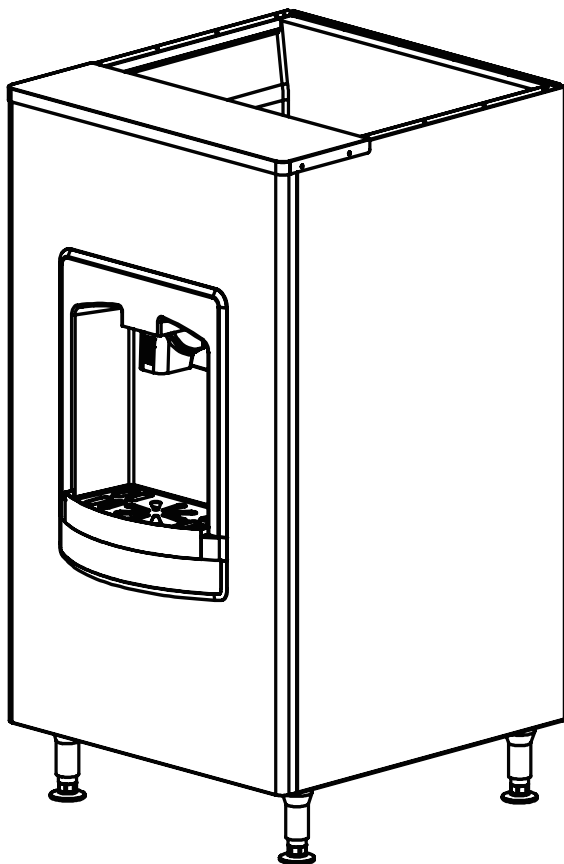


# **norpole<sup>®</sup>**

## **Commercial Modular Ice Dispenser**

### **User's Manual**



Model: NPCIM500DB

READ THIS MANUAL CAREFULLY BEFORE USING YOUR COMMERCIAL ICE MAKER AND KEEP IT FOR FUTURE REFERENCE.

# NORPOLE

## PRODUCT REGISTRATION

Thank you for purchasing a Norpole Commercial product. The first step to protect your new product is to complete the product registration on our website: <https://mcappliance.com/product-registration>. The benefits of registering your product include the following:

1. Registering your product will allow us to contact you regarding a safety notification or product update.
2. Registering your product will allow for more efficient warranty service processing when warranty service is required.
3. Registering your product could act as your proof of purchase in the event of insurance loss.

Once again, thank you for purchasing a Norpole Commercial product.

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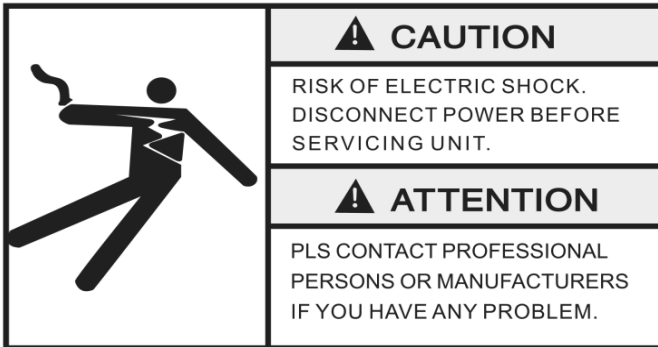
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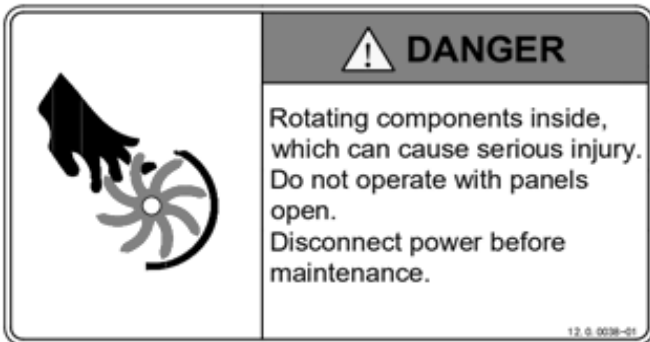
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# Important Information

Please pay attention to the following warning labels on the ice maker:



The label indicates a hazardous voltage. There is a risk of electric shock.



