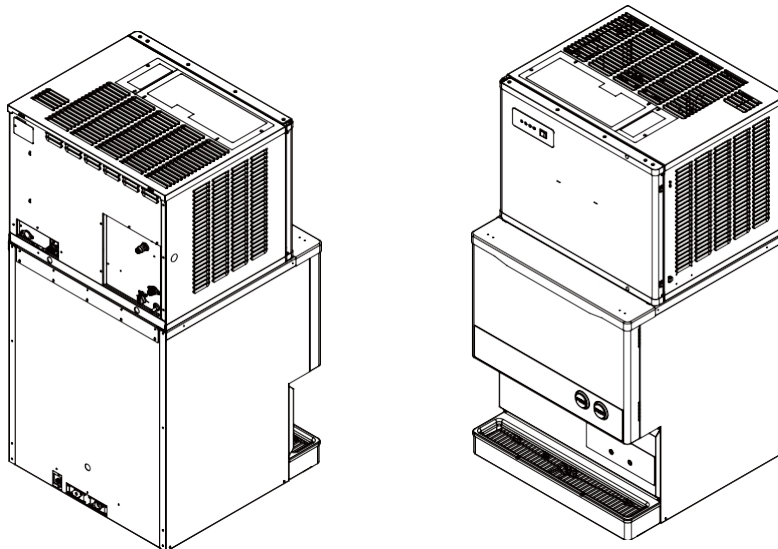


# Cube and Water Dispenser Product Manual

MODEL: ID-C220-30

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- ※ This machine cannot be used in countries where the required power supply is not available.
- ※ This product is designed for indoor installation.
- ※ The external appearance, design, color, and/or components of this machine may be changed without prior notice per the manufacturer.
- ※ Please read the preparations for safety.
- ※ For maximum hygiene, be sure to clean and sterilize the product daily.





**FOLLETT**®







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This product manual provides the user with information on installation, use and cleaning, maintenance and repair methods.

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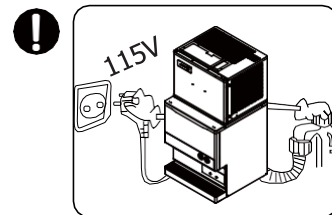
# 1. Safety Precautions

 <b>Warning</b>	When there is a risk of causing physical problems such as death or serious injury in the event of improper use.
 <b>Caution</b>	When injury or damage to property such as house or furniture may occur in the event of improper use.

					
SHOULD BE DONE	PROHIBITED	DO NOT DISASSEMBLE	DO NOT TOUCH	DISCONNECT POWER PLUG	GROUNDED

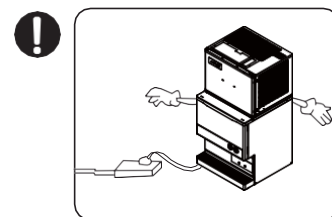
## Warning

115V should be used.  
This ice dispenser was produced exclusively for 115V.



Use a single receptacle for the ice machine.

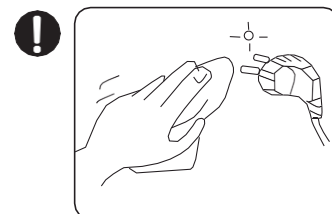
- ◆ An electrical fire may be caused by a receptacle with more than one device connected
- ◆ Do not use an adapter or an extension cord.



Clean the plug

If dirty or covered with dust, clean with a towel or cloth.

- ◆ A fire may occur if plug is not clean.

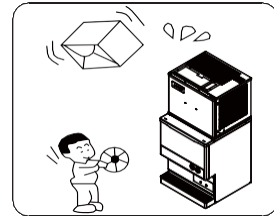




## Warning

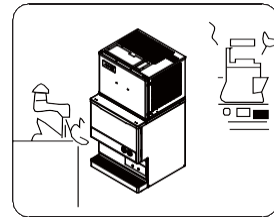
Do not place heavy objects or containers containing water on the ice maker.

- ◆ The objects or containers may fall and cause water to leak and damage the insulation. This can result in a short circuit that can cause a fire.



Do not install the product in a humid area or where there is a risk of water splashing.

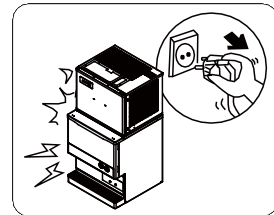
- ◆ Insulation may be weakened/damaged, resulting in short circuit, electric shock, or fire.



Do not use

If the product malfunctions, and/or smoke or a burning smell is present, unplug the power cord to stop operation.

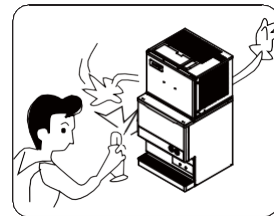
- ◆ If you continue operating in abnormal conditions, there is a risk of fire or electric shock.



Do not use

Do not use flammable substances around the ice maker.

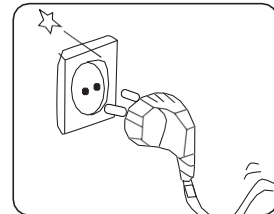
- ◆ Risk of explosion or fire.



Do not use

Do not use if the outlet is loose or has a problem.

