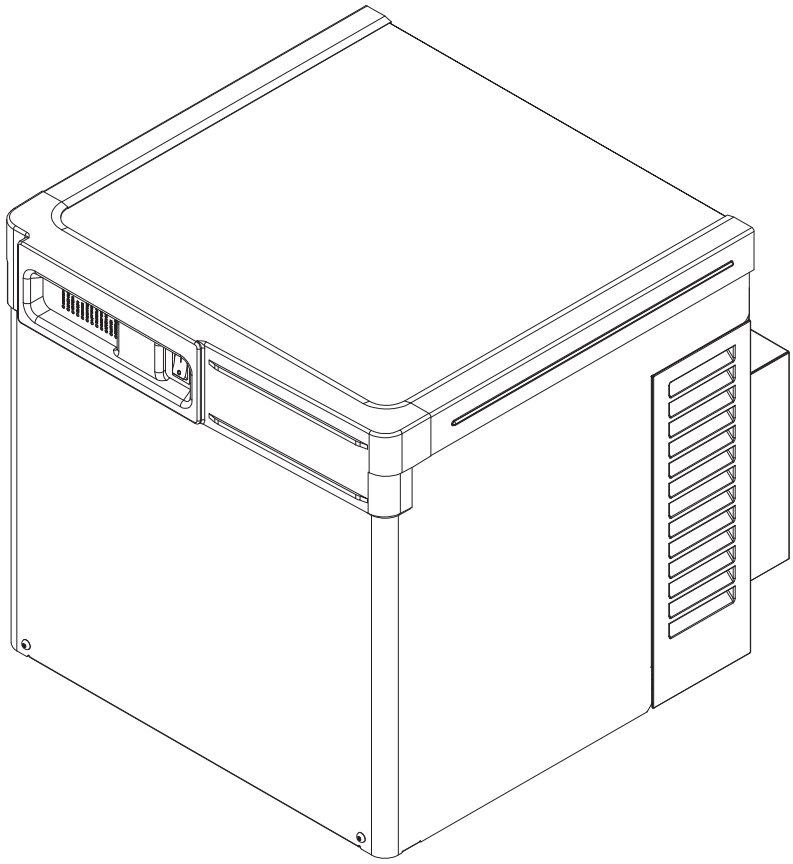
HC_1810R/N, HC_2110R/N, HM_1810R/N, HM_2110R/N
Horizon Elite™ Ice Machines (Remote Condensing)

User Guide
After Serial Number L60417

Please visit *www.follettice.com/technicaldocuments* for the Operation and Service manual for your unit.



Welcome to Follett

Follett equipment enjoys a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this equipment delivers that same degree of service, review this guide carefully before you begin your installation.

Should you need technical help, please call our Technical Service group at (877) 612-5086 or (610) 252-7301.

Please have your model number, serial number and complete and detailed explanation of the problem when contacting Technical Service.

Getting Started

After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. All freight is to be inspected upon delivery. If visible signs of damage exist, please refuse delivery or sign your delivery receipt "damaged." Follett Customer Service must be notified within 48 hours. Wherever possible, please include detailed photos of the damage with the original packaging so that we may start the freight claim process.

801 Church Lane • Easton, PA 18040, USA
Toll free (877) 612-5086 • +1 (610) 252-7301
www.follettice.com

Installation and Service Videos:
www.follettice.com/servicevideolibrary

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⚠ CAUTION

- Warranty does not cover exterior or outside installations.
- Moving parts. Do not operate with front cover removed.
- Hot parts. Do not operate with cover removed.
- To reduce risk of shock, disconnect power before servicing.
- Drain line must not be vented.
- Water supply must have particle filtration.
- Most ice machine cleaners contain citric or phosphoric acid, which can cause skin irritation. Read caution label on product and follow instructions carefully.
- Ice is slippery. Maintain counters and floors around dispenser in a clean and ice-free condition.
- Ice is food. Follow recommended cleaning instructions to maintain cleanliness of delivered ice.

Specifications

Electrical

Separate, dedicated circuit and equipment ground required.

Evaporator unit

Standard electrical: 115/60/1
Maximum fuse: 15A
Amperage: 5A

Condensing unit

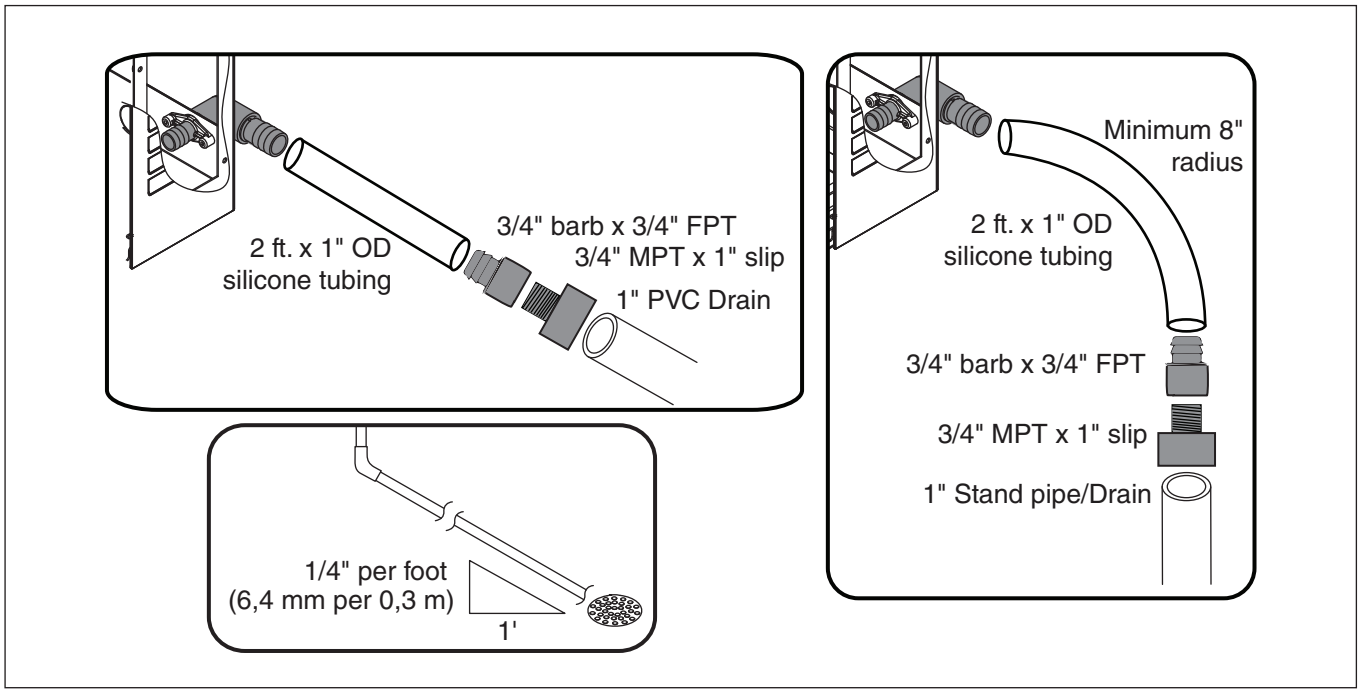
	1810 Single-Phase	1810 3-Phase	2110 Single-Phase	2110 3-Phase
Electrical	208-230V, 60Hz			
Max Circuit HVACR breaker size	45A	25A	45A	30A
Min Circuit Ampacity	26.2A	15.7A	27.1A	19.9A

Evaporator plumbing

- 3/8" OD push-in water inlet (connection inside machine) - 3/8" OD tubing required.
- Water shut-off recommended within 10 feet (3 m).
- Follett recommends installation of Follett water filter system (part# 00130286) in ice machine inlet water line.

