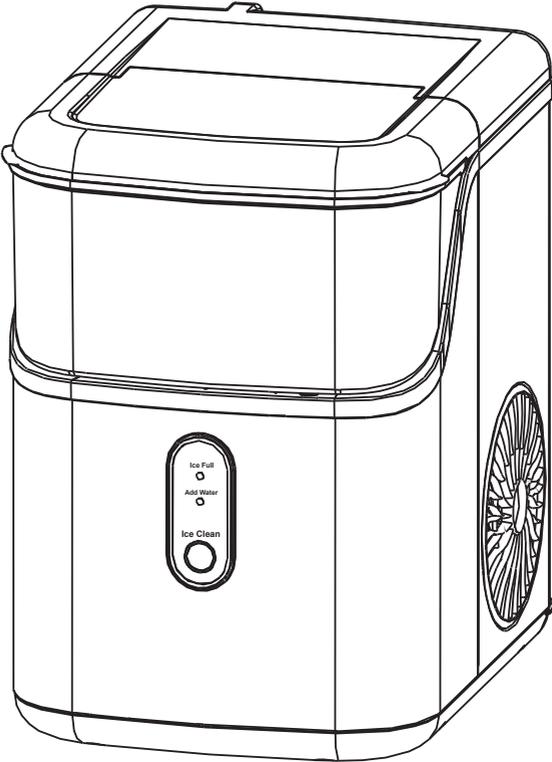


# IM013-N NUGGET ICE MAKER

## User Manual

SKU: IM013-NSI-USZX



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



1-833-632-0897



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# 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.

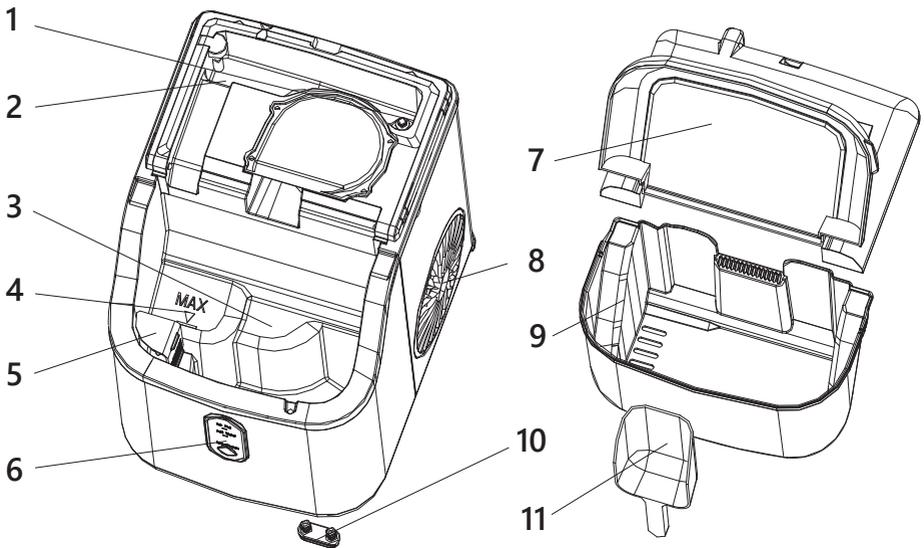
## **Risk of Fire or Explosion-Flammable Refrigerant Used**

*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 Second Water Reservoir Pump Switch
- ② Secondary Water Reservoir: It connects directly with the evaporator
- ③ Water Reservoir
- ④ Maximum Water Level: Remove the ice bin to see the water level mark
- ⑤ Filter
- ⑥ Control Panel
- ⑦ Top Cover
- ⑧ Exhaust Fan
- ⑨ Ice Bin
- ⑩ Water Drain Plug: at the front bottom side of the unit
- ⑪ Ice Scoop