- ◆ There is a risk of fire due to electric shock or short circuit.



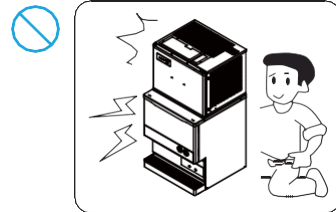


## Warning

### Disassembly forbidden

Do not modify or repair the product yourself.

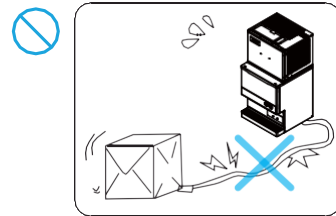
- ◆ Abnormal operation is dangerous and may cause more damage or issues.



### Prohibited

Do not allow electrical cords or plugs to be pinched or twisted.

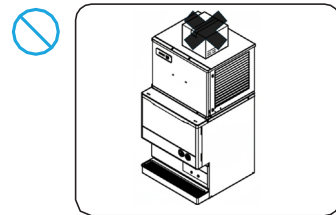
- ◆ The cord or plug may be peeled creating a risk of fire or electric shock.
- ◆ If the cord or plug is peeled or damaged, be sure to ask the servicer or installer to replace it.



### Prohibited

Do not hang or place heavy objects on the unit.

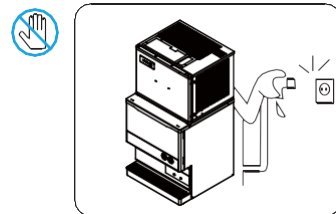
- ◆ There is a danger of the ice maker slipping or falling, resulting in injury.
- ◆ Do not let children hang on the reservoir not secured to the product



### Do not touch

Do not touch or pull on the power plug with wet hands.

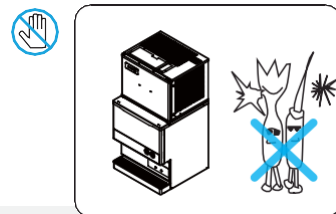
- ◆ There is a danger of electric shock.



### Do not touch

Do not damage the inside of the ice maker with a sharp tool.

- ◆ The ice reservoir may break or become damaged.

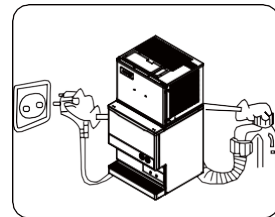




## Warning

### Disconnect power plug

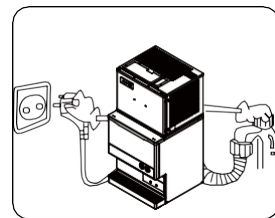
When not in use for a long time, remove ice and water (to prevent winter frost), and unplug the power cord from the outlet.



### Disconnect power plug

When cleaning dust or replacing parts, unplug the power plug first.

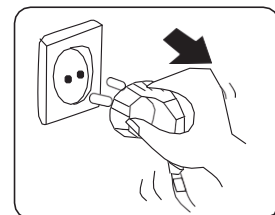
- ◆ It may cause electric shock or fire.



### Disconnect power plug

When unplugging, grasp the plug body and remove it

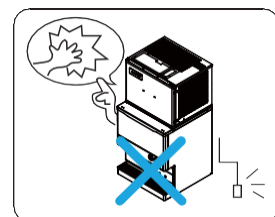
- ◆ It may cause fire or spark when unplugged by plug wire or driver.



### Grounding

Ensure the unit is properly grounded.

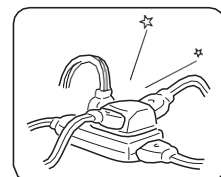
- ◆ There is a risk of machine failure or electric shock due to short circuit.



### Using a power strip

When using multi-tap, please ensure it is rated 115V, 10A or more.

- ◆ Do not plug in multiple plugs at the same time. Connecting multiple plugs to a power strip will cause a fire.



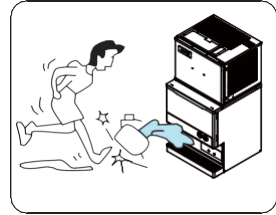


## Caution

### Caution

If there is a risk of water or oil on the floor near the ice maker, please clean it to prevent a slip hazard.

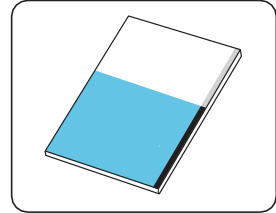
- ◆ There is a risk of injury if you slip on the ice maker or get hands or feet stuck underneath the unit.



### Transfer of Ownership

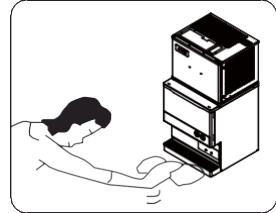
When transferring this ice maker to another owner, please provide the User Manual to the new owner.

- ◆ New users need a manual for safe use.



Do not put your hands or feet on the bottom of the ice maker.

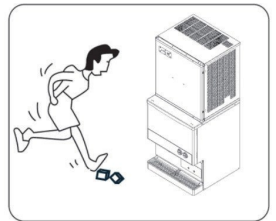
- ◆ There is a risk of injury to sharp parts other than the iron plate and screws on the bottom of the ice maker.