The label indicates rotating components inside. There is a risk of serious mechanical injury.

## Instruction of symbols in this Manual

- ⚠ Warning sign, special attention is required.
- ⊘ Warning sign, special attention is required, and operation is prohibited.

# IMPORTANT SAFETY INSTRUCTIONS

## WARNING

Hazards or unsafe practices which COULD result in severe personal injury or death.

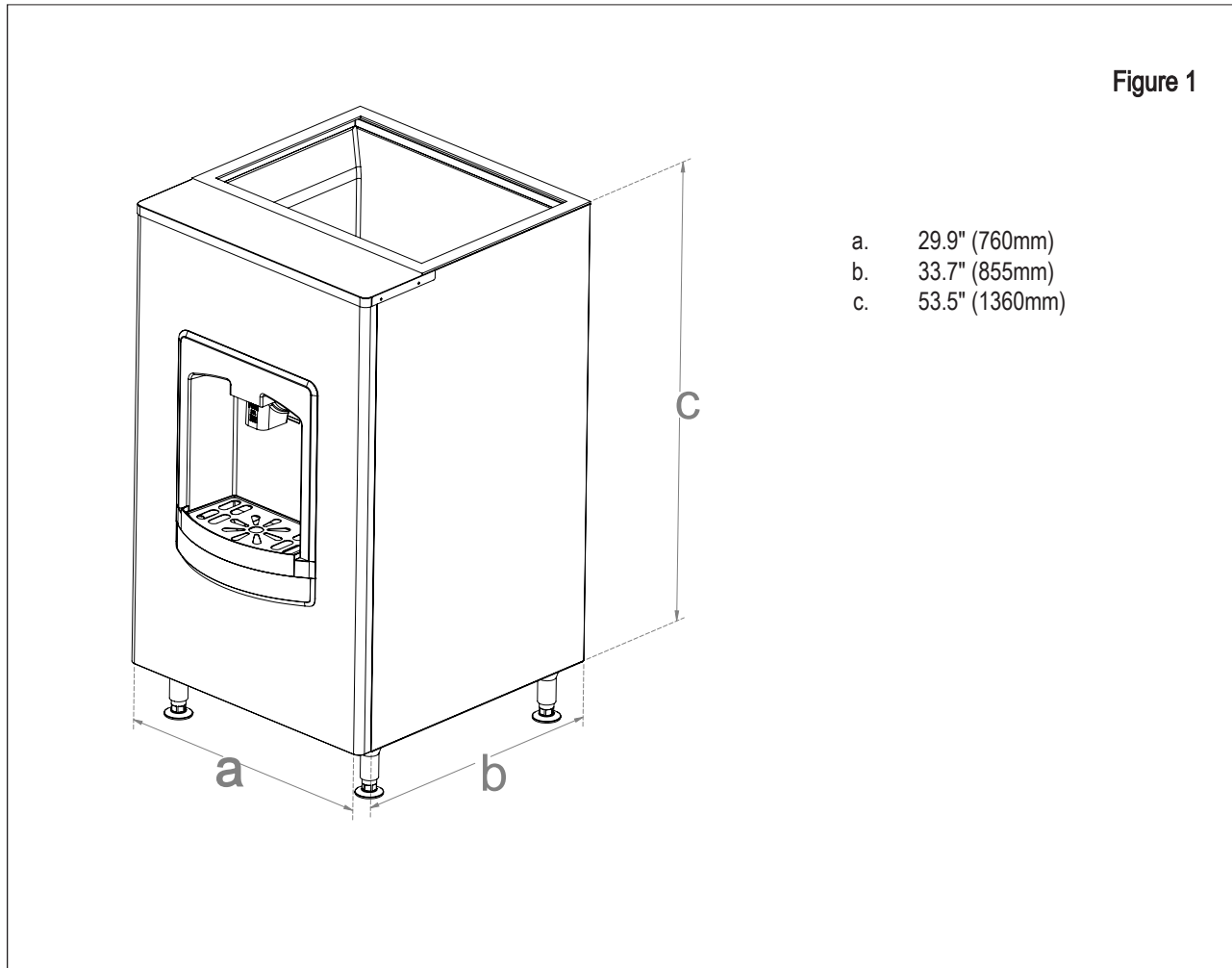
## CAUTION

Hazards or unsafe practices which COULD result in minor personal injury or property damage.

1. Read all instructions before using the appliance.
2. **CAUTION:** Installation, maintenance and repair should only be performed by certified professionals. Improper installation could result in serious harm or death and may void your warranty.
3. **CAUTION:** Disconnect the power cord from the power supply before doing any maintenance and repairs.
4. This unit may not be used in any outdoor or unregulated environment.
5. Any self-modification, improper installation, adjustment or maintenance can lead to property loss or casualty. Please contact customer service for any adjustment or maintenance, and have the work done by a trained & qualified person.
6. DO NOT install the ice dispenser in a wet or easily splashed location.
7. The power supply for this unit must be properly grounded with leakage protection.
8. DO NOT ground the ice dispenser by connecting to a gas pipe, water pipe, telephone line or lightning rods, etc..
9. **WARNING:** DO NOT insert or pull out the plug with wet hands.
10. The power cord is equipped with a 3-prong grounding plug to protect against shock hazards. ALWAYS plug cord into a properly installed and grounded 3-prong wall receptacle. Refer to the manufactures rating label for electrical and other technical data specific to this unit.