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## Accessories

- 1 x Ice Scoop

# CONTROL PANEL AND DISPLAY OVERVIEW

## Control Panel & Modes

### A: Ice/Clean Button:

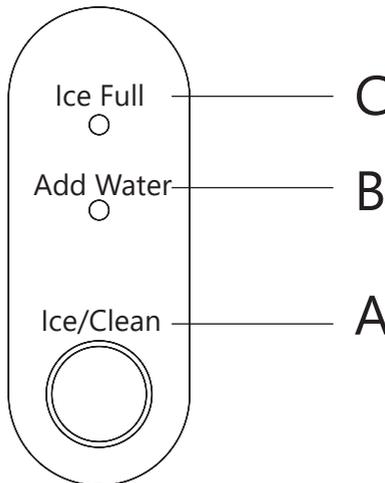
- In standby mode, short press the **ICE/CLEAN** button to start the ice-making process, and press it again to stop ice-making.
- In standby mode, press and hold this button for 5 seconds to start the self-cleaning function, and press it again to stop the cleaning function.

### 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 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. Remove the top cover and take out the power cord. Then, back the top cover.

### 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.

## 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.
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 15 minutes until the cleaning mode ends.
5. Unplug the machine, 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.

**Step 2:** Place the ice bin back.

**Step 3:** Plugged in, the ice maker will be in standby mode and the ring indicator light will turn red.

## 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 press twice ICE/CLEAN button to 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.

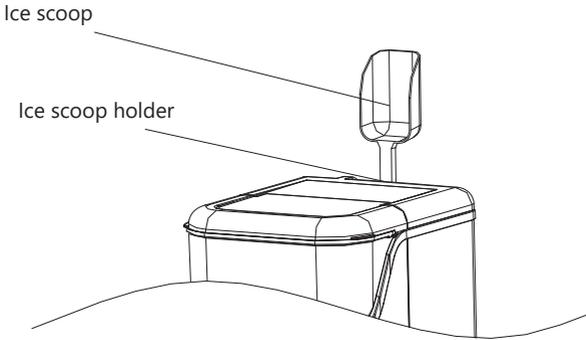
## 5. Shutting Down the Machine

**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:** 15 minutes.

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

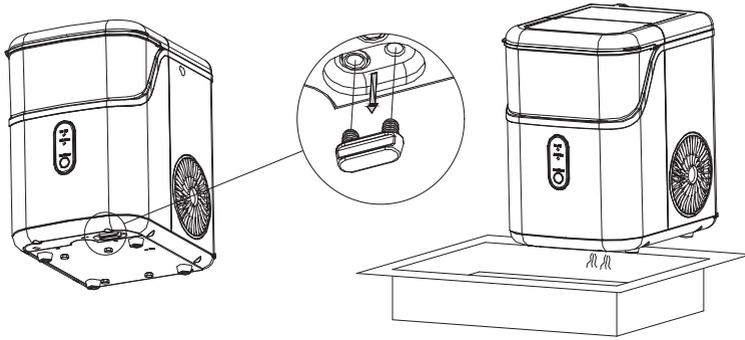
- Insert the drain plug into the ice machine.
- Fill the reservoir with potable water or ice machine-specific cleaner (to protect the nickel plating) - keep the water level below the maximum mark.
- Press and hold the **ICE/CLEAN** button for 5 seconds.
- The light ring will flash white.

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

- The program ends automatically after 15 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 unused 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:

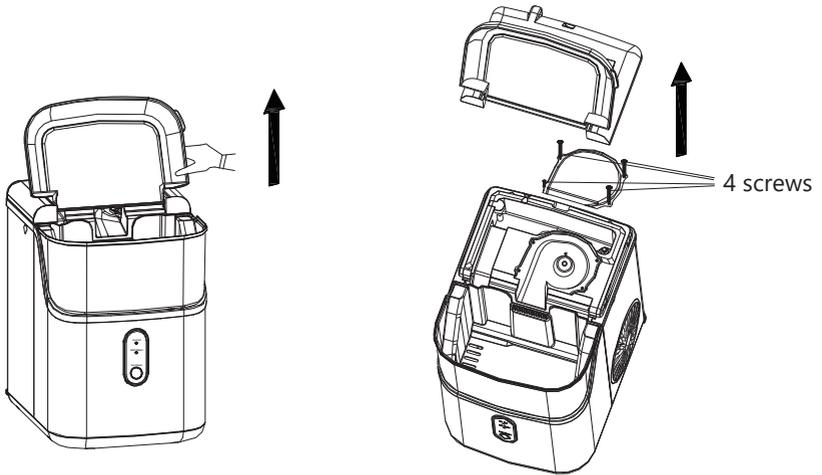
*Before cleaning, be sure to disconnect the power supply and drain all the water inside the machine and the reservoir.*

### Remove the Top Cover

Press the top cover with your hand, pull up the top cover gently, then put it aside, as shown below.