### Caution

When using the product, ice may fall on the floor, which can be dangerous.

- ◆ Please make sure there is ice on the floor.



## 2. Product Introduction

The ID-C220-30 is an ice cube and water dispenser. This dispenser is designed for use with the FOLLETT ice maker IM SERIES to be mounted on top.

Regular, Full Cube, Half Shaped ice cubes are used as the ice source. It is not recommended to use thin ice or nugget ice.

Ice from the ice maker falls into a bin, where it is stored until needed. When the user presses the button, the shutter opens and turns the wheel inside the storage bin to pump ice up to the outlet at the top of the front of the storage bin.

Compatible Ice Maker Models	Ice Dispenser Model
IM-0350/0460/0550/0750	ID-C220-30

## 3. Specifications and Limitations

This device is designed to be installed and operated indoors in the specified environment.

The operating temperature is the same as the operating temperature of the ice maker. (Operating temperature 50 ~ 100F / Operating voltage 115)

Check the nameplate on the side of the cabinet for specific information.

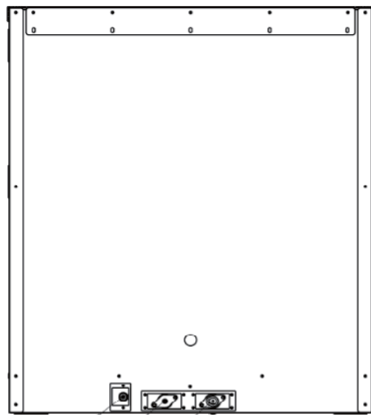
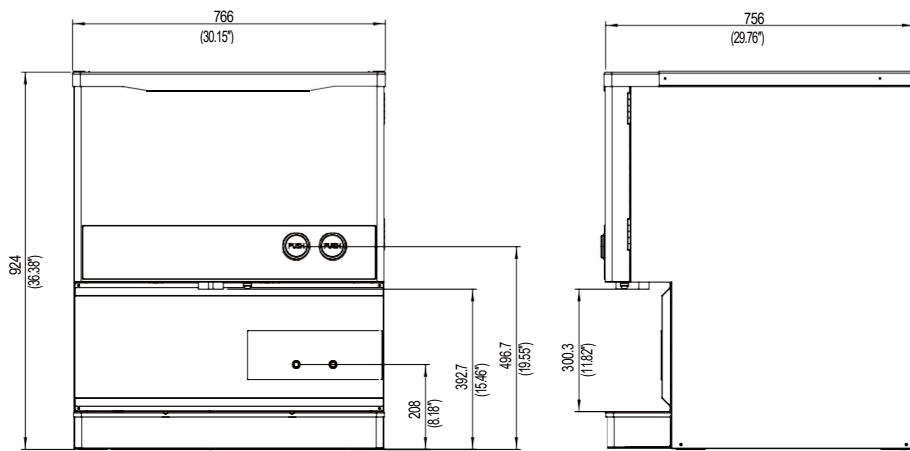
Specifications and designs are subject to change without notice by FOLLETT.

If the product is modified by using parts not specified by FOLLETT, FOLLETT will not assume any responsibility for the product.

Any machine failures or abnormal operation resulting from unauthorized modifications or installation outdoors will not be covered by warranty

The basic configuration is configured so that ice comes out when the button is pressed, and ice continues to be sold while the button is pressed.

## 4. Product Dimensions



POWER SUPPLY

3/8" FNPT SOCKET

3/4" FPT SOCKET

## 5. Structural Description

The interior is made of hygienic plastic, and the storage bin has a 13-blade paddle wheel and a stainless-steel arm that agitates the ice.

There is a separate small door that can be removed on the top front of the storage bin, so you can clean the inside of the storage bin without removing the ice maker, and the inner pedal paddle and steel arm can be removed.

When the button is pressed, the ice opening solenoid is activated, and the drive motor is immediately activated, and the paddle wheel and steel arm rotate.

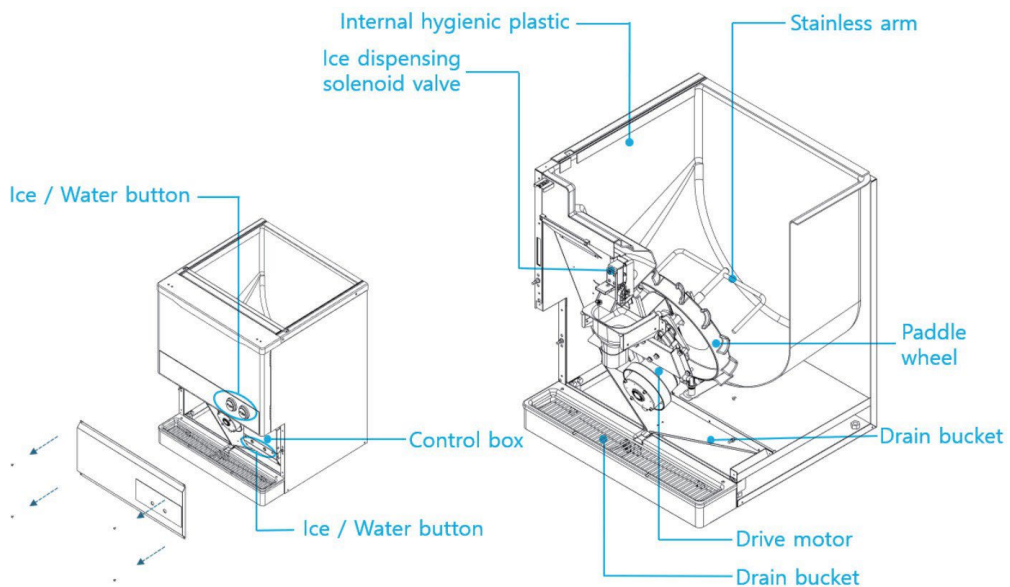
The drive motor automatically rotates for 2 seconds every 4 hours by the control box to prevent ice from sticking together.