11. DO NOT modify or cut the power cord, or use any other cord or plug. DO NOT use an extension cord.
12. This appliance should not be operated by anyone that is not able to follow proper safety procedures or does not have experience with this type of equipment, unless under close supervision. Keep children away from the device.
13. DO NOT allow children to play in or on the ice dispenser.
14. DO NOT store or freeze any food in the ice dispenser.
15. ALWAYS make sure the unit is installed on a floor capable of supporting its weight when full. Failure to do so can cause the unit to tip, leading to injury or damage to the unit.
16. ALWAYS unplug the unit if it is not being used for long periods.
17. If the unit malfunctions or is damaged in any way, immediately turn off and disconnect the power, and have the unit inspected by qualified personnel.
18. ALWAYS unplug the unit and remove all water and ice before cleaning, repair, or maintenance.
19. DO NOT allow water to splash directly onto the unit during cleaning, repair, or maintenance to avoid damaging electric components.
20. **WARNING:** DO NOT put hand or any objects into the ice dispenser while it is connected to the power supply.
21. **WARNING:** If ice must be removed through the top of the ice dispenser, remove the electrical plug from the power supply to prevent injury in the event of the unit starting up.
22. **CAUTION:** Handle with care. DO NOT push the ice outlet forcibly. Doing so may result in injury or damage to the unit.

READ AND FOLLOW THIS SAFETY  
INFORMATION CAREFULLY  
SAVE THESE INSTRUCTIONS

# SPECIFICATIONS



Model	Dimensions (LxWxH) Inches (mm)	Bin Capacity	Weight
NPCIM500DB	29.9" x 33.7" x 53.5" (760 x 855 x 1360)	220 lbs. (100kg)	196 lbs. (89 kg)

# INSTALLATION

**CAUTION:** Read all instructions before installing

Upon unpacking the ice dispenser, check for damage before installing.

