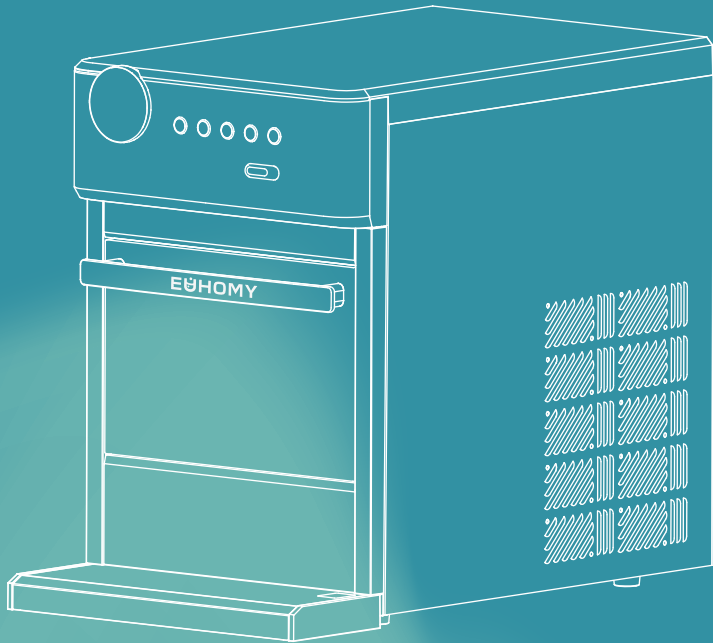


Rock Pro Portable Sphere Ice Maker

User Manual

IM031-SSI-USEH



THANK YOU

for purchasing the Euhomy ice maker



Scan the QR code using
a mobile device

ACTIVATE YOUR WARRANTY

<https://euhomy.com/pages/activate-warranty>



RECORD THIS INFORMATION

Model Number IM031-S

Serial Number _____

Date of Purchase _____

Store of Purchase _____

(Keep receipt)

TIP

Check the back or side of the
machine for the serial number
on the nameplate.

CUSTOMER SERVICE



1-833-362-2655(US)



support@euhomy.com



<https://euhomy.com>

JOIN US



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SCAN HERE to share tips, get
support, and connect with fellow
enthusiasts!

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IMPORTANT SAFETY INSTRUCTIONS

To reduce the risk of fire, explosion, electric shock, or injury, please follow these instructions when using your ice maker.

Electrical Safety

1. Verify that the voltage and power supply match the specifications on the device's nameplate before use.
2. Plug the ice maker directly into a dedicated, properly grounded electrical outlet. **DO NOT** use an extension cord or power strip.
3. Ensure the grounding plug is fully inserted. **DO NOT** connect other appliances to the same outlet.
4. Never use a damaged power cord or plug. If the cord is damaged, it must be replaced by the manufacturer, a qualified technician, or an authorized service agent.
5. **DO NOT** pinch, damage, or allow the power cord to come into contact with hot surfaces. Keep it away from edges where it could be pulled or cause tripping.
6. **DO NOT** plug in or unplug the unit with wet hands.
7. Always turn off the unit and unplug the unit from the outlet before cleaning, maintenance, moving, or when not in use.

WARNING: DO NOT locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

Installation & Placement

8. **DO NOT** remove any safety, warning, or information labels from the appliance.
9. Place the ice maker on a stable, level surface.
10. Keep the unit away from heat sources such as stoves, ovens, or direct sunlight.
11. Ensure adequate ventilation by keeping all vents (on the casing or internal structure) clear and unobstructed.
12. **DO NOT** place flammable, explosive, or corrosive materials (including aerosol cans with flammable propellants) inside or near the ice maker.
13. If the unit is moved from a cold to a warm environment, allow it to reach room temperature before operating.
14. If the unit tips over accidentally, keep it unplugged and upright for at least 2 hours before restarting.

Operation & Usage

15. **DO NOT** use the appliance for any purpose other than making ice.
16. Use only water of known and safe microbiological quality.
17. **DO NOT** touch ice-making components or rotating parts during operation to avoid frostbite or injury.
18. Never insert fingers, utensils, or any objects into the ice outlet.
19. **DO NOT** pour colored or slurry beverages into the ice maker.

20. Supervise children closely. **DO NOT** allow them to play with or near the appliance.

21. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, unless they are supervised or instructed by a responsible person.