Ice is delivered to the top end of the ice outlet by the paddle wheel and slides down the outlet to the consumer.

The container is placed on the grill; the grill hole is on the ice drain pail and spilled ice goes to the drain pail. Ice can be stored in case the ice is spilled while dispensing.

When the button is released, the solenoid door closes and the ice dispensing stops automatically. The remaining ice from the drain pail is eventually sent to the drain through a hose attached to the bottom of the drain pail.

The side and outer panels are made of corrosion-resistant stainless steel, and the sales part and upper part are made of plastic.



## 6. Unpacking

---

After removing the packaging, check the control foot packaging in the storage container.  
Install the product by inserting the bolt of the control foot all the way to the bottom of the product. Turn the control foot so that the product is level and fix the installation position.

Check where the drain line and electrical connections can be made.

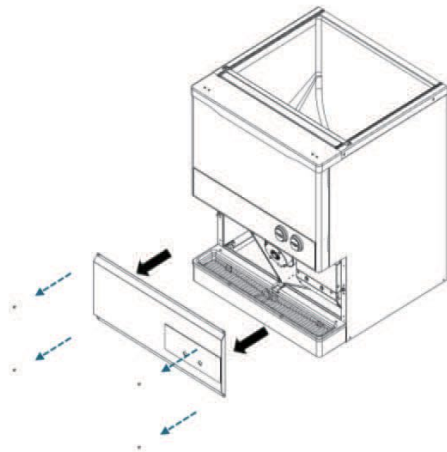
Remove the front panel

Remove the 2 screws on the top lid and lift it up.

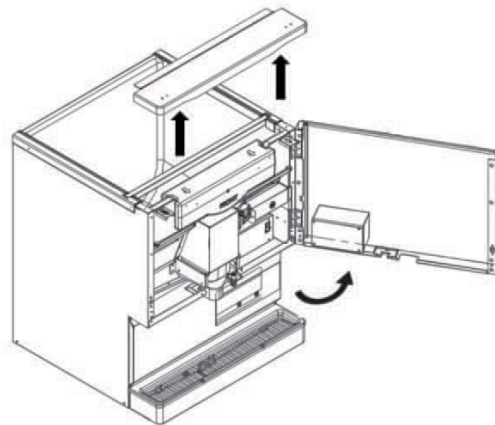
The front panel opens by pulling it forward, and the middle hook holds the front panel so you can see the inside.

The lower part is fitted over the base.

To remove the front panel, loosen the hook and disconnect all the connectors for the wire housing before removing it.



Lift the cover up and remove it,  
and open the door as shown in the picture  
You can see the inside of the product.



## 7. Plumbing Installation

---

All dispenser modes feature a PT  $\frac{3}{4}$  drain port on the bottom of the rear panel. Securely install the provided drain fitting (or adapter) into this port before connecting the drain hose.

In most installations, the drain tube should be routed to the building's drain system.

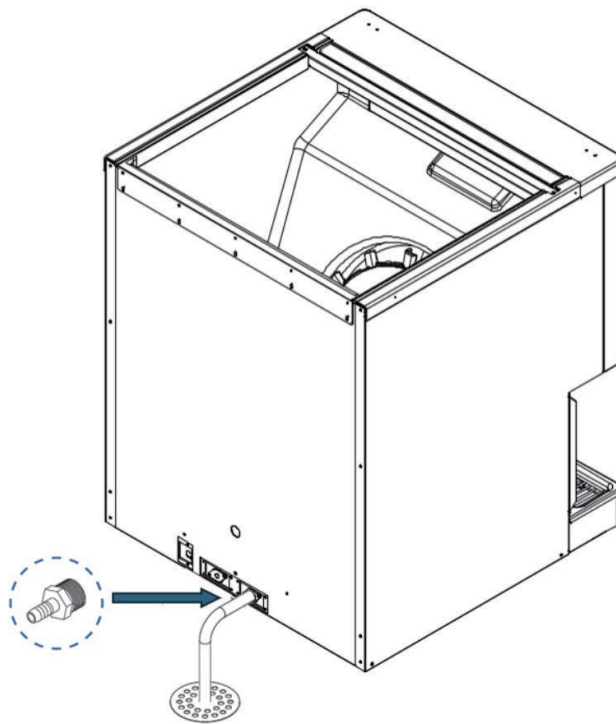
Use a PVC hose for the connection hose and connect it to the drain hole.

It is safe to drain through the copper pipe if necessary.

