                   | Water pump noise: Noisy when self-cleaning           | Please use the ice maker cleaner to run the self-cleaning mode for 2-3 cycles. If the noise still exists, please contact support@homyd.com.   |
|   | Ice Maker Compressor Noise: Quiet when self-cleaning | Please contact support@homyd.com to request a replacement.  |
| The individual ice cubes are very small           | Evaporator internal hose problem                     | Try running the ice maker for 2-3 cycles to ensure each evaporator column receives the proper amount of refrigerant. If the problem still persists, please contact support@homyd.com. |
| Ice bin stuck                                     | Synchronous motor damage                             | Remove the back panel and check if the synchronous motor is damaged. If the part is broken, please contact support@homyd.com to request a replacement part.                           |
| Ice full light is on but the ice maker won't stop | Ice full sensor malfunction                          | Block the ice full sensor with your finger. If the indicator doesn't change, please contact support@homyd.com.  |

## SPECIFICATIONS

| Specification                   | Value            |
|---------------------------------|------------------|
| SKU                             | IM003-BSI-USZX   |
| Model                           | IM003-B          |
| Factory Model                   | HZB-12/SH        |
| Ice Type                        | Bullet           |
| Refrigerant                     | R600 0.6Oz/17g   |
| Voltage/Frequency               | 115V/60HZ        |
| Ice Production Per Cycle        | 9                |
| Reservoir Capacity              | Maximum 1.3L     |
| Rated Ice-Making Power/Current  | 1.5A             |
| Rated Ice Melting Power/Current | 1.8A             |
| Product Dimensions              | 9.0*11.5*11.6 in |
| Net/Gross Weight                | 12.93/14.03 lbs  |

# WARRANTY POLICY

## 1-Year Limited Warranty

**Toll-Free Call: 1-833-632-0897 Mon to Fri, 9AM - 6PM ( ET )**

**Email: [support@homyd.com](mailto:support@homyd.com)**

Thank you for choosing our products. We provide a 1-Year Limited Warranty for items purchased through our official channels. Please kindly note that this warranty is for the original purchaser and is non-transferable. If you purchase from an unauthorized seller, please get in touch with them directly.

We are committed to ensuring that our products are free from defects in materials and workmanship for one year from the date of purchase, as long as they are used under normal household conditions and maintained according to the User Manual. **Please note that certain conditions and exclusions apply:**

Should you find any defects in the original product or its non-wearable parts, we will be happy to repair or replace the item within one year of purchase. If a replacement is necessary, the warranty period will continue from the original purchase date. Please be aware that normal wear and tear or damage due to mishandling, accidents, or failure to follow instructions are not covered. However, replacement parts are available for purchase. Feel free to contact us for more information.

Please also note that this warranty does not cover damage caused by exposure to liquids or foreign materials, unauthorized repairs or modifications, or use in commercial or non-household environments (unless specified for commercial use).

If you encounter any issues with your product, we are here to help. You can reach us by phone at **1-833-632-0897(US)** or email us at **[support@homyd.com](mailto:support@homyd.com)**. For certain product categories, we also offer the option to upgrade your warranty to our VIP service.

Our friendly phone support team is available from **Monday to Friday, 9 AM - 6 PM (ET)**. To assist you more efficiently, please have your product with you when you call. We aim to respond to emails within 24 business hours. If you don't receive a reply after sending us an email within this time frame, kindly check your spam folder to ensure you don't miss our response.

In addition to the one-year warranty, we also offer lifetime technical support. After the warranty period, service is still available at an additional cost. Please don't hesitate to contact us with any questions or concerns.

SKU: IM003-BSI-USZX