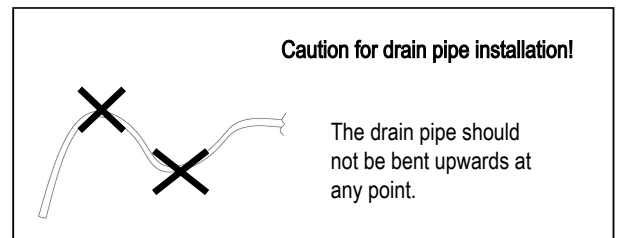
## LOCATION

The ice dispenser should be installed in a proper location meeting the following conditions:

- Unit should be installed indoors.
- Properly installed and grounded power supply that matches the rated voltage indicated on the machine nameplate.
- The unit should be kept away from heat sources, and should not be used in an extremely high or low temperature environment, and away from direct sunlight. There should be sufficient space around the unit for ventilation. The distance from the ice maker to the wall should be no less than 12 in. (30 cm) for the front, 0.5 in. (1 cm) for the sides, and 4in. (10 cm) for the rear.
- The unit must be placed on a floor sufficient to support its weight when filled with water or ice.
- The electrical outlet for the ice maker must be properly grounded and with leakage protection.
- Proper floor drainage must be provided near the installation location of the ice dispenser.

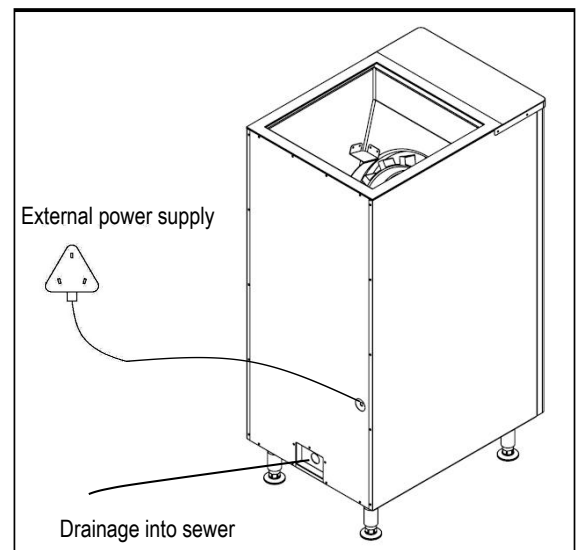
## INSTALLATION OF DRAIN PIPE

The drain pipe must be installed with a slope of 1" per 3 feet (3 cm per meter). The drain pipe should have an inner diameter of at least 5/8", and should not be kinked or bent. At no point should any part of the drain pipe be higher than the drain outlet on the ice dispenser, or be angled up.



## POWER SUPPLY

- The power voltage, frequency and capacity applied should be consistent with those on the nameplate.
- The ground terminal of the power supply, socket or plug must be properly connected and grounded.
- The power supply and cable used must comply with national or local standards.
- The power voltage fluctuation must not exceed the rated voltage by 10%.



# OPERATION


## BEFORE USE


- Make sure all accessories have been removed from the ice dispenser.
- Check whether the drain pipe has been connected correctly.
- Check whether the size of ice cubes is appropriate, about 1" cube (22mm x 22mm x 22mm).
- Verify that the plug is properly connected to the power supply.
- Check whether the ground terminal is properly connected to the external qualified electrical ground terminal.
- Check whether the power voltage and frequency are the same as those in the nameplate.

## OPERATION OF ICE DISPENSER

- Ice Discharge:  
Carefully push in the lower end of the ice outlet, which will trigger the motor mechanism to dispense the ice.
- Ice Stirring:  
The motor will run the ice stirring mechanism for 10 seconds every 4 hour even if the dispenser is not used to prevent stored ice cubes from melting and sticking together.
- It is recommended to not leave ice in the unit for more than 1 day. Doing so will cause a build up of small crushed ice inside the dispenser.


# CARE AND MAINTENANCE

 **NOTE:** Maintenance must be done by a qualified service technician.

 **WARNING:** Before maintenance or cleaning can be performed, the water supply should be shut off and the unit should be disconnected to the power supply.