The copper pipe is required Field-Supplied parts.

Be careful not to get solvent, etc. on the connected drain PVC hose.

Be careful not to get solvents on any of the plastic components.



Drain connection, Dispenser rear view

## 8. Electrical and Ice Maker Connection

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The power cord is connected to the back.  
The ice maker **MUST BE** connected to a wall outlet.  
**DO NOT** connect the product to an extension cord.  
The outlet must use a grounded cord.

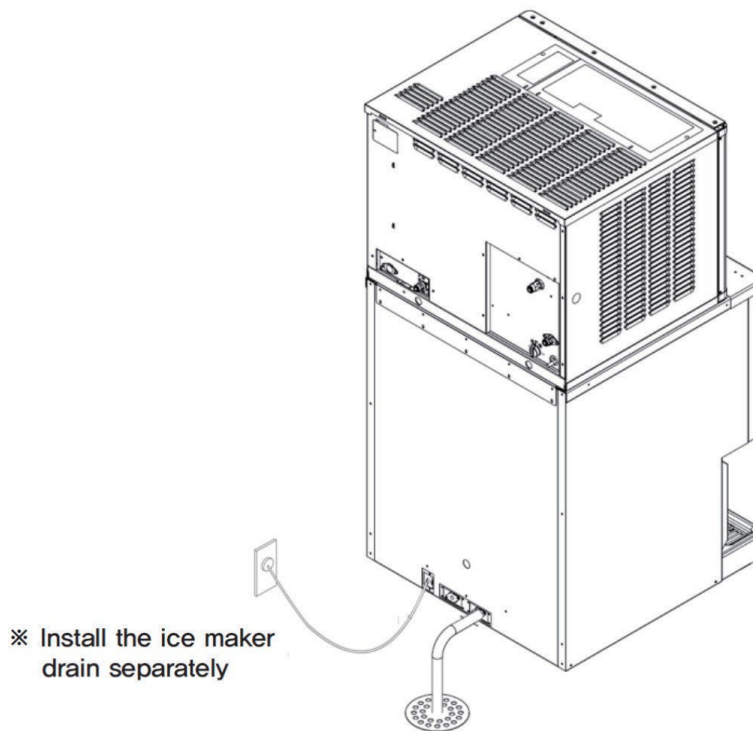
The dispenser must be installed and powered on its own dedicated circuit from the ice maker.  
Any system failure or abnormal resulting from improper power connection will not be covered by Follett Warranty

The drain and electrical supply must be separated.

Connect the ice maker to the top of the dispenser and secure it with the given securing brackets as shown. If not properly secured in place, the ice maker may fall causing serious accident.

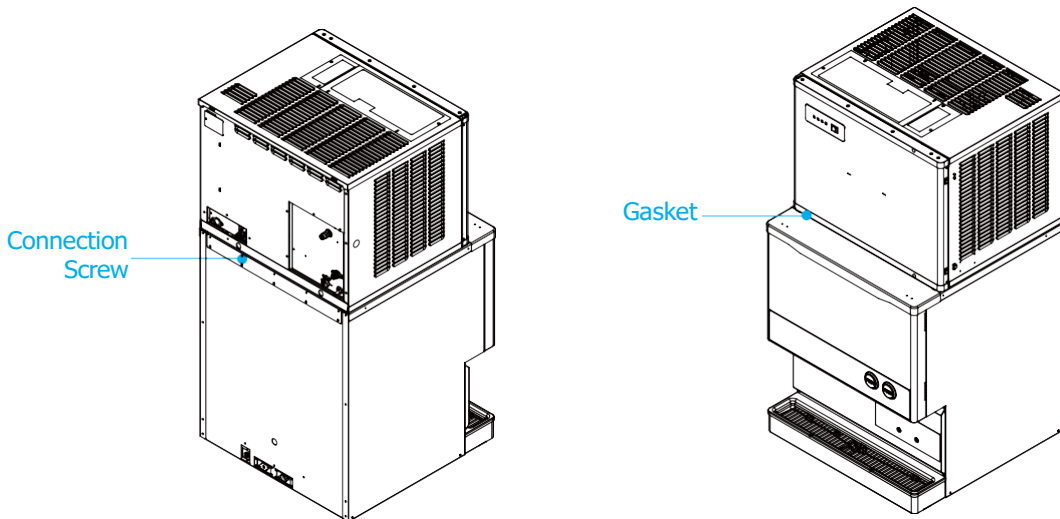
When installing the ice maker, be sure to separate the drain from the ice maker and drain from the dispenser as shown in the figure.

Install the power line and water supply line so that they do not come into contact.



## 9. Final Installation Inspection and Initial Operation

- 1) Check and make sure that the ice maker power connection, dispenser power, drain, etc. are properly connected. Connect the ice maker and the dispenser with screws as shown in the figure to make sure that the ice maker is installed safely and securely so that the ice maker does not fall over.
- 2) Start the ice maker according to the procedure.
- 3) Double-check that the ice maker/dispenser assembly is level from front to back and from left to right.
- 4) Connect the dispenser power and press the button to confirm operation.
  - The accessory mount bracket between ice maker head and dispenser is not compatible with the other manufacturer's ice makers. In the event mounting other brand's ice maker heads, consult with local distributor or FOLLETT.
  - Attach the slim insulation gasket to seal the gap at front between ice maker head and dispenser after mounting it. It is to prevent dust and foreign material from falling into ice storage bin.



