



Exclusive features for
sanitation and patient safety

FOLLETT
Innovative solutions, inspired by ice

Symphony Plus™ ice and water dispensers

patient care | laboratory | medical research | dietary | physical therapy

Symphony Plus sets the standard for premium-performance ice and water dispensers

With the industry's largest selection of space-saving models and configurations, Follett has a longstanding history of helping healthcare facilities provide the very best care for their patients. Symphony Plus ice and water dispensers offer exclusive sanitary features, ease of service, long-term reliability and the industry's best program of service and support. It's another example of our commitment to product innovation and the reason why Follett dispensers are chosen more often than any other brand.



When a patient is recovering, simple comforts matter



Soft Chewblet® ice is the perfect size and texture for patient care

- Soft, chewable nature preferred to hard cubes
- Promotes hydration by making drinks more enjoyable
- Provides smaller, softer ice to quench patient thirst when unable to consume liquids or solid food
- Forms well in ice packs, providing excellent surface contact to reduce swelling and soothe pain
- Perfect for medical storage and transport applications

Quiet Night™ sleep mode sets the standard for “quiet” operation

Patient care and comfort are paramount. That's why we've added Quiet Night sleep mode to our Symphony Plus series. Quiet Night reduces ice machine cycling, especially at night when patients are sleeping.

Delivers more sanitary features that support patient safety

Fast, simple cleaning and maintenance

- Semi-automatic ice machine cleaning and sanitizing process reduces preventive maintenance time to approximately 1 hour (50 to 75% reduction)

Self-flushing

- Automatic self-flushing removes mineral-laden impurities for better-tasting ice, less maintenance and increased reliability

Antimicrobial product protection¹

Symphony Plus components are treated with Agion[®] antimicrobial product protection, a naturally occurring, silver-based technology to inhibit microbial growth.

The silver in Agion disrupts the cell functions of bacteria, viruses, yeast, molds, and fungi, inhibiting microbial growth on treated surfaces that come in contact with the ice and water.

¹Disclaimer: Antimicrobial protection is limited to the treated components and does not treat water or ice.



Sanitary dispense

Sanitation is critical; that's why Follett provides SensorSAFE™ infrared dispensing technology

- Eliminates contact between the container and the dispenser
- Reduces the risk of cross-contamination

Complete water filter systems

Available Follett water filter systems are NSF-listed and deliver clean ice and water for healthcare

- Remove parasitic cysts and dirt as small as 0.5 micron
- Dramatically reduce scale build-up
- Lengthen the interval between preventive maintenance and extend machine life
- Fit below standard counters for quick and easy cartridge replacement

Two types of filter systems are available

- Carbon filtration to remove chlorine, off tastes and odors
- Carbonless filtration to retain disinfection agents in municipal water supply



Provides long-term reliability and ease of service

- Industry-exclusive module design allows the ice machine to be removed from its cabinet, making parts easily accessible and reducing service times
- One module now fits all 25, 50 and 110 Series countertop, wall mount and freestanding Symphony Plus and Symphony™ dispensers shipped after March 2001
- A spare ice machine module eliminates downtime by simply changing out a module whenever service is needed
- The ability to replace only the ice machine module
 - doubles or triples the life of the dispenser
 - saves significant costs compared to replacing the entire dispenser
 - reduces the number of parts to inventory
- Key ice machine parts are common for all Symphony Plus models
- Intuitive, easy-to-access control board with LED diagnostic display simplifies cleaning, maintenance and troubleshooting.



Built to last

Follett builds reliability into every unit, ensuring solid performance

- Stainless steel cabinet with accent trim
- Industry-exclusive stainless steel jacketed evaporator maximizes heat transfer efficiency and ice-making capacity
- Corrosion-resistant components stand up to the most aggressive water
- 15-year service part support after production ceases for discontinued models assures long service life

Reduces energy and water consumption

Follett equipment can save significant energy over the life of the equipment and minimize impact to the environment



- Follett's ice and water dispensers use up to 40% less water and 20% less energy than comparably sized cube-type ice dispensers
- Our machines qualify for the Consortium for Energy Efficiency (CEE) Tier 2 specifications for Highly Efficient Icemakers



The high-performance Symphony Plus series

- More than 30 different models to meet the needs of virtually any healthcare application
- Storage capacities of 12, 25, 50 and 90 lb (5, 11, 23 and 41 kg)¹
- All dispensers produce up to 425 lb/day (193 kg/day) of patient-preferred Chewblet ice
- Customer-valued options and accessories: infrared SensorSAFE dispensing, base stands for countertop units and water filter systems

¹ 12, 25 and 50 models available in 230 V/50 HZ or 220 V/60 Hz.

	Countertop with internal ice machine	Wall Mount with internal ice machine	Freestanding
12 Series 12 lb storage 16" wide (5 kg, 40.6 cm)	12CI425A ¹ 	12HI425A 	12CI425A ¹ with base stand accessory 
25 and 50 Series 25 Series 25 lb storage 21" wide (11 kg, 53.3 cm) 50 Series 50 lb storage 21" wide (23 kg, 53.3 cm)	25CI425A ¹ 25CI425W 50CI425A ¹ 50CI425W 	25HI425A 50HI425A 	25CI425A ¹ 25CI425W 50CI425A ¹ 50CI425W with base stand accessory 
			25FB425A/W ² 50FB425A/W ² 
110 Series 90 lb storage 24.5" wide (41 kg, 62.2 cm)	110CT425A/W 		110FB425A/W ² 

¹ Also available in 230 V/50 HZ or 220 V/60 Hz. Use prefix "E" for 230/50 or "C" for 220/60. Example E12CI425A or C12CI425A.

² Ice machine located in base of unit.

A size that's right for your facility

Up to 20 beds 12 Series
 20 to 35 beds 25 Series

35 to 50 beds 50 Series
 More than 50 beds 110 Series

Proven quality and service

- Follett continues to set the standards for quality and support by managing every aspect of production and regularly updating our facility with state-of-the-art equipment and processes
- Assembled in Easton, Pennsylvania, every Symphony Plus ice and water dispenser must pass several performance tests and a multi-point inspection. Plus, each unit is covered by the industry's best warranty – Follett's Total Program of Service and Support:
 - Three-year parts and labor on entire machine; five-year parts on compressor parts
 - Toll free, factory-direct technical support, including after-hours and weekend help¹
 - Factory-direct parts overnight¹
 - Free technical service seminars¹, videos and service manuals

¹ U.S. only. All other markets contact authorized Follett distributor.



Ice machines

Follett offers a broad line of modular and self-contained Chewblet and flake ice machines to meet the needs of your facility

Top mount or RIDE ice delivery
of Chewblet ice to most
beverage dispensers



Top mount Chewblet and flake
ice machines on Follett bins.
Gravity dispense bins available.



Undercounter Chewblet and
flake ice machines



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Follett reserves the right to change specifications at any time without obligation.

