Horizon™ Ice Machine Models with RIDE® Technology
Installation Instructions for Harmony™ or
110CM Symphony™ Plus Applications

HCC/HMC/HCE/HME1000AHS, HCC/HMC/HCE/HME1400AHS,
HCC/HMC/HCE/HME1000WHS, HCC/HMC/HCE/HME1400WHS
(See model number configurator on page 2 for details.)

Order parts online
www.follettice.com

For applications using 110CM Symphony Plus
and most countertop dispensers manufactured by
Cornelius • Lancer • SerVend
## Chewblet® Ice Machine Model Number Configurations

<table>
<thead>
<tr>
<th>Icemaker</th>
<th>Voltage</th>
<th>Series</th>
<th>Condenser</th>
<th>Application</th>
<th>Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC</td>
<td>208-230/60/1 (icemaking head) Self-contained only</td>
<td>400 up to 454 lbs (206kg)</td>
<td>A Air-cooled, self-contained</td>
<td>V Vision™</td>
<td>S RIDE® (RIDE remote ice delivery equipment)</td>
</tr>
<tr>
<td>HC</td>
<td>115/60/1 (icemaking head) Self-contained and remote. If remote unit, high side is 208-230/60/1.</td>
<td>1000 up to 1036 lbs (471kg)</td>
<td>W Water-cooled, self-contained</td>
<td>H Harmony™</td>
<td>T Top-mount</td>
</tr>
<tr>
<td>HM</td>
<td>230/50/1 (icemaking head) Self-contained only.</td>
<td>1400 up to 1450 lbs (658kg)</td>
<td>R Air-cooled, remote condensing unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>115/60/1 (icemaking head) Remote only. High side is 208-230/60/3.</td>
<td>1650 up to 1580 lbs (717kg)</td>
<td>N Air-cooled, no condensing unit for connection to parallel rack system</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Condenser Series
- Condenser Series Voltage
  - W Water-cooled, self-contained
  - A Air-cooled, self-contained
  - R Air-cooled, remote condensing unit
  - N Air-cooled, no condensing unit for connection to parallel rack system

### Application
- Application
  - V Vision™
  - H Harmony™
  - N No condensing unit for connection to parallel rack system

### Configuration
- Configuration
  - S RIDE® (RIDE remote ice delivery equipment)
  - T Top-mount
Read and complete the following 8 installation steps

1. Unpack
2. Site preparation
3. Dispenser preparation
4. Louvered docking assembly
5. Ice transport tube
6. External connection
7. Internal connection
8. Front cover
Unpack

Carefully unpack and inspect the contents of your Follett ice machine.

1.1 Unpack ice machine

1. Carefully unpack and inspect the contents of your Follett ice machine.

2. Remove the packaging material from the ice machine.

3. Remove the protective cover from the top of the ice machine.

4. Check for any damage or missing parts.

5. Install the ice machine into the designated area.

6. Connect the necessary power and drainage lines.
Prepare the installation site.

Provide drainage, water supply and electrical power to within 6 feet (2m) of ice machine in accordance with local and national codes. Outdoor installation is not recommended and will void warranty.

2.1 Installation site requirements

Electrical

- **H_C1000(A/W)HS 208-230/60/1-15 amps**
- **H_E1000(A/W)HS 230/50/1-15 amps‡**
  
  (H_E1000A/W requires 15A circuit, 1.50 mm² wire)

- **H_C1400(A/W)HS 208-230/60/1-20 amps**
- **H_E1400(A/W)HS 230/50/1-20 amps‡**
  
  (H_E1400A/W requires 20A circuit, 4.00 mm² wire)

‡ Plug must be provided by end user & must conform to standard EN 60 335-2-24 of the end destination.

Potable water supply

- 10-70 psi (69-483kpa)
- 45 to 90 F (7 to 32 C)
- Follett recommends the use of an in-line water filtration system (#00130286)

Condenser water supply for water-cooled systems

- 10 psi min.; 150 psi max. (69kpa min.; 1034kpa max.)
- 45 to 90 F (7 to 32 C)
- 1.5 gallons per minute (5.68 liters per minute)

Drain

- The drain line from the ice machine must have at least 1/4" per foot pitch (6.4mm/0.3m)
Prepare the dispenser.

**Attention!** The location of the hole in the dispenser top is dependent on the type of dispenser. Be sure to follow Step 3.1 for the appropriate dispenser.

### 3.1 Hole location - Harmony (Lancer, Cornelius or Servend), or 110CM Symphony Plus

#### Lancer Sensation and Touchpoint

- Locate hole position 9” (254 mm) from back and 9” (229 mm) from right of dispenser top

#### Standard (Cornelius, Lancer, or Servend)

- Locate hole position 5” (127 mm) from back of dispenser top

#### 110CM Symphony Plus

- Locate hole position 5” (127 mm) from back and right of dispenser top

### 3.2 Top preparation

- Remove protective tape from gaskets

### 3.3 Top preparation

- Apply gaskets
- Install shuttle actuator through dispenser top and secure with locking nut
3.4 Top preparation

- Screw 4" (102 mm) extension 1 into bottom of shuttle actuator 2

3.5 Agitation adjust. – CORNELIUS

Cornelius models ED, DB, DF, IDC and FLAVOR FUSION

- Adjust the agitation timer located on the Cornelius PC board to 1 second on, 1 hour off. Note: See Cornelius manual for more information.