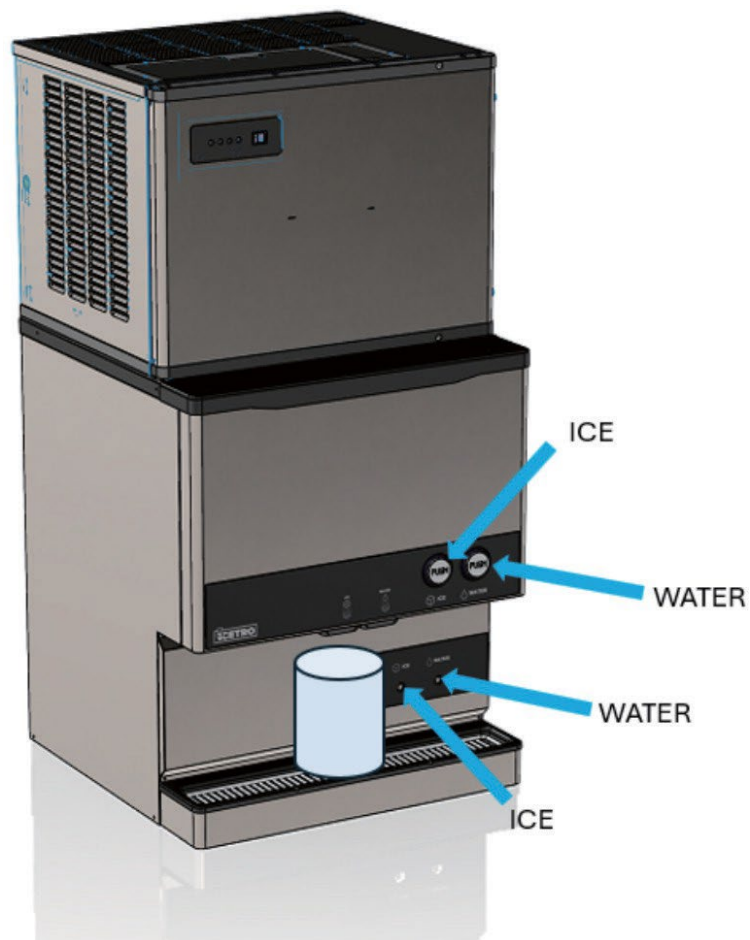
- 5) Put the ice chute into the ice spout.
- 6) When you press the 'PUSH' button, the wheel in the storage bin rotates and ice comes out of the ice chute.
- 7) Power is supplied to the gearmotor, and when the PUSH button is pressed, ice continues to be dispensed.
- 8) If the PUSH button is not pressed, there is an automatic agitating cycle for 2 seconds every 4 hours. During the agitating cycle, ice is not discharged because the PUSH button is not pressed.
- 9) Make sure to fully explain the Product Operation to the consumer.

## 10. How to Use

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After the ice maker has been running for several hours, the dispenser can be used if there is ice in the storage bin.

If you press the PUSH button with a container under the ice chute, the paddle wheel in the storage bin rotates and ice falls from the ice chute into the storage container.



# 11. General Care and Cleaning Methods

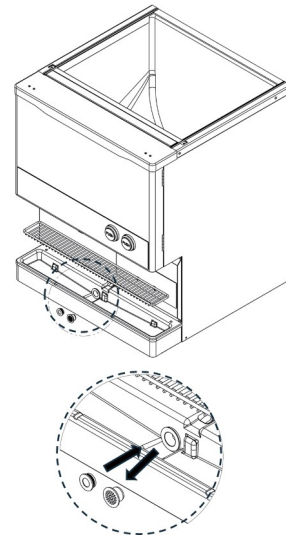
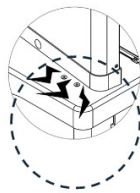
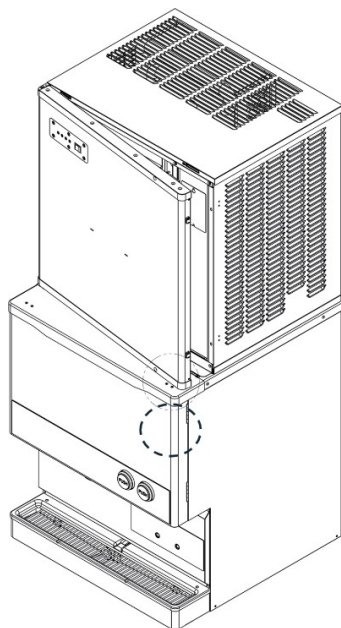
Inspect and clean regularly to maintain optimum operating conditions.

Wash the outside of the dispenser with warm water and soap. Rinse and dry.


Cleaning and sterilization of ice storage: During the freezing cycle of the ice maker, minerals, chlorine and other impurities in the water are removed from the water. This mineral is stored in the storage bin. Ice storage should be cleaned and disinfected every 90 days.

- ※ Make sure to check before cleaning!
- ※ Remove the TOP COVER of this product before opening the door of the ice maker. (If you open the door of the ice maker with the top cover a scratch may occur.)