## EXTERIOR CLEANING

ALWAYS make sure to keep the area around the ice maker clean, and that nothing is blocking the vents. Clean the exterior of the unit with a mild detergent and wipe clean. If necessary, use a commercial stainless steel cleaner or polish. DO NOT use harsh or abrasive cleaners on the unit.

 **NOTE:** Stainless steel may rust without proper care and maintenance.

## INTERIOR CLEANING

Clean the inside of the ice bin with clean, potable water and wipe as needed.

 **CAUTION:** ALWAYS unplug the ice dispenser before doing any maintenance.

## STORING

If the unit is not going to be used for a long period or stored away, remove all ice and allow the interior to dry completely. Clean the interior and exterior of the unit.

# TROUBLESHOOTING

Use the following table to try to diagnose common issues. Please note that this guide serves only as a reference for solutions to common problems. If a service call is needed, be sure to obtain the model and serial number before calling customer service.

Symptom	Possible Cause	Corrective Action
The internal turntable does not operate when the ice outlet lever is pressed	Ice dispenser is not connected to the power supply.	Verify plug is securely connected to a working outlet
		Verify that the power supply meets requirements
No ice is dispensed when the ice outlet lever is pressed	There are no ice cubes in the dispenser bin.	Make sure the bin is at least 1/2 filled with ice cubes
	The ice outlet channel is blocked	Make sure ice cubes in the bin are an appropriate size Unplug the unit from the power supply and check for a blockage. If the channel is blocked, remove the ice in the bin and clear the blockage

# NORPOLE

## LIMITED WARRANTY

Norpole, Inc. warrants each new Commercial Ice Dispenser to be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new part(s) (at the company's option) for any part(s) of the unit that has failed during the warranty period. Parts and labor expenses are covered on this unit for a period of one year from the date of purchase.

In the event that the unit requires replacement or refund under the terms of this warranty, the consumer is responsible for all transportation expenses to return the unit to our factory prior to receiving a replacement unit or refund. A refund or replacement will be issued at the discretion of Norpole, Inc.. A copy of the dated sales receipt/invoice is required to receive warranty service or a refund.

This warranty covers appliances in use within the contiguous United States, Alaska, Hawaii and Puerto Rico. The warranty does not cover the following:

- Damages due to shipping damage or improper installation.
- Damages due to misuse or abuse.
- Punctures to the evaporator system due to improper defrosting of the unit.
- Content losses due to failure of the unit.
- Inside components such as the shelves, etc.
- Repairs performed by unauthorized service agents.
- Service calls that do not involve defects in material and workmanship, such as instructions on proper use of the product or improper installation.
- Replacement or resetting of fuses or circuit breakers.
- Failure of this product if used for purposes other than its intended purpose.
- Disposal costs for any failed unit not returned to our factory.
- Any delivery or installation costs incurred as the result of a unit that fails to perform as specified.
- Expenses for travel and transportation for product service if your appliance is located in a remote area where service by an authorized service technician is not available.
- The removal and reinstallation of your appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
- Refunds for non-repairable products are limited to the price paid for the unit per the sales receipt or invoice.
- This warranty is non-transferable. This warranty applies only to the original purchaser and does not extend to any subsequent owners.

### LIMITATIONS OF REMEDIES AND EXCLUSIONS

Product repair in accordance with the terms herein, is your sole and exclusive remedy under this limited warranty. Any and all implied warranties including merchantability and fitness for a particular purpose are hereby limited to three years or the shortest period allowed by law. Norpole, Inc. is not liable for incidental or consequential damages and no representative or person is authorized to assume for us any other liability in connection with the sale of this product. Under no circumstances is the consumer permitted to return this unit to the factory without the prior written consent of Norpole, Inc.

Some states prohibit the exclusion or limitation of incidental or consequential damages, or limitations on implied warranties. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Model	Parts & Labor	Type of Service
NPCIM500DB	2 Year	In-Field

For Service or Assistance please call 888-775-0202 or visit us on the web at <https://mcappliance.com/product-registration>.