WARNING: Risk of children trapment. Before you throw away your old refrigerator freezer:

* Take off the doors.

* Leave the shelves in place so that children may not easily climb inside.

Maintenance & Service

22. Never clean the appliance with flammable fluids.

23. **DO NOT** use mechanical devices or external means (e.g., hair dryers) to speed up defrosting, unless recommended by the manufacturer.

24. **DO NOT** disassemble, repair, modify, or replace any parts yourself.

25. For inspection, repair, or adjustment, take the appliance to the nearest authorized service facility.

26. This appliance is intended to be used in household and similar applications such as:
staff kitchen areas in shops, offices and other working environments;
farm houses and by clients in hotels, motels and other residential type environments;
bed and breakfast type environments;
catering and similar non-retail applications.

Risk of Fire or Explosion-Flammable Refrigerant Used

Dispose of the appliance following federal or local regulations. Follow all handling instructions to ensure safe disposal.

DO NOT use mechanical devices to defrost the ice maker.

DO NOT puncture refrigerant tubing.

Servicing must be performed by trained personnel only.

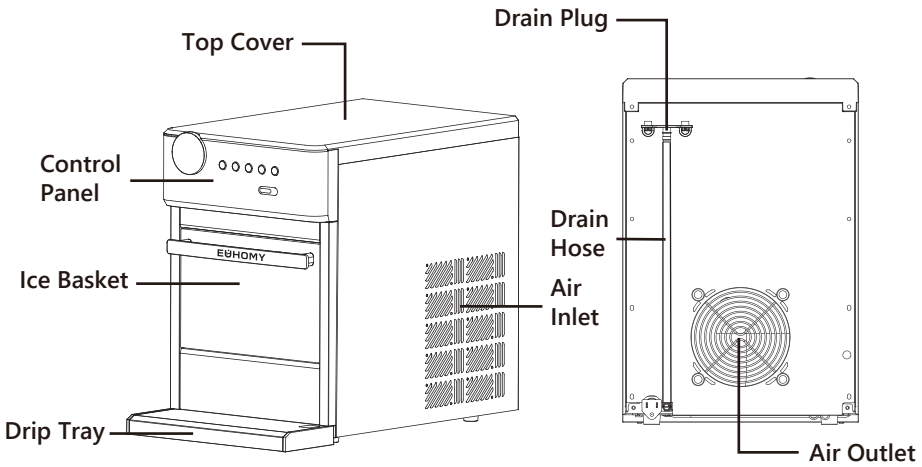
It is declares that the conformity to the applicable provisions of applicable US Federal requirements, including 21 CFR, Chapter 1, Subchapter J, Radiological Health.

This device complies with Part 15 of the FCC Rules.

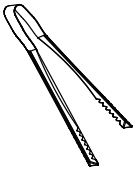
Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference
- (2) this device must accept any interference received, including interference that may cause undesired operation.