- ※ . Remove the STRAINER from the drain box outlet and plug the rubber. (Washing without a rubber stopper may cause water to flow backward.)



- 1) Remove all stored ice from the storage bin and turn off the ice maker.
- 2) Power off the dispenser.

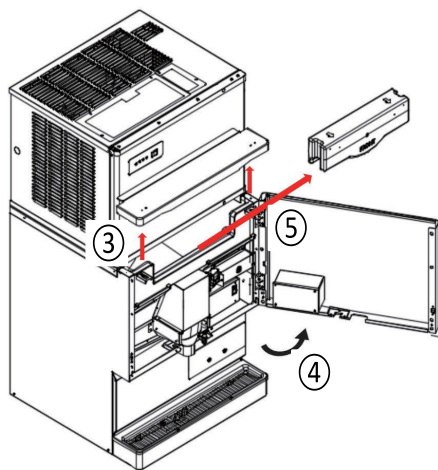


**⚠ WARNING**  
Electric shock and

Danger

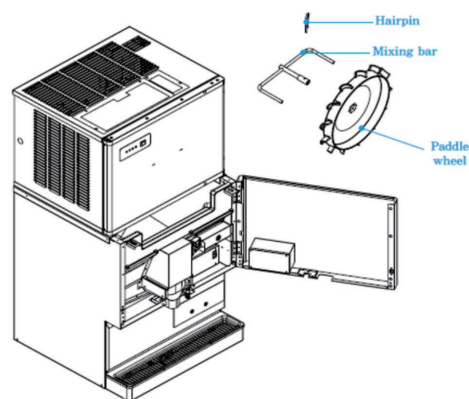
Disconnect power before beginning any service or maintenance procedures.

- 3) Lift the top cover up and remove it.
- 4) Open the front door.



- 5) Lift the auxiliary lid on the front to remove it.
- 6) Put your hand in the hole, find the hairpin and pull it out of the shaft.
- 7) Pull the mixing bar up off the shaft and remove it from the dispenser.
- 8) Pull up the ice dispensing wheel from the drive shaft and remove it from the dispenser.
- 9) Mix the cleaning solution.  
After washing the inside with the solution mixed by the dilution method of us cleaning solution, wash the inside with clean water 3 times.
- 10) Clean the ice maker, inside of the dispenser flap, sink, mixing bar and rotating wheel using ice maker cleaning solution. Be sure to rinse the parts with clean water,
- 11) Disinfection: Use a disinfectant approved by our company.

- 12) Wash all interior surfaces, hairpin, mixing bar and paddle wheel with warm water disinfectant solution, Use a clean cloth,
- 13) After washing and sterilizing, dry naturally. assemble the parts in the reverse order of disassembly, and be sure to reinsert the hairpin,
- 14) Reassemble the disassembled panel,
- 15) Reconnect the power and check if the ice maker is turned on again,



## 12. Maintenance

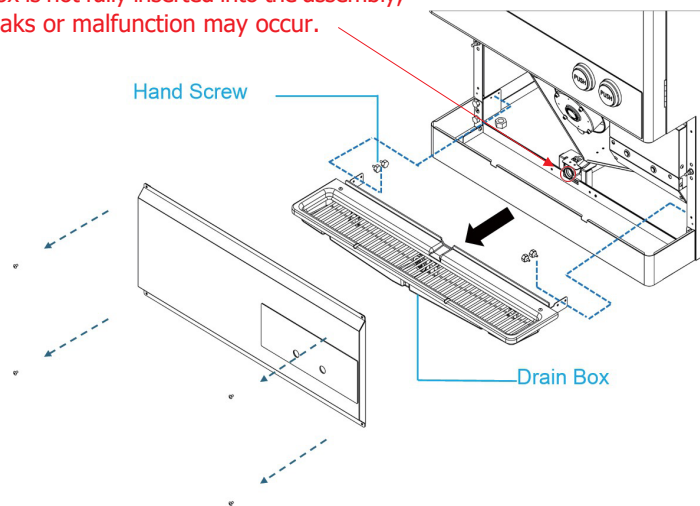
Fallen ice and user debris fall directly into the drain plate underneath. Occasionally you will need to clean the drain plate to remove debris and prevent backflow of water.

**CAUTION:** If the drain plate is not cleaned, it may overflow and leak out of the product.

### To clean the drain box

- 1) Turn off the power.
- 2) Remove the front lower panel by unscrewing the 4 screws.
- 3) Unscrew the 4 hand screws and pull the drain box and remove from the product
- 4) Clean the drain box.
- 5) After cleaning, assemble the drain plate to its original position

**Note:** Please apply the enclosed Haynes to the inside of the drain box socket. If the drain box is not fully inserted into the assembly, leaks or malfunction may occur.