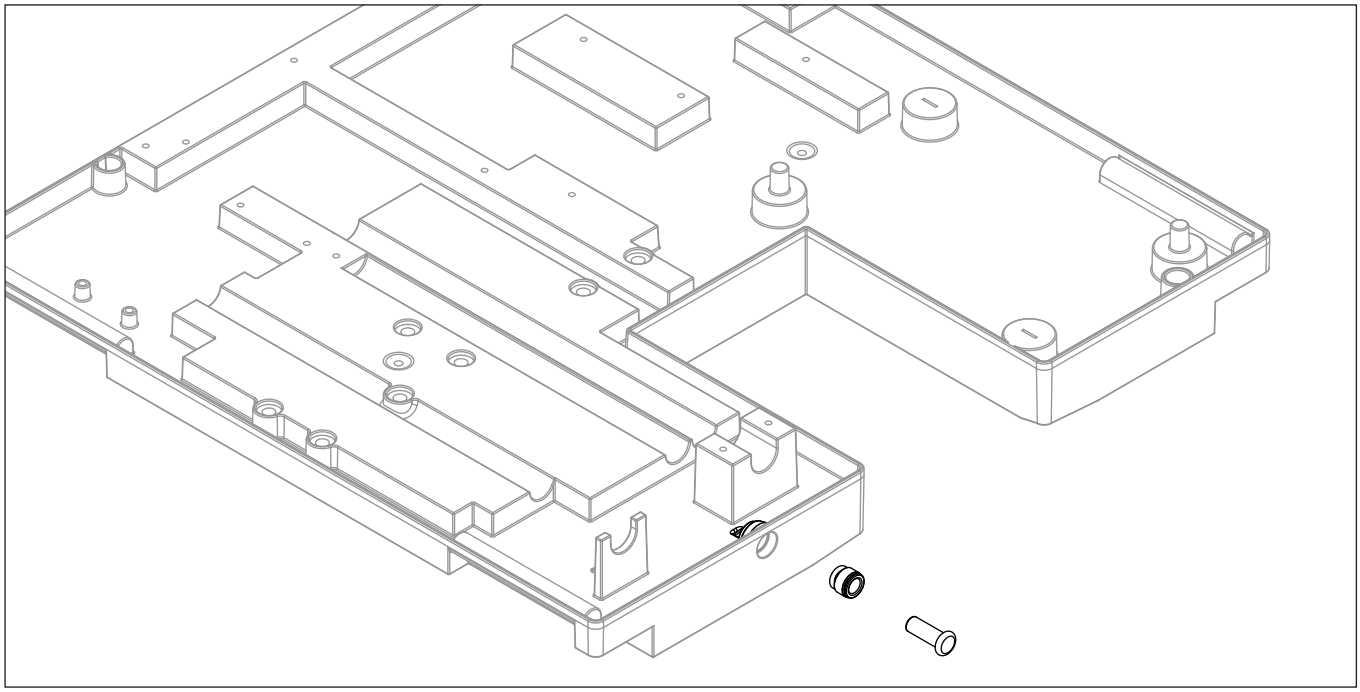
Flush drain plumbing

- 3/4" MPT flush drain connection at the rear of the machine.
- Drain must slope 1/4" inch per foot (6 mm per 30.4 cm).
- Drain line should not be shared with any other piece of equipment.
- Drain line cannot be reduced to a size smaller than 1 inch.
- Drain should be piped without a vent.



Chassis drain plumbing

- Plug must be removed from John Guest fitting.
- Route 3/8" drain tubing through knockout in back of docking station and insert fully into John Guest fitting connection at the rear of the machine chassis. Route other end of 3/8" drain tubing to drain.
- Drain must slope 1/4" inch per foot (6 mm per 30.4 cm).



Ambient

Evaporator unit

Air temperature	100 F/38 C max.	50 F/10 C min.
Water temperature	90 F/32 C max.	45 F/7 C min.
Water pressure	70 psi max. (483 kPa)	10 psi min. (69 kPa)

Condenser unit

Air temperature	120 F/49 C max.	–20F/–29C min.

Refrigeration

- 3/8" liquid line
- 7/8" suction line

Note: Rack system installations require a capacity of 15,700 BTU/hr for 1810 machines and 18,200 BTU/hr for 2110 machines at 0 F (–18 C) evaporator temperature. Evaporator pressure regulator (not supplied) is required.

Weight

Evaporator unit:

1810: 157 lbs (71.2 kg)

2110: 165 lbs (74.8 kg)

Condensing unit: 305 lbs (138.3 kg)

Ice production

1810 ice machine capacity/24 hrs.

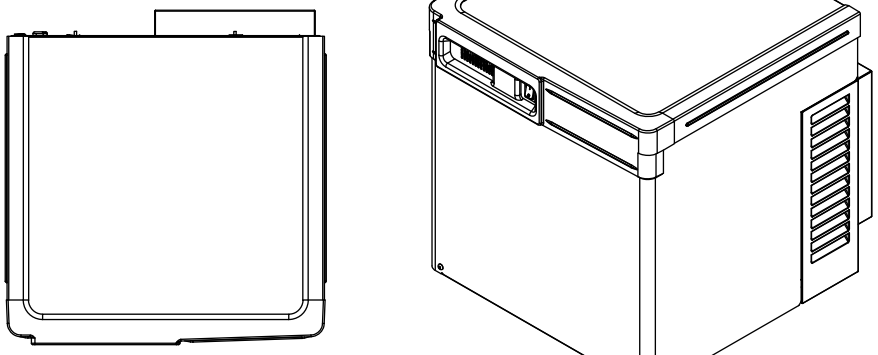
Ambient Air Temperature F/C							
Evap Potable Water Temperature F/C	F	60	70	80	90	100	
	C	16	21	27	32	38	
	50	**1859**	**1784**	**1685**	**1616**	**1500**	lbs
	10	**843**	**809**	**764**	**733**	**680**	kg
	60	**1723**	**1684**	**1578**	**1563**	**1409**	lbs
	16	**782**	**764**	**716**	**709**	**639**	kg
	70	**1620**	**1594**	**1514**	**1420**	**1319**	lbs
	21	**734**	**723**	**687**	**644**	**598**	kg
	80	**1550**	**1487**	**1485**	**1351**	**1299**	lbs
	27	**703**	**674**	**674**	**613**	**589**	kg
	90	**1471**	**1435**	**1370**	**1285**	**1207**	lbs
	32	**667**	**651**	**621**	**583**	**547**	kg

2110 ice machine capacity/24 hrs.