KEY COMPONENTS AND STRUCTURE

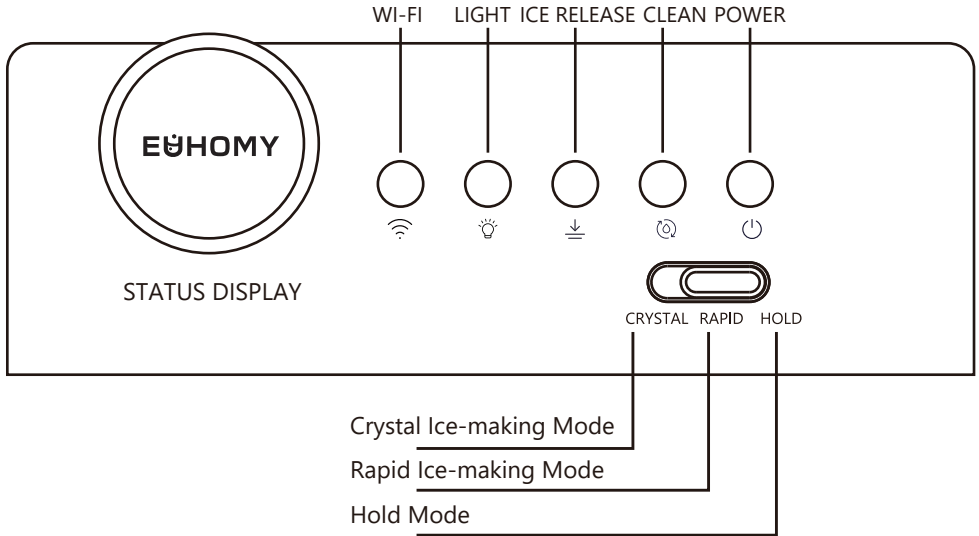


Accessories









1 x Ice Clip

CONTROL PANEL AND DISPLAY OVERVIEW



1. Panel Layout & Button Overview

Button	Icon	Function Description
Power Button		Press to turn on the device, which defaults to Crystal mode. Press it again to enter standby, with the EÜHOMY logo on the screen.
Toggle Switch		Switch between CRYSTAL (Premium Ice), RAPID (Fast Ice), and HOLD (Keep Cool).
Ice Release Button		Press to start manual ice release.
Clean Button		Press to start the automatic cleaning cycle.
Light Button		Press to turn the interior white LED light ON/OFF.
Wi-Fi Button		Press to enter Wi-Fi pairing mode.

2. Power On & Standby




Power On: After connecting to power, the LCD screen will display the EUHOMY logo for about 2 seconds, then enter the standby interface.

First Power-On: The interior ice basket light will turn on automatically.

Standby Mode: In any mode (except Fault, Water Shortage, or Ice Full status), press the Power Button to enter standby. (The Light Button remains functional.)

3. Ice-Making Mode Selection

Use the Toggle Switch to select your desired ice-making mode:

Mode	Description	Screen Display
CRYSTAL (Premium Ice)	Will deliver 3pcs Premium transparent Ice sphere in around 90 minutes.	 "Crystal" flashes. Progress bar updates during ice-making.
RAPID (Fast Ice)	Will deliver 3pcs Ice sphere in around 45 minutes.	 "Rapid" flashes. Progress bar updates during ice-making.
HOLD (Keep Cool)	Keeps ice in the freezer compartment to maintain its cold temperature after the ice-making process is complete.	 "Hold" flashes for 3 seconds, then switches to the Keep Cool interface.


Note:

After switching modes, the APP will prompt corresponding actions.



If the APP is connected, APP commands take priority. After disconnecting the APP or restarting the machine, panel controls take priority.


4. Common Functions

A. Ice Release Function


- Press the  Ice Release Button to enter release mode.
- The screen displays "Releasing" flashing. Release begins after 3 seconds.

B. Cleaning Function

- In non-ice-making states, press the  Clean Button to enter cleaning mode.
- The screen displays "Cleaning" flashing, and will auto-advance after 3 seconds.
- Press the  Clean Button again during cleaning to exit early and return to standby.





Tip: You can also press the  Clean Button during an ice-making cycle. The machine will automatically begin cleaning after the current ice release is complete.

C. Interior Light Control




- Press the  Light Button at any time to toggle the interior white light ON/OFF.
- The screen display remains unchanged.

5. Smart Features

A. Wi-Fi Connection

- Press the  Wi-Fi Button to enter the pairing interface.
-  Icons flash slowly (5-second cycle) when not connected, and flash quickly (2-second cycle) during connection attempts.
- If no connection is made within 3 minutes, the screen returns to the previous state.
-  Successful or  failed connection is confirmed with a 3-second prompt on screen.

6. Status Indicators & Error Handling

Status	Screen Display	Light Indicator	Action / Recovery
Water Shortage	Icon and text remain steady.	 Orange breathing light.	Add water to recover automatically.
Ice Full	Icon and text remain steady.	 Purple breathing light.	Recovers automatically 3 seconds after ice is removed or melts.
Fault	Error code displayed steadily.	 Red breathing light.	Please contact support@euhomey.com to request after-sales service. See error codes below.

Error Code

Error Code	Possible Causes	Solutions
E1	Water temperature sensor failure	Raise the water temperature to above 10°C, then unplug and restart.
E2	Evaporator temperature sensor failure	Unplug and restart.
E3	Ambient temperature sensor failure	Raise the ambient temperature to above 10°C, then unplug and restart.
E4	Ice tray micro-switch failure	Unplug and restart.
E5	Ice basket failure	Push the ice basket into position properly.
E6	Spraying failure	Add water, then unplug and restart.

If the issue persists, please contact support@euhomey.com.

APP CONNECTION



SCAN HERE to download the **Euhomy APP**
or download it directly from the App Store or Google Play


Note: When opening the app for the first time, please select "Allow" to grant the required permissions. These permissions are solely used to ensure the app functions properly and do not collect any personal or private information.