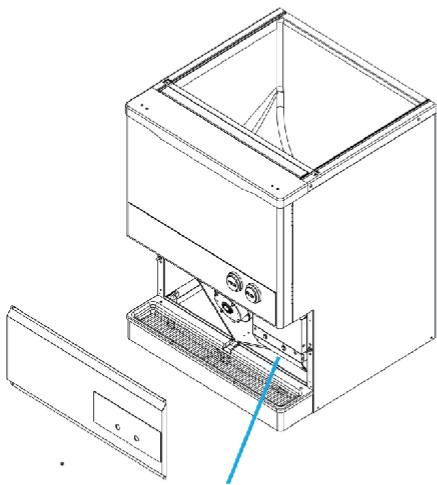


# 13. PCB Dip Switch Setting

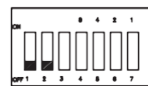
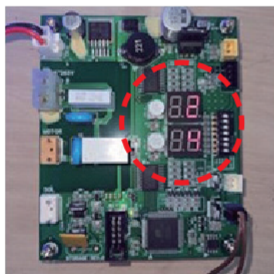
The DIP switches are preset by the manufacturer. Very little adjustment is required. Agitation standard time is 2 seconds every 4 hours. If the instrument is installed in a low temperature environment, adjust it to agitate more frequently. However, if the ice produced by the ice maker is cloudy and brittle, adjust it to be less agitated.

## How to set DIP SWITCH

After changing the set value of DIP SWITCH, be sure to turn the power OFF and then ON to operate with the changed value.

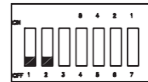


To adjust agitation time, open the control box and adjust the highlighted part of the PCB

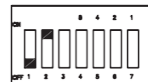


No.1 and No.2 switch  
Function setting switch

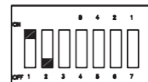
- No.3 switch not used
- No.2 switch ON (operates for the set time)
- No.2 switch OFF (operates for the detection time)
- No.1 switch ON (uses IR SENSOR)
- No.1 switch OFF (uses dispensing lever)



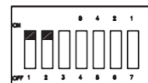
No.1 switch OFF/No.2 Switch OFF  
When using the dispensing lever, it stops after operating for as long as it is pressed.



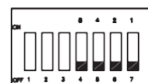
No.1 switch OFF/No.2 switch ON  
When using the dispensing lever, after detecting a press signal, it operates for the set value of DIP SWITCH No. 4~7 and then stops



No.1 switch ON/No.2 switch OFF  
When using the IR sensor, it stops after operating for the IR sensor detection time.



No.1 switch ON/No.2 switch ON  
When using IR SENSOR, when IR SENSOR detects it, it operates for the set value of DIP SWITCH No. 4~7 and then stops



No.4, No.5 and No.6 switches  
BCD CODE value x 1[sec] = time setting

- No.7 switch ON (BCD value 1)
- No.7 switch OFF (BCD value 0)
- No.6 switch ON (BCD value 2)
- No.6 switch OFF (BCD value 0)
- No.5 switch ON (BCD value 4)
- No.5 switch OFF (BCD value 0)
- No.4 switch ON (BCD value 8)
- No.4 switch OFF (BCD value 0)

Set value of DIP SWITCH (BCD)				Operation time
No.4	No.5	No.6	No.7	Set value of DIP SWITCH x 1[sec]
OFF	OFF	OFF	OFF	Stop after 10 seconds of operation
OFF	OFF	OFF	ON	Stop after 1 second operation
OFF	OFF	ON	OFF	Stop after 2 seconds of operation
OFF	OFF	ON	ON	Stop after 3 seconds of operation
OFF	ON	OFF	OFF	Stop after 4 seconds of operation
OFF	ON	OFF	ON	Stop after 5 seconds of operation
OFF	ON	ON	OFF	Stop after 6 seconds of operation
OFF	ON	ON	ON	Stop after 7 seconds of operation
ON	OFF	OFF	OFF	Stop after 8 seconds of operation
ON	OFF	OFF	ON	Stop after 9 seconds of operation
ON	OFF	ON	OFF	Stop after 10 seconds of operation
ON	OFF	ON	ON	Stop after 11 seconds of operation
ON	ON	OFF	OFF	Stop after 12 seconds of operation
ON	ON	OFF	ON	Stop after 13 seconds of operation
ON	ON	ON	OFF	Stop after 14 seconds of operation
ON	ON	ON	ON	Stop after 15 seconds of operation

## 14. Service Diagnosis

Occurrence	Possible cause	Actions	
Ice is not Dispensed	No power	Make sure the dispenser is receiving adequate power.	
	No ice	Check the ice maker	
	Door switch not closed		Check the door switch
			Check the chute for proper movement
	Does the button work properly?	Check that the door lock is working properly.	
	Door switch open	Check that the front panel is pressing the door switch.	
	Drive motor winding open	Check the drive motor	
	Drive gear failure	Check the gear reducer	
Ice does not come out	No ice	Check the ice maker operation	
	Mixing bar rotation failure	Check drive motor Check PCB output	
Rotating wheel discharging only a small amount of damaged ice	Plastic wheel damaged	Replace wheel	
LED not lit	Wire broken	Check for broken wire and PCB	
Leak	The drain is clogged.	Check if there are any restrictions on the drain	
	The drain pan is full	Remove excess ice	
	Leakage at the hose connection of the drain pan	Check clamp tightening	
	Drainage clogging	Clean the waterspout	
Water droplets from the spout	A few drops of water are normal	Check spout drainage	
Not recognized by card injection	Check the microswitch	Replace the switch	

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