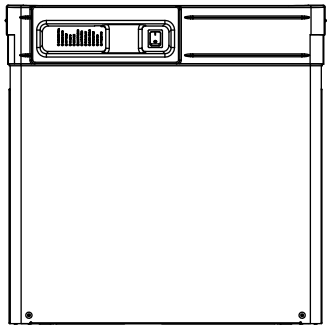
Ambient Air Temperature F/C							
Evap Potable Water Temperature F/C	F	60	70	80	90	100	
	C	16	21	27	32	38	
	50	**2039**	**2039**	**1934**	**1825**	**1703**	lbs
	10	**925**	**925**	**877**	**828**	**772**	kg
	60	**1943**	**1888**	**1878**	**1710**	**1584**	lbs
	16	**881**	**856**	**852**	**772**	**718**	kg
	70	**1833**	**1781**	**1789**	**1634**	**1489**	lbs
	21	**831**	**808**	**811**	**741**	**675**	kg
	80	**1754**	**1686**	**1643**	**1535**	**1426**	lbs
	27	**796**	**765**	**745**	**696**	**647**	kg
	90	**1650**	**1603**	**1577**	**1457**	**1395**	lbs
	32	**748**	**727**	**715**	**661**	**633**	kg

Dimensions and clearances

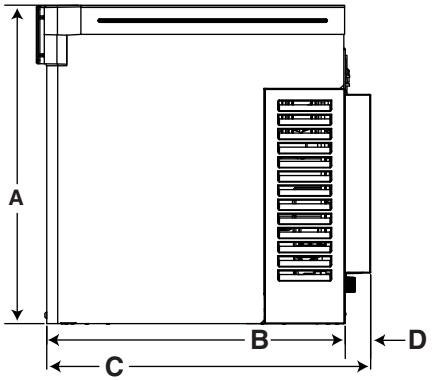
- Entire front of ice machine must be clear of obstructions/connections to allow removal.
- 1" (26mm) clearance above ice machine for service.
- 1" (26mm) minimum clearance on sides.

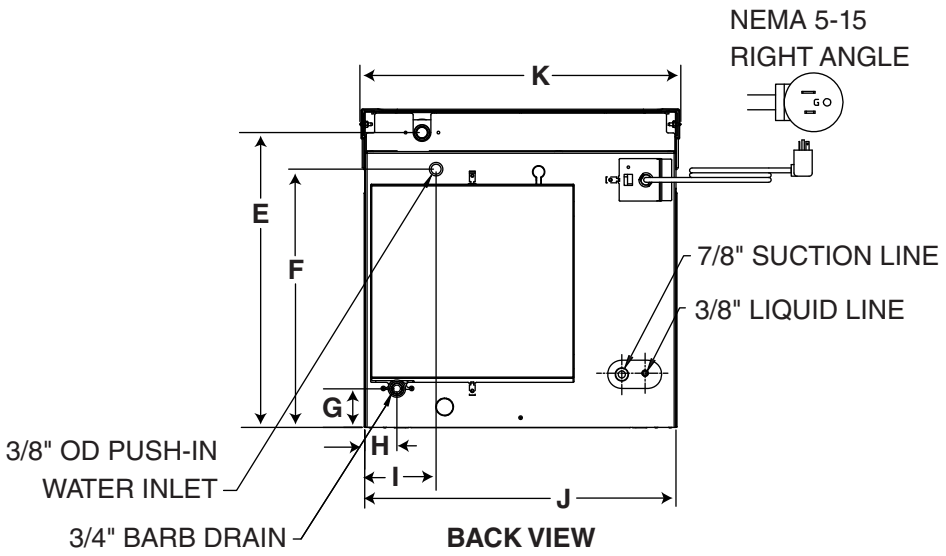


TOP VIEW



FRONT VIEW

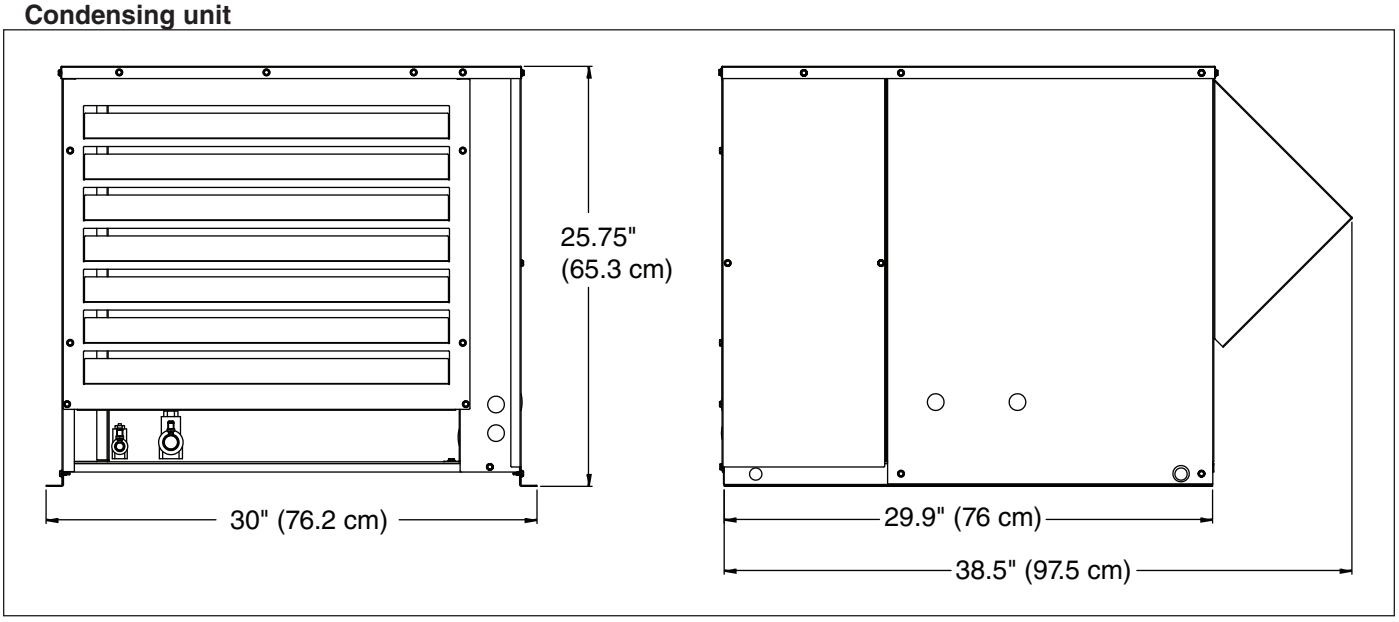




BACK VIEW

A	22.5" (57.1 cm)
B	21.1" (53.6 cm)
C	22.9" (58.2 cm)
D	1.8" (4.5 cm)
E	20.8" (52.9 cm)
F	18.3" (46.4 cm)
G	2.7" (6.9 cm)
H	2.3" (15.3 cm)
I	5.0" (12.8 cm)
J	22.0" (55.9 cm)
K	22.7" (57.6 cm)

Condensing unit



Operation

Cleaning/sanitizing and preventive maintenance (all models)

Note: Do not use bleach to sanitize or clean the icemaker.

Preventive maintenance

Periodic cleaning of Follett's icemaker system is required to ensure peak performance and delivery of clean, sanitary ice. The recommended cleaning procedures that follow should be performed at least as frequently as recommended, and more often if environmental conditions dictate.