1. Preparation before connection:

Step 1: Turn on the unit.

Step 2: Download the **Euhomy App** from the App Store or Google Play, and allow network when prompted.


Step 3: If this is your first time using the app, please tap the "**Register**" button to create an account. Otherwise, please tap the "**Log In**" button.


Step 4: Enable Wi-Fi Mode on the Ice Maker
Press the  Wi-Fi Button to enter the pairing interface.

Note: The device must be in Wi-Fi mode to be discovered and added in the app.

2. Add Device

Step 1: Ensuring Wi-Fi and Bluetooth on your smart phone is enabled, the app will automatically search for devices, and you can add the appropriate product from the search results.

Step 2: Allow the location permissions when prompted. Open the Euhomy App, please tap "**Add Device**" or the " " icon. If a device has already been added to your account, please note that the "**Add Device**" button will not appear.

Step 3: Once your device appears, please tap the device icon to add it. Please ensure Bluetooth remains enabled, and keep the machine and your phone connected to the same Wi-Fi network during this process. The  Wi-Fi icon on the display will light up when connecting to Wi-Fi.

Step 4: Tap "**Done**" to finish.

Step 5: After the device is successfully added, you can use the app to operate the unit.

APP Features

Power Control – Turn ice making on/off remotely. Your last selected mode is remembered.

Light Control – Switch the interior light on or off anytime.

Cleaning Mode – Start a cleaning cycle when the machine is not making ice. (If pressed during ice making, a prompt will notify you that cleaning is unavailable.)

Cleaning Progress – View real-time cleaning progress, synced with the machine display.

Mode Selection – Switch between Rapid, Crystal, Hold, and Release modes. The app screen updates immediately.

Ice-Making Progress – Monitor real-time ice production progress, synced with the machine display.

Timer Scheduling – Set start and end times for automatic operation.

Alerts – Receive notifications for Water Shortage, Ice Full, and Machine Error, matching the display on the unit.

Water Temperature – Real-time display in whole degrees Fahrenheit (°F), updated continuously.

Room Temperature – Real-time display in whole degrees Fahrenheit (°F), updated continuously.

INSTALLATION GUIDE

Set up the Ice Maker

A. Unpack and Inspect

Remove all exterior and interior packaging. Confirm all accessories are included: instruction manual, ice clip, ice basket. If anything is missing, contact our customer service.

B. Prepare the Ice Maker

Clean the interior with lukewarm water and a soft cloth. Take out the ice basket and clean it thoroughly.

Tip: Clean the unit in accordance with the Cleaning and Maintenance section before first use.

C. Position the Ice Maker

- Place the unit on a level, flat and stable surface for proper operation.
- Position away from direct sunlight and heat sources (e.g., stove, furnace, radiator) to prevent impaired ice-making performance.
- Ensure the unit is placed in a well-ventilated area, with a minimum clearance of **20 cm (8 inches)** around the air inlet and outlet for heat dissipation.
- **DO NOT** place the unit in an environment where the temperature is below 10°C (50°F).
- The tilting angle of the ice maker shall not exceed 15° during transportation or use. NEVER operate the unit upside down, otherwise the compressor or refrigeration system will malfunction.

D. Allow Refrigerant to Settle

Let it sit upright for **24 hours** to allow the refrigerant to settle before plugging it in.

E. Water Filling Requirement

WARNING: Fill the water tank with potable water only. **DO NOT** pour hot water above **35°C (95°F)** into the reservoir, as this may damage the ice maker. Room temperature water or cold water is highly recommended.

F. Plug Accessibility

Position the appliance so that the plug is easily accessible.

Important Safety Warnings

This unit must be grounded

- Plug into a grounded outlet; never remove the ground prong.
- **DO NOT** use an adapter or extension cord. Failure to follow these instructions may cause fire, shock, or death.

Electrical Connection

- Ensure a dedicated circuit for the ice maker.
- Use outlets not controlled by a switch.
- For replacement of the power cord or plug, contact a qualified technician.
- Requires a 120V, 60Hz grounded outlet.

Grounding Method

For safety, the appliance must be grounded. Use the supplied grounding plug and plug into a compatible grounded outlet. If one is unavailable, contact a qualified electrician to install it.

CORRECT DISPOSAL OF THIS PRODUCT



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

HOW TO OPERATE THE ICE MAKER

NOTE

* It is highly recommended to clean the ice maker when making ice for the first time or when it has not been used for a long time.

