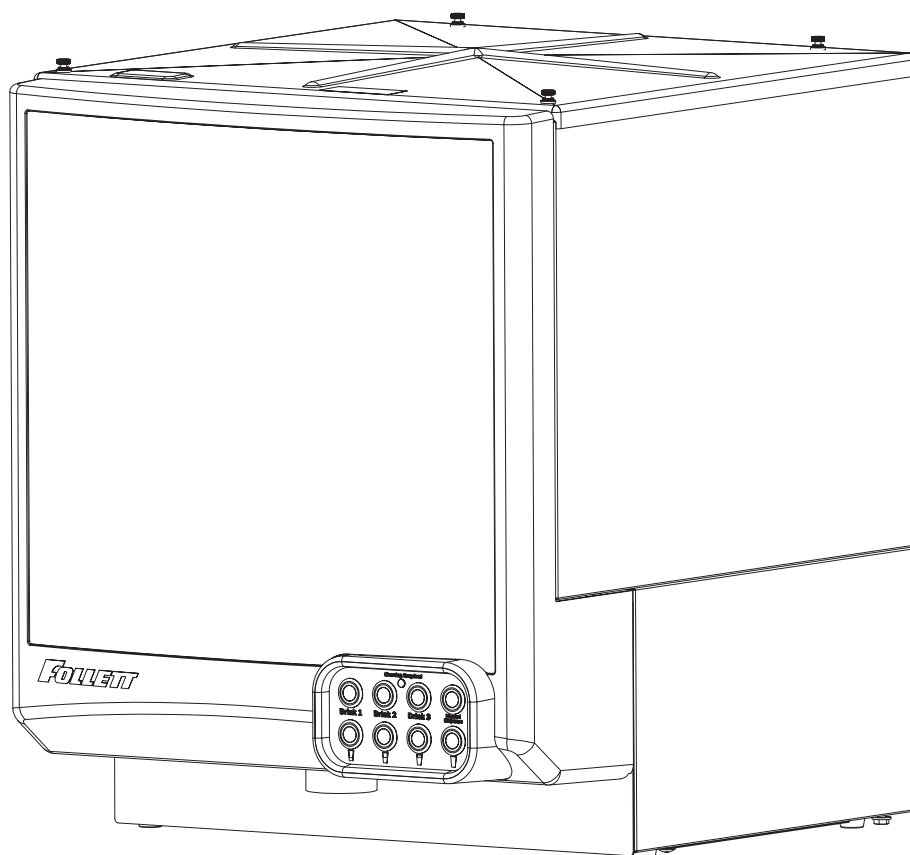


Installation Guide

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.