Cleaning of the condenser can usually be performed by facility personnel. Cleaning of the icemaker system, in most cases, should be performed by your facility's maintenance staff or a Follett authorized service agent. Regardless of who performs the cleaning, it is the operator's responsibility to see that this cleaning is performed according to the schedule below. Service problems resulting from lack of preventive maintenance will not be covered under the Follett warranty.

Weekly exterior care

The exterior may be cleaned with a stainless cleaner such as 3M Stainless Steel Cleaner & Polish or equivalent.

Monthly condenser cleaning (air-cooled icemaker only)

1. Use a vacuum cleaner or stiff brush to carefully clean condenser coils of air-cooled icemakers to ensure optimal performance.
2. When reinstalling counter panels in front of remote icemakers, be sure that ventilation louvers line up with condenser air duct.

Semi-annual evaporator cleaning (every 6 months)

⚠ WARNING

- Wear rubber gloves and safety goggles (and/or face shield) when handling ice machine cleaner or sanitizer.

⚠ CAUTION

- Use only Follett approved SafeCLEAN Plus™ cleaning solution.
- DO NOT USE BLEACH.
- It is a violation of federal law to use these solutions in a manner inconsistent with their labeling.
- Read and understand all labels printed on packaging before use.

Note: Complete procedure for cleaning an sanitizing MUST be followed. Ice must be collected for 10 minutes before putting ice machine back into service.

1. Press the CLEAN button. The machine will drain. The auger will run for a short time and then stop. Wait for the LOW WATER light to come on.

Fig. 1

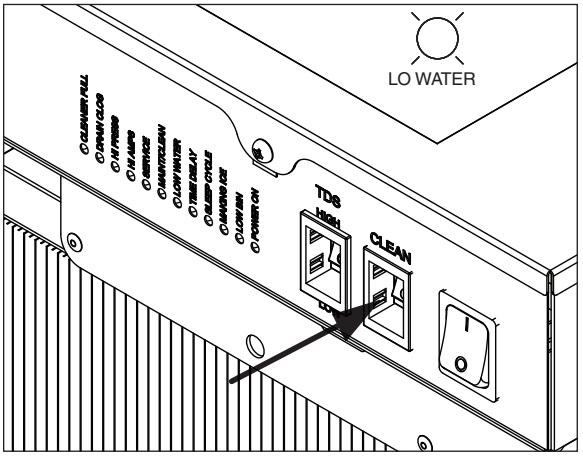


Fig. 2

2. Follow the directions on the SafeCLEAN Plus packaging to mix 1 gal. (3.8 L) of Follett SafeCLEAN Plus solution. Use 100 F (38 C) water.
3. Using a 1 quart (1L) container, slowly fill cleaning cup until CLEANER FULL light comes on. Do not overfill.
4. Place one SaniSponge™ cleaning sponge in remaining sanitizing and cleaning solution and retain for Step 9.

Note: Do not use bleach to sanitize or clean the icemaker.

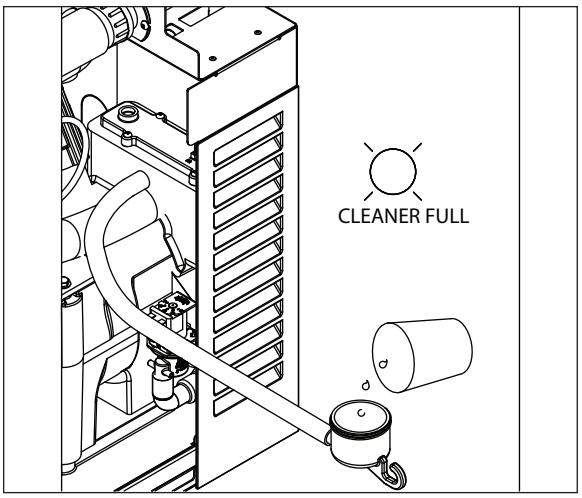


Fig. 3

5. Replace cover on cleaner cup. Machine will clean, then flush 3 times in approximately 15 minutes. Wait until machine restarts.

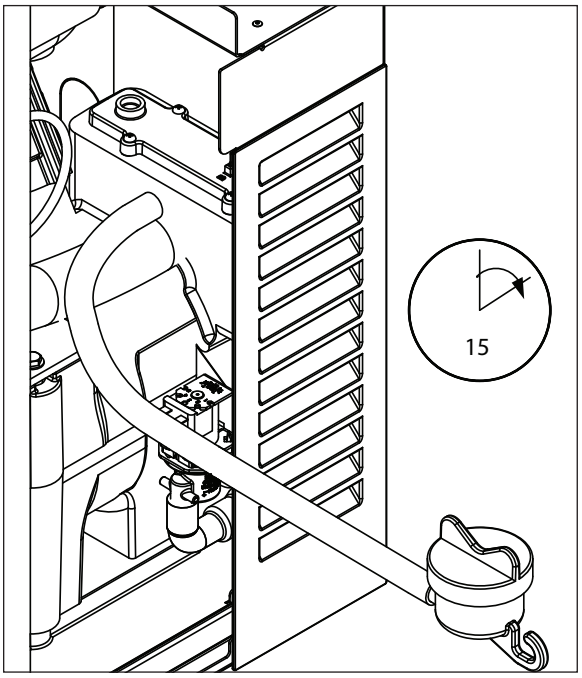
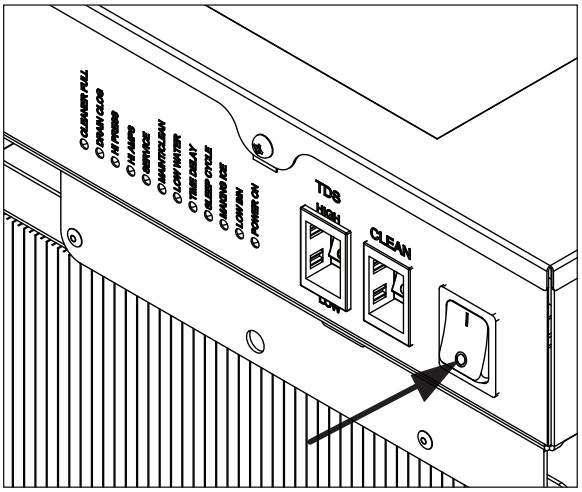