* If the ice maker has been moved or tilted, allow it to remain stationary for at least 30 minutes before connecting to power.

* Ensure the removable ice basket is fully pushed into place.

* The water level must not exceed the MAX mark.

1. Starting Up the Machine

Ensure the ice maker is properly installed, and the water supply pipe is connected. After startup, the unit enters standby mode.

2. Ice-making Process

The ice-making mode selector switch is preset to the CRYSTAL position. To begin ice production, simply press the Power Button. The machine will start the first cycle in CRYSTAL (Premium Ice) mode.

Monitor Progress: The LCD screen will show the active mode and a progress bar indicating the stage of the ice-making cycle.


Smart Features:

Use the Light Button to toggle the interior basket light.

Press the Wi-Fi Button to connect the machine to your home network for control via the mobile app.

Note: A complete ice-making cycle takes approximately 90 minutes at an ambient temperature of **21°C (70°F)**. Cycle time varies with ambient temperature—higher temperatures will result in longer cycle times.

3. Ice Full Indicator


a. When the ice basket is full, the LCD screen will display a steady  ice-full icon with a pulsing purple backlight.

b. The ice maker will automatically pause production.

c. Remove some ice from the ice basket. The machine will automatically sense the available space and resume its previous ice-making cycle after approximately 3 seconds.

Note: It is normal for sphere ice to have minor variations, including imperfect roundness, small dimples, thin seams (mold lines), or faint surface lines. These do not affect the ice's functionality or safety.

4. Shutting Down the Machine


During ice-making, press the  Power Button to stop the ice-making function.

Note: At any time, you can press the Ice Release Button to manually release ice from the evaporator into the ice basket.


5. Automatic Self-Cleaning Program

Default cleaning time: 15 min

1. Initiate Cleaning:

In Standby or Non-Cycle Mode: Press the  Clean Button once. The screen will display "Cleaning" flashing for 3 seconds before the cycle begins.

During an Ice-Making Cycle: Press the  Clean Button once. The machine will complete the current ice harvest, then automatically start the cleaning program.

2. To Exit Cleaning: If you need to interrupt, press the  Clean Button again. The machine will exit cleaning and return to standby mode.


3. Post-Cleaning: Once the cycle finishes, the machine will drain and enter standby mode.

It is recommended to discard the first batch of ice produced after a cleaning cycle.

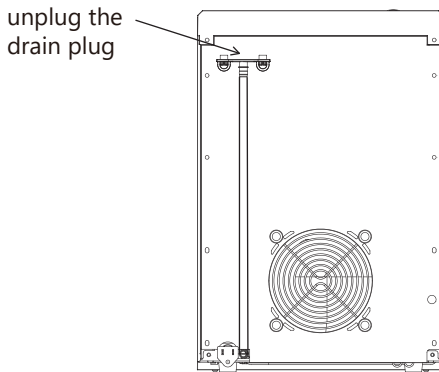
Cleaning Solution: You may use a solution of water and food-grade citric acid or a dedicated descaler. **DO NOT** use boiling water, general household cleaners, strong acids (e.g., vinegar in high concentration), or strong alkalis for cleaning, as they may damage internal components.

CLEANING AND MAINTENANCE

To keep the ice-making process fresh and maintain the ice maker in good condition, it is recommended to clean the machine daily.

After filling the reservoir, insert the ice basket into the designated position and press the  Clean Button. The machine will enter a cleaning mode that lasts approximately **15 minutes**.

Once cleaning is complete, the machine will automatically switch to standby mode. Please unplug the drain plug to release accumulated water.



Note: During cleaning, you may mix water with food-grade citric acid or descaling agents. Never use boiling water, detergents, strong acids, strong alkalis, or similar substances for cleaning.

For Long-Term Storage



If the ice maker will not be used for a long time (e.g., several months):

1. Turn off the machine, unplug it, and disconnect the water supply.
2. Drain all water from the internal tank and water lines.
3. Run a cleaning cycle with fresh water to flush the system, then drain completely again.
4. Dry all interior surfaces and the ice basket with a clean, soft cloth.
5. Store the unit in a cool, dry place.

Regular Care

To maintain water freshness and ice quality, consider changing the water in the system daily during active use.