3.6 Agitation adjustments – LANCER 4500 SERIES

Lancer 4500 series only

- Adjust the agitation time to 1 second, and the agitation frequency to 150 minutes. See Lancer manual for more information.
### 3.7 Agitation adjustments – LANCER FS SERIES

<table>
<thead>
<tr>
<th>Main Menu</th>
<th>Sub-Catagory</th>
</tr>
</thead>
<tbody>
<tr>
<td>FS-16 Setup Major/Minor</td>
<td>Brands Per Side</td>
</tr>
<tr>
<td>FS-16 Setup Config Bonus Key</td>
<td>Bonus Key Setup</td>
</tr>
<tr>
<td>FS-16 Setup Soda/Plain Water</td>
<td>Soda/Plain Water</td>
</tr>
<tr>
<td>FS-16 Setup Config Dispense Only</td>
<td>Dispense Delay</td>
</tr>
<tr>
<td>FS-16 Setup PC Mode</td>
<td>Set PC Mode Menu</td>
</tr>
<tr>
<td>FS-16 Setup PC Time</td>
<td>On Time (MSEC)</td>
</tr>
<tr>
<td>FS-16 Setup Ice Stir Off</td>
<td>OFF Time (MIN)</td>
</tr>
<tr>
<td>FS-16 Setup Ice Stir On</td>
<td>On Time (MSEC)</td>
</tr>
<tr>
<td>FS-16 Setup Sold Out</td>
<td>Selection Sold Out</td>
</tr>
<tr>
<td>FS-16 Setup Carb Sensors</td>
<td>Upper 1000</td>
</tr>
<tr>
<td>FS-16 Setup Ice Bin Sensors</td>
<td>Ice Bin Optic 1000</td>
</tr>
<tr>
<td>FS-16 Setup Valve Code Version</td>
<td>12 0.104 0.104 34 0.104 0.104</td>
</tr>
<tr>
<td>FS-16 Setup Number Of Valves</td>
<td>1 2 3 4</td>
</tr>
<tr>
<td>FS-16 Setup Reset Defaults</td>
<td>Reload Defaults? Yes</td>
</tr>
</tbody>
</table>

**Lancer FS series only**
- Hold down “cancel” and “left button” to get to hidden menu
- Type in code 6655
- Type in 150 minutes “off time” and 1000 milliseconds (1 second of time) as the preferred setting

**Note:** See Lancer manual for more information

---

### 3.8 Agitation adjustments – SERVEND

**SerVend models only**
- No agitation adjustment required
Dispenser diverter plate overview (Installation on next page)

Single Agitator

P/N 307277 — Diverter plate (single agitator Cornelius dispensers and left-hand dispense chute on dual-agitator Cornelius dispensers)

Dual Agitator

P/N 307277 — Diverter plate (single agitator Cornelius dispensers and left-hand dispense chute on dual-agitator Cornelius dispensers)

P/N 00996207 — Diverter plate (right-hand dispense chute on dual-agitator dispensers)
Cornelius IDC and Flavor Fusion
These dispensers require modifications for compatibility with Chewblet ice. Agitation times must be set to 1 second ON, 1 hour OFF and the ice restrictor plate must be adjusted to the fully open position. See your beverage supplier for these modifications.

Cornelius ED, DF and DB series only
These dispensers require the installation of an ice diverter at the dispenser opening.
- Disassemble chute assembly
- Discard factory restrictor plate
- Replace with alternate diverter plate (supplied)
Install the louvered docking assembly.

**WARNING**
- Docking station must be secured in accordance with these instructions to ensure ice machine stability.
- Ventilation openings in the louvered docking station should be clear of obstruction.

**4.1 Undercounter installation requirements for 1000/1400 series**

**Docking Station: 1000 & 1400 water- and air-cooled models**
(See detail drawing on page 12)
- Position and screw louvered docking assembly to the bottom of counter inside of access panel/door 1.75" (45 mm) from the front edge of the cross brace ①.
- The mounting surface for the louvered docking assembly must be solid. Do not mount directly onto runners or channels.
- There must be no lip or edge that would hinder the ice machine from sliding in or out of the louvered docking station ②.