Fig. 4

6. To clean/sanitize ice transport tube – Press power switch OFF



7. Disconnect coupling as shown.

Fig. 5

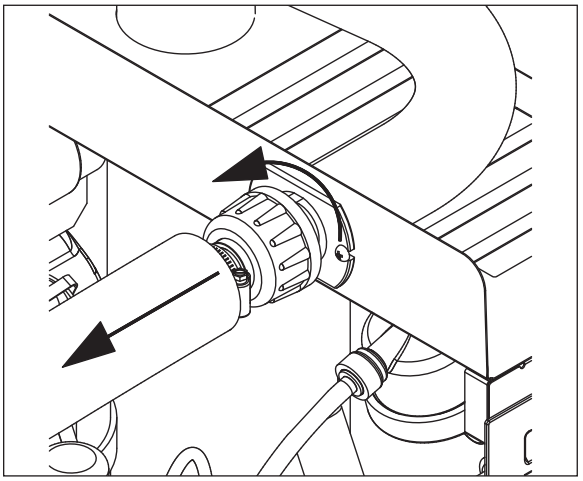


Fig. 6

8. Using disposable foodservice grade gloves, insert dry SaniSponge cleaning sponge.

9. Insert Sani-Sponge soaked in SafeClean Plus (from Step 4).

10. Push both SaniSponge cleaning sponges down ice transport tube with supplied pusher tube.

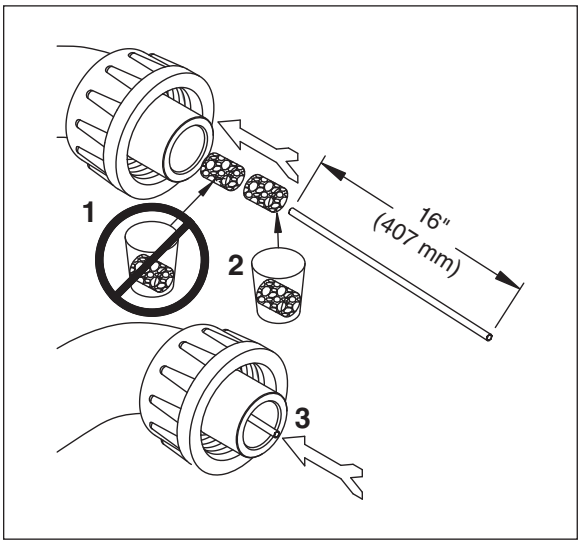
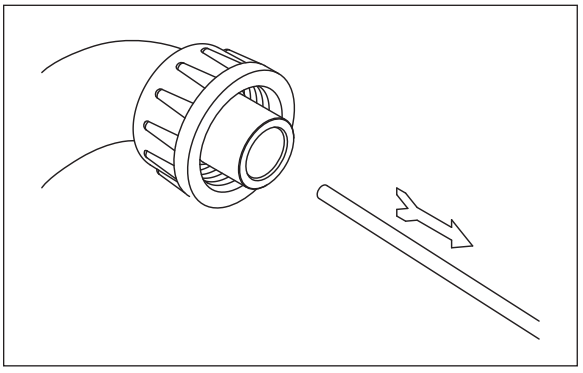


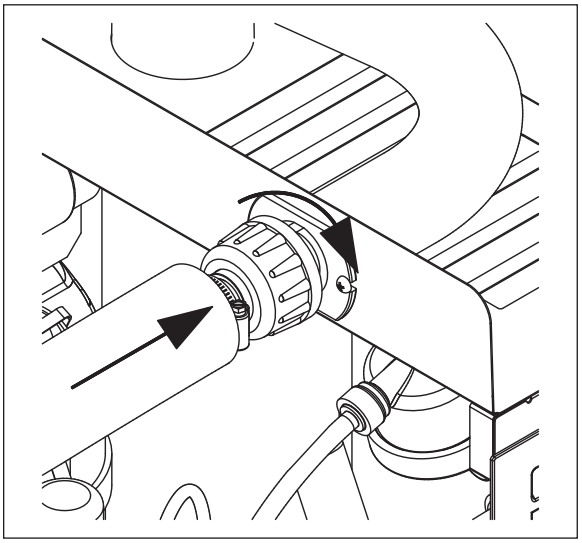
Fig. 7

11. Remove and discard 16 inch (407 mm) pusher tube.



12. Reconnect coupling. Press power switch ON. Ice pushes SaniSponge cleaning sponges through ice transport tube.

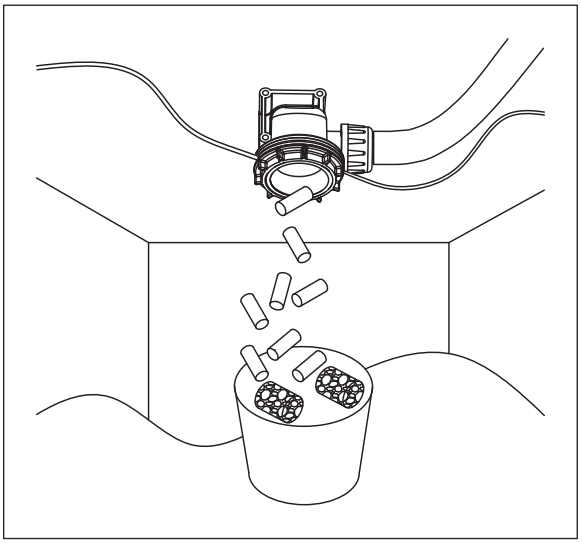
Fig. 8



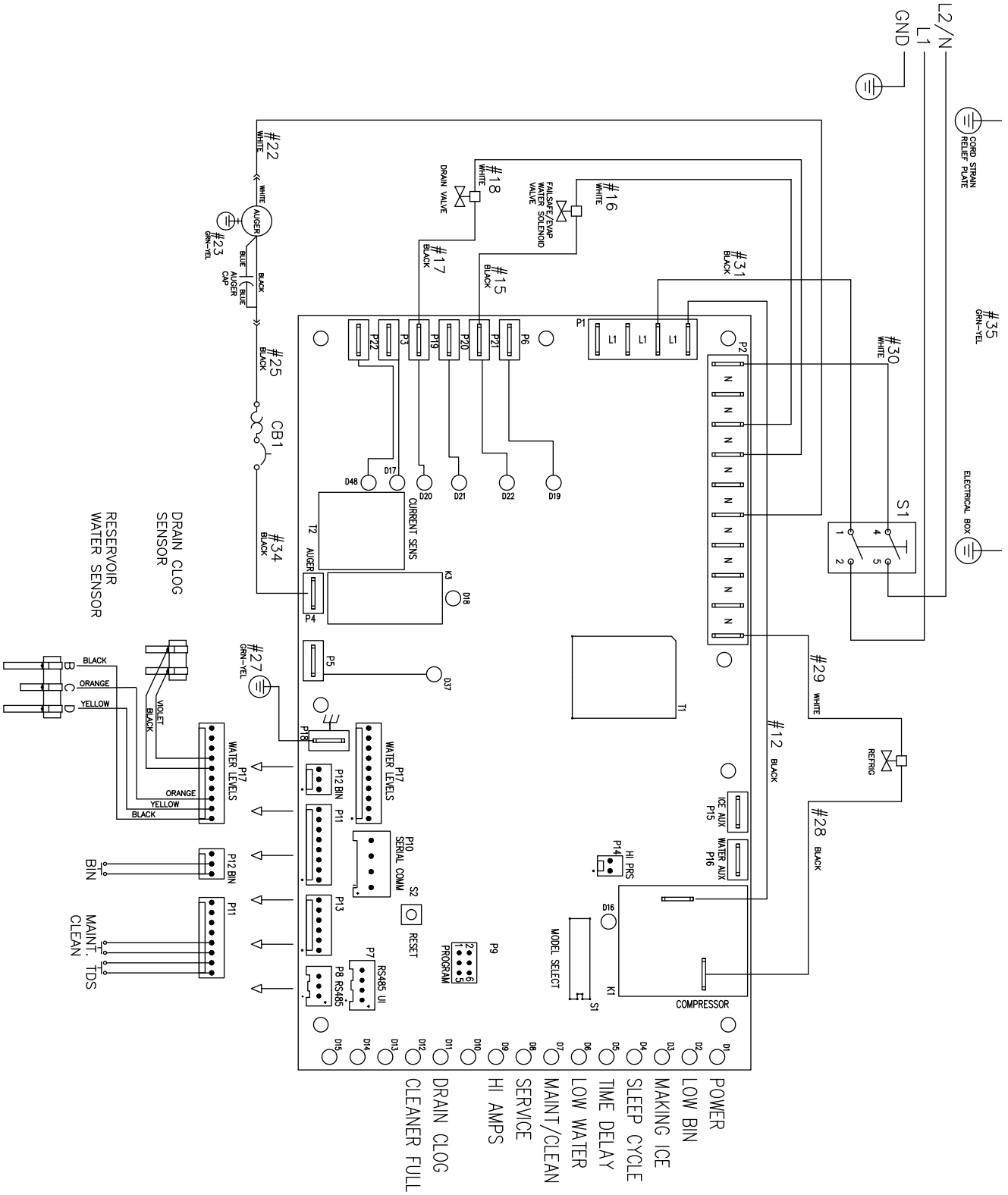
13. Place a sanitary (2 gal. or larger) container in bin or dispenser to collect SaniSponge cleaning sponges and ice for 10 minutes.