## Clean the Evaporator

After removing the top cover, use a tool to remove the four screws on the small lid, clean the interior carefully. In addition, clean the secondary water reservoir to ensure there is no residue.



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

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 **every 2 months** to ensure optimal performance.

\*We strongly recommend using our ice maker-specific cleaner.

## 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.

## **1. Will it hold the ice long-term, or does the ice need to be removed for storage?**

The machine does not have an insulation feature, so ice cubes stored inside will gradually melt. The melted water will re-enter the ice-making cycle. We recommend removing the ice cubes to a refrigerator for storage.

## **2. How often should I clean my ice maker?**

To ensure optimal performance, clean your ice maker at least once a week, depending on usage. Regular cleaning prevents scale buildup, which can block the pump and cause the machine to malfunction.

## **3. How do I clean the ice maker?**

It is recommended that a Nickel-Safe ice maker cleaner be used for daily cleaning and an ice maker cleaner for monthly cleaning. Drain the machine immediately after cleaning and then rinse it with pure water.

To maintain optimal performance and water quality, it is recommended that the water tank be drained at least once every three days. This routine maintenance helps to minimize water hardness, eliminate impurities, and inhibit the formation of scale deposits within the water tank.

## **4. 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.

## **5. Why is the ice-making slow?**

For optimal performance, allowing the machine to sit undisturbed for 24 hours before its initial use is recommended. If you have not followed this recommendation, please allow the machine to rest for 24 hours before making ice again.

High ambient or water temperatures can slow ice production. Consider relocating the machine to a cooler and better-ventilated area. This adjustment may help to optimize the machine's performance and resolve any issues you may be experiencing.

The presence of other high-powered appliances in close proximity to the ice maker can generate additional heat, which may impact its performance. It is important to ensure that the air outlet of the ice maker is not obstructed, allowing for adequate heat dissipation.

## **6. When the ice melts, does it recycle back into the machine?**

Yes, the melted water will flow back into the water reservoir and then be recirculated to start the ice-making process again.

## **7. Why do the ice cubes smell of plastic or dirty water?**

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. Why does my machine make noise when it is running?**

It is normal for the machine to emit a subtle sound during operation. Closing the top cover (the lid) can help to minimize noise levels.

If you notice excessive noise from the machine, it is advisable to do a deep clean. This action may alleviate the noise issue.

If the noise persists, you can contact customer service for assistance.

## **9. What should I do if the machine is running but not making ice?**

If the ambient temperature and the refrigeration pipe are in good working order, it is likely that the refrigerant within the machine has experienced a leak. Please provide us with a video or photo of the issue to assist you further. The after-sales will be happy to offer guidance and support.

## 10. 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.

## 11. Why does the machine make crushed ice, not nugget ice?

Try resetting the machine: Unplug it for 2 hours, then plug it back in. Contact the after-sales if these steps don't resolve the issue.

## 12. Why did I received a blue machine instead of the silver one I purchased?

To prevent fingerprints and scratches, the machine's surface has a layer of blue protective film that you can simply peel off.

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



1-833-632-0897



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

# 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.
	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 °F 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.
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
Model	IM013-N
Ice Type	Nugget
Refrigerant	R600a 0.57Oz/16g
Voltage/Frequency	115V/60HZ
Reservoir Capacity	1.15L
Rated Ice-Making Power/Current	2.7A
Product Dimensions	9.1*11.4*12.6 in
Net/Gross Weight	20.06/22.22 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.

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