TROUBLESHOOTING

Problem	Possible Cause	Solution
 Indicator light is on.	Low water level.	Add purified water to the reservoir.
	Clogged filter.	Clean the filter.
	Pump failure.	Unplug the power plug and restart the device. If the issue persists, please contact support@euhomey.com.
 Indicator light is on, but no ice in the ice basket.	Water droplets on the reservoir infrared sensor.	Wipe off the water droplets. Unplug the power plug and restart the device. If the issue persists, please contact support@euhomey.com.
Ice balls are not clear enough.	Impure water.	Use purified water.
Poor ice-making performance.	Start manual defrosting.	DO NOT manually clear the ice layer.
	Water source temperature is too low.	Keep the water source temperature between 10°C(50°F) and 35°C(95°F) .
	Ambient temperature is too high or too low.	Maintain the ambient temperature between 10°C(50°F) and 35°C(95°F) .
	Poor heat dissipation.	Ensure there is at least 20 cm (8 inches) of space around the air outlet.
	Incorrect input voltage/frequency.	Ensure the voltage/frequency meets the requirements (e.g., 120V/60Hz). If the issue persists, please contact support@euhomey.com.
The device's ice-making speed is extremely slow, and almost no ice is produced even after running for a long time.	Ambient temperature or the water temperature is too high.	When the temperature exceeds 21°C(70°F) , the ice-making time will exceed 90 minutes.
	Air outlet clearance is too small or blocked.	Clean the air ducts and ensure the air outlet is unobstructed. If the issue persists, please contact support@euhomey.com.
The water pump is not functioning properly or making noise.	If the device is used for a long time without cleaning, slimy deposits may form at the pump inlet.	After adding water, unplug the power plug and restart the device. If the issue persists, please contact support@euhomey.com.

SPECS

Rock Pro Portable Sphere Ice Maker	
SKU	IM031-SSI-USEH
MODEL	IM031-S
POWER	110-120V/60HZ
ICE MAKING CURRENT	2.28A
REFRIGERANT	R290 0.705Oz /20g
NET WEIGHT	42.77lbs
DIMENSIONS	18.2x11.5x16.9 in

WARRANTY POLICY

Euhomy is dedicated to delivering top-notch products and outstanding customer service. We back our products 100% and are here to support you every step of the way.

To activate your warranty, please visit <https://euhomy.com>

To request customer service, feel free to contact us anytime!

For further support, feel free to reach out to the Euhomy support team!



1-833-362-2655(US)



support@euhomy.com



<https://euhomy.com>

Business Time: Mon to Fri, 9 AM- 6 PM (ET)

Euhomy 1-Year Limited Warranty

The One-Year (1) Limited Warranty is valid for purchases from this website or official Euhomy purchase channels such as Amazon, TikTok, and Walmart. It covers the original owner and product only, and it isn't transferable. For purchases made through unauthorized resellers, we recommend you contact them directly. Euhomy guarantees the unit is free of material and workmanship defects for one year from the purchase date, as long as it's used under normal household conditions and maintained per the User Manual. This is subject to certain conditions and exclusions as follows:

What is covered?

If the original unit or non-wearable parts are found defective, as determined by Euhomy, we will arrange repair or replace it within one year from the purchase date. If you receive a replacement unit, the warranty lasts for the remainder of the original warranty.

What is not covered?

- (a) Normal wear and tear on the unit or parts, as well as any parts lost or damaged due to human factors after delivery; replacement parts are available for purchase. Feel free to contact us using the methods provided below.
- (b) Damage from misuse, mishandling, accidents, or not following the operating instructions.
- (c) Damage caused by exposure to liquids other than water or foreign substances.
- (d) Repairs or modifications not performed by Euhomy.
- (e) Use in commercial settings or non-household environments (except for commercial models).

How to get service?

If your appliance isn't working properly or if you need any assistance, we offer several ways for you to get in touch with us.

You can reach us by calling **1-833-362-2655** or emailing **support@euhomy.com** directly. For specific product categories, we also offer potential upgrades to enhance your warranty to our VIP service. Our phone lines are open from **Mon to Fri, 9 AM - 6 PM (ET)**, and we normally respond to emails and forms within **24 business hours**. To help us assist you better, we recommend that you register your product online at **1-833-362-2655** and have the appliance with you when you call us. If you reach out via email, sometimes our emails might end up in your spam folder, so please check there to make sure you don't miss our response. The proof of purchase will be needed when you request a warranty service. In addition to our one-year warranty, we offer lifetime technical support. After the warranty expires, you can arrange for service at an additional cost.

Feel free to contact us anytime with any issues.

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support@euhomy.com



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