14. Collect 5.5 lbs (3 kg) of ice from unit. Discard ice and SaniSponge cleaning sponges.

Fig. 9



Wiring diagram, evaporator unit

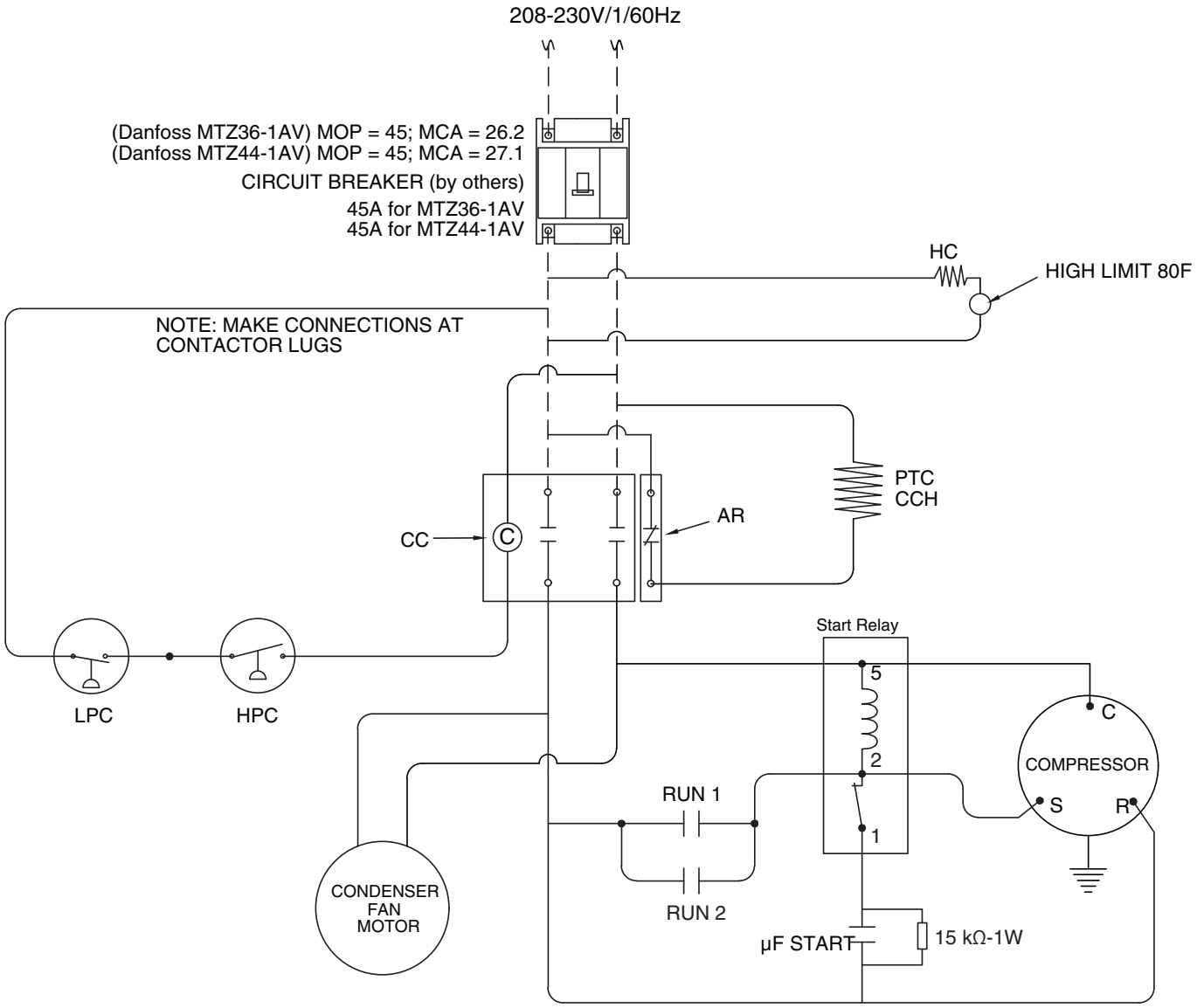


Gearmotor data

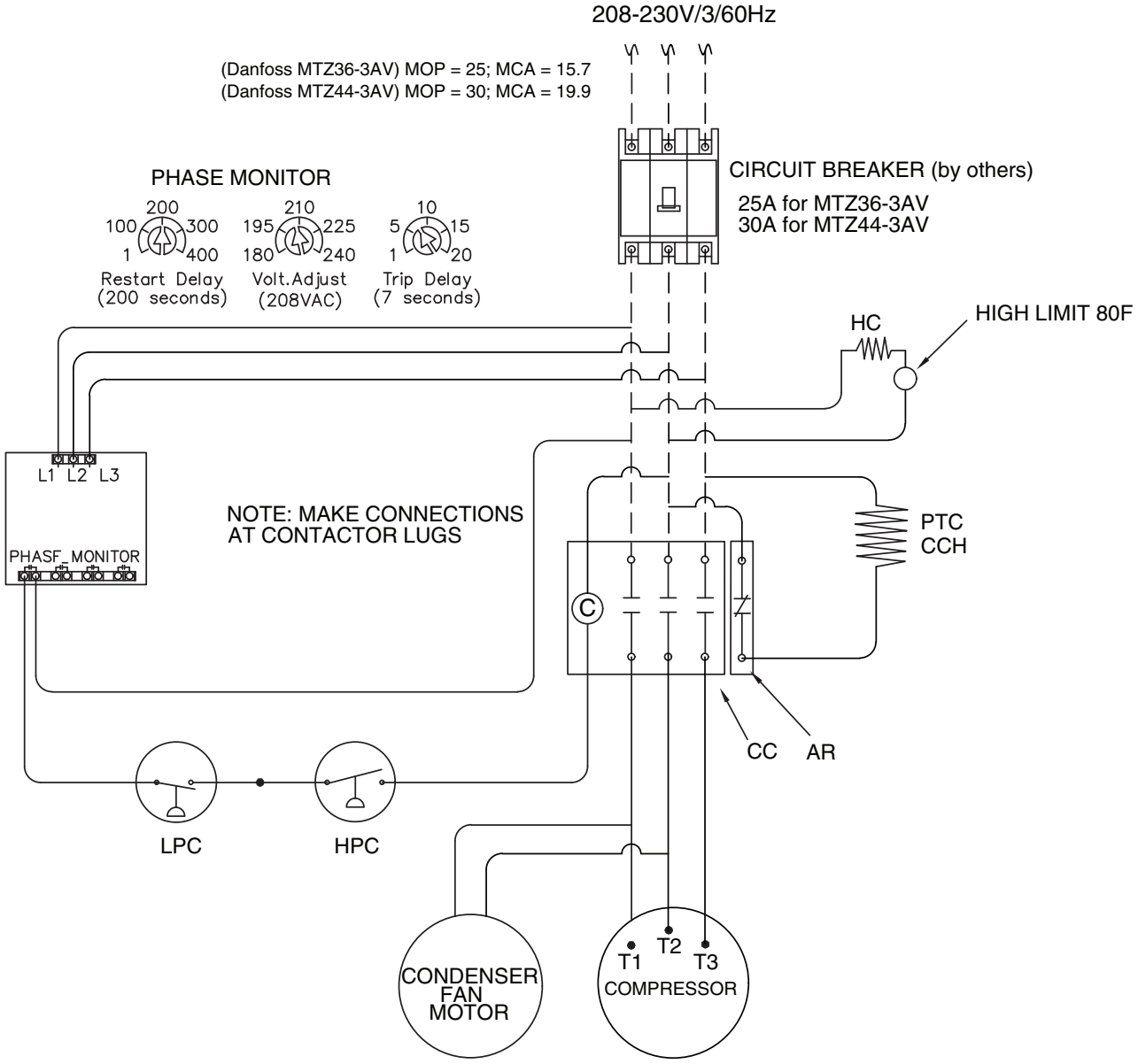
Gearmotor current 4.0A @ 115 V

Gearmotor torque-out (high amp) trip point: 7.0A

Single-phase condensing unit wiring diagram



3-phase condensing unit wiring diagram



Refrigeration system

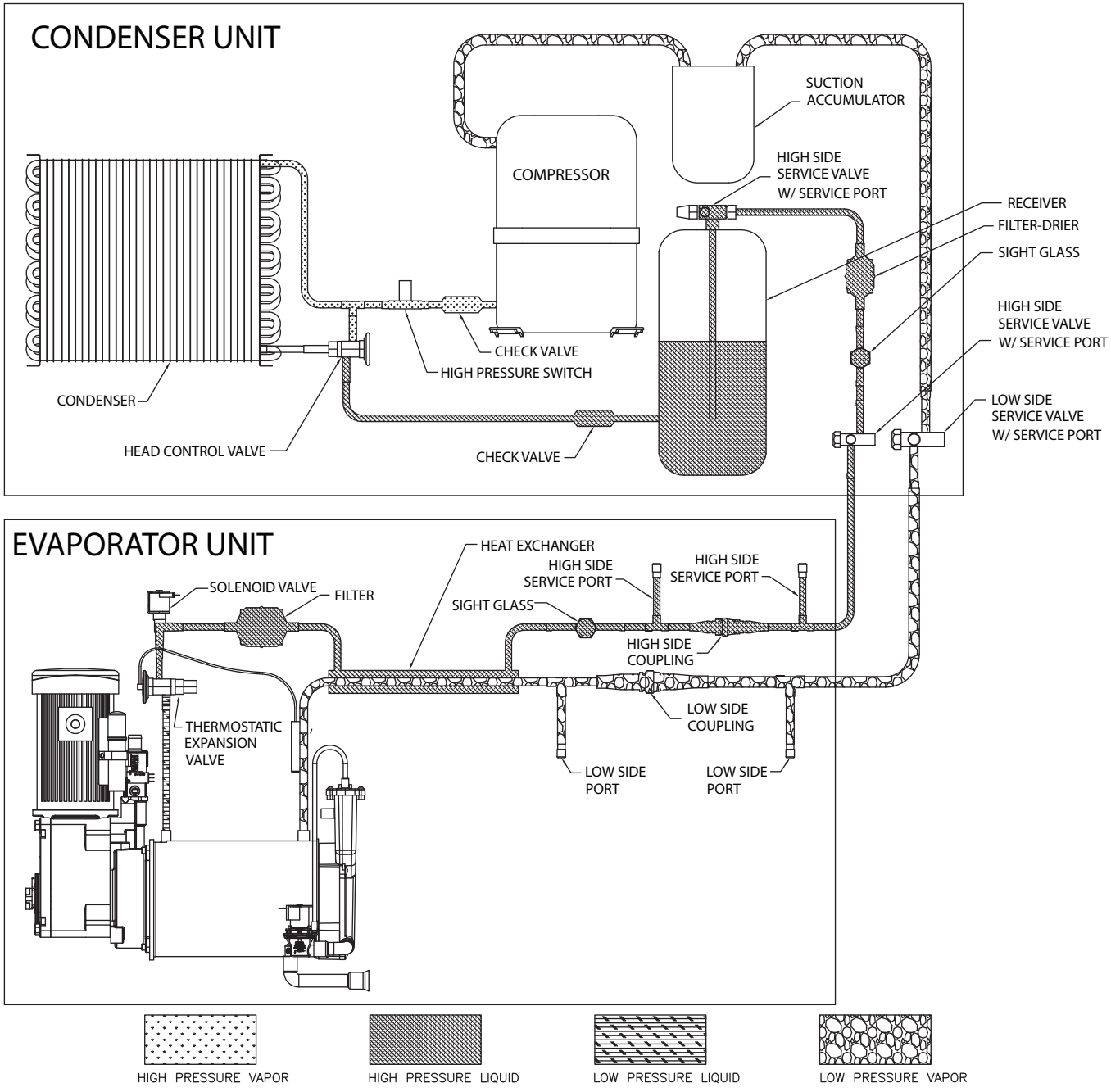
1810 - Operating Pressure (Discharge PSIG/Suction PSIG)

Water Temperature F/C						
Ambient Outdoor Temperature F/C	F	50	60	70	80	90
	C	10	16	21	27	32
	60	182/27	182/27	182/27	182/27	183/27
	16					
	70	188/28	188/28	188/28	188/27	188/27
	21					
	80	218/30	218/30	218/30	218/30	219/30
	27					
	90	249/32	249/32	249/32	249/32	249/32
	32					
	100	282/34	282/34	282/34	282/34	282/34
	38					

2110 - Operating Pressure (Discharge PSIG/Suction PSIG)

Water Temperature F/C						
Ambient Outdoor Temperature F/C	F	50	60	70	80	90
	C	10	16	21	27	32
	60	189/28	188/28	189/28	188/27	186/27
	16					
	70	192/28	191/28	192/28	192/28	191/28
	21					
	80	220/29	219/30	219/30	219/31	220/31
	27					
	90	252/33	252/33	252/33	252/33	252/33
	32					
	100	385/35	385/35	384/35	384/35	385/34
	38					

Refrigeration system diagram



Refrigeration charge

All service on refrigeration systems must be performed in accordance with all federal, state and local laws. It is the responsibility of the technician to ensure that these requirements are met. Recharging ice machine to other than factory specifications will void the warranty.