**Intake and Exhaust Grille Placement: 1000/1400 air-cooled models only**
(See detail drawing on page 12)
- Position the intake grille cut out in the access panel/door.
  **Note:** Ice machine must be aligned with cut out and inside of access panel to provide a tight seal and prevent recirculation of hot exhaust air.
- Left edge of cutout should be 1.75" (45 mm) from the left side of the ice machine ③.
- Bottom edge of cutout should be 1.875" (48 mm) from the bottom of the ice machine ④.
- Position supplied exhaust grille at least 18" (458 mm) away from intake grille ⑤.
- Where possible, install exhaust grille to the rear or side of the base cabinet.
- If not using supplied grille, air circulation requirements below must be met:
  - 1000 series: 150 sq. in (967 sq cm) intake air, 150 sq. in. (967 sq. cm) exhaust air
  - 1400 series: 175 sq. in (1129 sq. cm) intake air, 175 sq. in (1129 sq. cm) exhaust air

**Wall bracket accessory**
- Mount louvered docking assembly to wall bracket accessory

**Machine stand accessory**
- Mount louvered docking assembly to machine stand accessory
CAUTION

- Keep ventilation openings in the appliance enclosure clear of obstruction.
- To ensure proper ventilation (if not using supplied grille) carefully review air circulation specifications on previous page (4.1)

3D Counter View

- 1000 series - 28.6” min. (727mm)
- 1400 series - 31.6” min. (803mm)

- 18” min. (458mm)
- 16” (407mm)
- No Lip
Install the ice transport tube.

5.1 Ice transport tube installation.

Ice transport tube tips
- Insulate entire length of ice transport tube
- Secure ice transport tube as needed to prevent dips and traps from forming. For long tube runs see guide on page 19.
- Pitch ice transport tube at least 1/4" per foot (6.4mm/.3m)
- Ice transport tube must drain towards ice machine

Ice transport tube to bin
- Be sure tube ends are square
- Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers before making connection to ease assembly
- Push ice transport tube onto ice machine nipple
- Install hose clamp

Ice transport tube to ice machine
- Be sure tube ends are square
- Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers before making connection to ease assembly
- Push ice transport tube onto ice machine nipple
- Install hose clamp
Connect utilities to louvered docking assembly.

**External connections**

6

**6.1 Air-cooled ice machines only**

- Remove access panel if necessary
- Install drain line 1.
  The rigid drain line from the ice machine must have at least 1/4" per foot pitch (6,4mm/0,3m).
- Install ice machine potable water supply 2
- Replace access panel

**6.2 Water-cooled ice machines only**

- Remove access panel if necessary
- Install drain line 1.
  The rigid drain line from the ice machine must have at least 1/4" per foot pitch.
- Connect cooling water supply 2 and return 3
- Install ice machine potable water supply 4
- Replace access panel
Connect louvered docking assembly to ice machine.

**CAUTION**

- Plug must be accessible after final installation.
- H_E1400A/W 230/50/1 requires a 20A circuit (4.00 mm² wire)

Air-cooled ice machines – follow steps 7.1 through 7.4.

**7.1 Ice transport tube**

- Slide ice machine into louvered docking assembly ➊
- Insert ice transport tube all the way into coupling and tighten nut firmly ➋

**7.2 Potable water line**

- Insert potable water line into valve ➊
- Push drain line over hose barb on back of evaporator mount ➋

**7.3 Power cord**

- Remove twist tie
- Carefully pass plug thru opening and plug into wall outlet

**7.4 Power cord**

- Position plate into opening and secure with supplied screw
Water-cooled ice machines – follow steps 7.5 through 7.10.

7.5 Cooling lines

- Install ice machine cooling water lines to louvered docking assembly

7.6 Ice transport tube

- Slide ice machine into louvered docking assembly
- Insert ice transport tube into coupling and tighten nut firmly

7.7 Potable water and drain lines

- Insert potable water line into valve
- Push drain line over hose barb on back of evaporator mount

7.8 Cooling lines and power

- Connect cooling water lines to ice machine
- Water valve is set at the factory. DO NOT remove seal or adjust water valve
7.9 Power cord

• Remove twist tie
• Carefully pass plug thru opening and plug into wall outlet

7.10 Power cord

• Position plate into opening and secure with supplied screw
Install front cover to ice machine.

Front cover installation – undercounter

1. Slide ice machine cover over machine ensuring that tabs on back of cover slip under louvers on back of louvered docking assembly.
2. Insert and tighten two screws through cover and into louvered docking assembly.

Water-cooled ice machines only

1. Slide ice machine cover over machine ensuring that tabs on back of cover slip under louvers on back of louvered docking assembly.
2. Insert and tighten two screws through cover and into louvered docking assembly.

CAUTION
- Keep ventilation openings in the appliance enclosure clear of obstruction.
- To ensure proper ventilation (if not using supplied grille) carefully review air circulation specifications in section 4.1.
- Remove and discard plastic grille.
- Apply supplied gasket material around entire opening on skin to prevent air recirculation.
- Attach supplied metal grille to opening in counter door (see section 4.1).

NOTICE
Ice machine MUST be sanitized prior to operation!
Consult Operation and Service Manual provided with ice machine for sanitizing instructions.
• Pitch ice transport tube to allow melt water to drain towards ice machine ❼
• Secure insulated ice transport tube at least every 2 ft (0,6m) to prevent dips or traps ❷