Attention: Unit must be charged by weight, not by clear sight glass.

R404A ice machine charge specifications for 1810/2110 models with line runs of 0 to 75 ft. (0 m to 22.8 m)

Total charge	14.5 lbs (6.57 kg)
Condensing unit holding charge	0.5 lbs (0.23 kg)
Charge at installation	14 lbs (6.35 kg)

Note: Condensing unit shipped with 0.5 lb of R404A charge.

Refrigerant replacement requirements

1. Non-contaminated refrigerant removed from any Follett refrigeration system can be recycled and returned to the same system after completing repairs. Recycled refrigerant must be stored in a clean, approved storage container. If additional refrigerant is required, virgin or reclaimed refrigerant that meets ARI standard 700-88 must be used.
2. In the event of system contamination (for example, a compressor burn out, refrigerant leak, presence of non-condensibles or moisture), the system must be repaired, evacuated and recharged using virgin or reclaimed refrigerant that meets ARI standard 700-88.
3. Follett LLC does not approve of recovered refrigerants. Improper refrigeration servicing procedures will void the factory warranty.

Evacuation

Evacuate the system to a level of 500 microns. When the 500 micron level is reached, close all valves. Allow the system to sit for approximately 20 minutes. During this period the system pressure should not rise. If the system pressure rises and stabilizes there is moisture in the system and further evacuation is needed. If the pressure continues to rise check the system for leaks.

Ambients	Minimum	Maximum
Air temperature[1]	50 F/10 C	100 F/37.8 C
Water temperature[2]	45 F/7 C	90 F/32.2 C

[1]Ambient air temperature is measured at the air-cooled condenser coil inlet.
[2]Ambient water temperature is measured in the ice machine water reservoir.

Ice capacity test

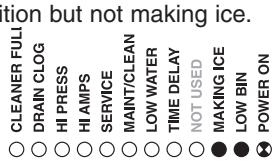
Ice machine production capacity can only be determined by weighing ice produced in a specific time period.

1. Replace all panels on ice machine.
2. Run ice machine for at least 15 minutes.
3. Weigh and record weight of container used to catch ice.
4. Catch ice for 15 or 20 minutes.
5. Weigh harvested ice and record total weight.
6. Subtract weight of container from total weight.
7. Convert fractions of pounds to decimal equivalents (ex. 6 lbs 8oz = 6.5 lbs).
8. Calculate production using following formula:

$$\frac{\text{1440 min. x wt. of ice produced}}{\text{Total test time in minutes}} = \text{Production capacity/24 hr.}$$

9. Calculated amount per 24 hours should be checked against rated capacity for same ambient and water temperatures in Ice Production Tables.

Troubleshooting

Ice machine disposition	Possible causes	Corrective action
Legend: ● ON ○ OFF ◐ ON or OFF ⊠ FLASHING		
1. Ice machine is in running condition but not making ice.  	1. Defective compressor. 2. Defective start relay. 3. Defective start capacitor. 4. Defective run capacitor. 5. Defective main contactor. 6. No output from PC board.	1. Replace compressor. 2. Replace start relay. 3. Replace start capacitor. 4. Replace run capacitor. 5. Replace main contactor. 6. Replace PC board.
2. Machine in TIME DELAY without full bin.  	1. Ice jamming due to improperly installed transport tube causing a false shuttle. 2. Shuttle stuck in up position. 3. Damaged or improperly installed thermostat (open). 4. Transport tube backed-out of coupling.	1. Correct transport tube routing. 2. Repair or replace shuttle mechanism. 3. Replace or reposition thermostat. 4. Correct coupling installation.
3. Ice machine is not making ice. HI AMPS.  	1. Poor water quality causing ice to jam auger. 2. Damaged shuttle mechanism. 3. Intermittent drive output from PC board. Evaporator will freeze causing a HI AMPS error. 4. Gearmotor is unplugged.	1. Clean ice machine. Increase flushing frequency. Position TDS switch to High TDS setting. 2. Replace or repair shuttle mechanism. 3. Replace PC board. 4. Plug in gearmotor.
4. Ice machine is not making ice. HI PRESSURE.  	1. High ambient temperatures >100 F (38 C). 2. Poor ventilation or air recirculation. 3. Clogged condenser (air-cooled). 4. No water flow through condenser (water-cooled). 5. Fan not working properly. No air flow. • Blocked fan blades • No fan output from PC board • Faulty fan motor	1. Air condition area to below 100 F (38 C). 2. Reposition ice machine or properly ventilate. Prevent ice machine exhaust from recirculating. 3. Clean condenser grille (air-cooled). 4. Restore water flow to condenser. 5. Correct air flow. • Remove any blockage from fan blades • Replace PC board • Replace fan motor
5. Ice machine is not making ice. SERVICE.  	1. Internal water leak touching chassis sensor.	1. Identify and repair leak. Clean/dry chassis and sensors and restart machine.
6. Drain clog.  	1. Improper flow in drain system.	1. Correct/clean drain system.

Ice machine disposition	Possible causes	Corrective action
Legend: ● ON ○ OFF ◐ ON or OFF ⊗ FLASHING		
7. Ice machine is making ice. Excessive water in bin or coming into bin from transport tube. 	1. Failed water sensors. Processor assumes there is no water when there is water. 2. Blocked reservoir vent. 3. Defective water feed solenoid valve. Stuck in open position.	1. Clean or replace water probe assembly. Check wiring connections. 2. Clean or replace vent tubes. 3. Replace water feed solenoid valve.
8. Ice machine is not making ice. Lo water. 	1. Water supply is insufficient. 2. Low water pressure. 3. Defective water feed solenoid valve. Stuck in closed position. 4. No water feed output from PC board. 5. Plugged screen on inlet side of fill solenoid. 6. Plugged check valve.	1. Restore water supply and check water filters. If evaporator was completely empty the reset button may have to be pressed to restart the ice machine. 2. Ice machine will eventually start when water reaches normal lo level. 3. Replace water feed solenoid valve. 4. Replace PC board. 5. Remove and clean screen. 6. Remove and clean.
9. Blinking Lo water, power, time delay. 	Machine did not see water consumption while trying to make ice. 1. Lack of refrigeration/low refrigerant charge/leak. 2. Debris shorting reservoir probes.	1. Verify refrigerant pressures, compressor running, sight glass clear. 2. Clean probes and reservoir of debris.

ATTENTION!

To prevent circuit breaker overload, wait 5 minutes before restarting this unit.This allows the compressor to equalize and the evaporator to thaw.

Warranty Registration and Equipment Evaluation

Thank you for purchasing Follett equipment. Our goal is to earn your complete satisfaction by delivering high-value products and services backed by outstanding customer and technical support.

Please review the installation instructions thoroughly. It is important that the installation be performed to factory specifications so your equipment operates at its maximum efficiency.

Follett LLC will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses resulting from a defect of the machine. For full warranty details, visit our website www.follettice.com/productwarranties.

Registering your equipments helps Follett track your equipment's service history should you need to contact us for technical support, and your feedback helps us improve our products and services. Please visit www.follettice.com/support to complete the Warranty Registration form.

Should you have any questions, please contact Follett's technical support group at (877) 612-5086 or (610) 252-7301 and we will be happy to assist you.

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