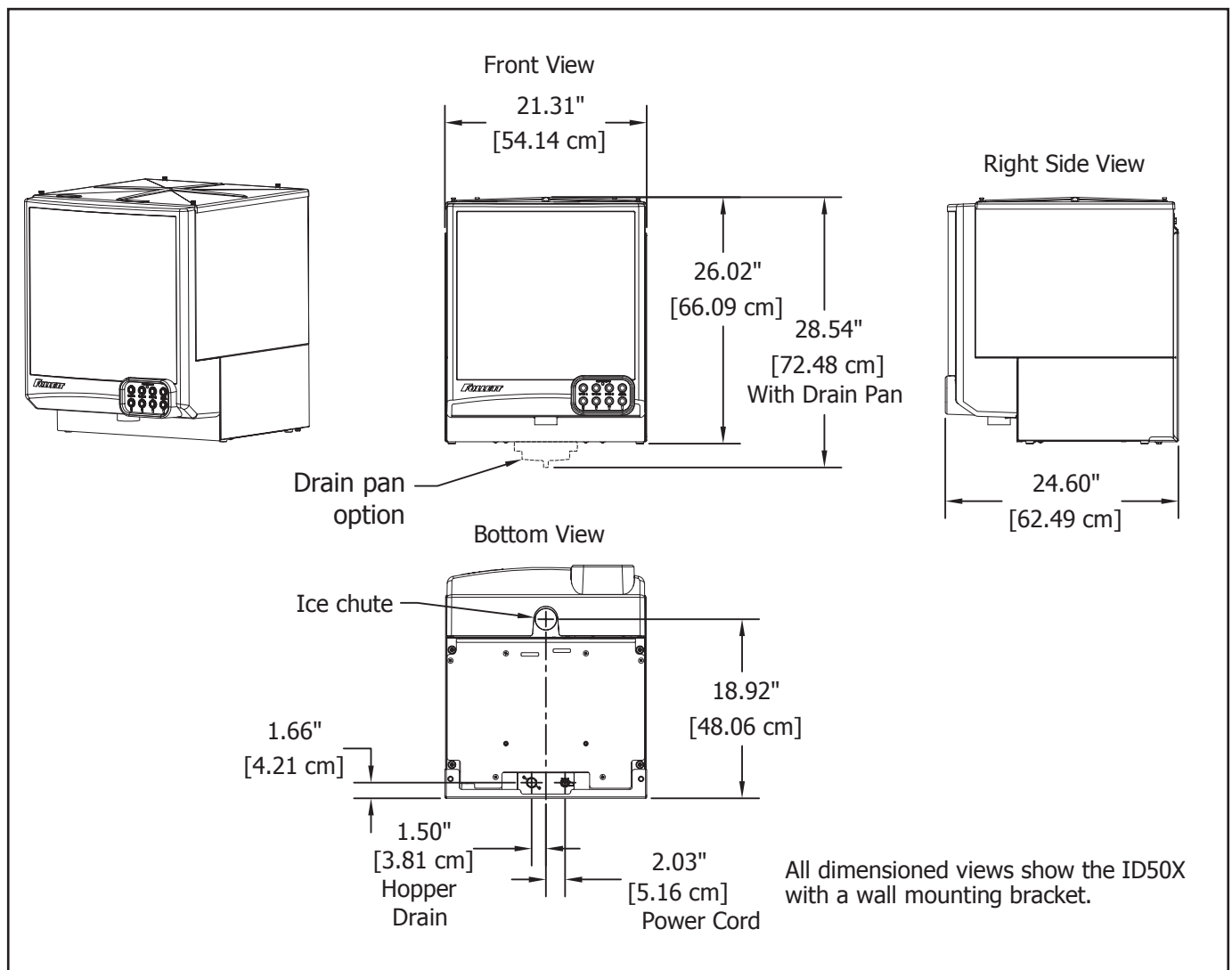
CAUTION!

- This appliance should be connected by a qualified person in accordance with applicable codes.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Connect to potable water supply only.
- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should be supervised to ensure that they do not play with the appliance.
- This appliance is intended to be used for commercial applications.
- **WARNING!** To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.

Specifications

Ice storage capacity	50 lb (22.7 kg)
Width	21.31" (54.13 cm)
Depth, upper cover	24.60" (62.49 cm)
Depth, ice chute	18.92" (48.06 cm)
Height	26.02" (66.09 cm)
Service clearance	12.00" (30.50 cm) top
115 V/60/1 electrical	4 amps, 8' (2.4 m) cord, NEMA 5-15 45°
Hopper drain	3/4" MPT
Hopper drain tube recommendation	3/4" ID 1/8" minimum thickness, with added insulation
Optional drain pan accessory drain	includes 1/2" ID x 3/4" OD silicone tube
Utility connection location	through bottom
Minimum span – wall bracing required in most applications	16.00" (40.64 cm) on center NOTE: Wall-mount bracket standard
Approximate net weight	86 lb (39 kg)
Approximate ship weight	118 lb (54 kg)
NOTE: For indoor use only	

Dimensional Drawing



Installation

- All dispensers must be installed level in both directions to ensure proper operation.



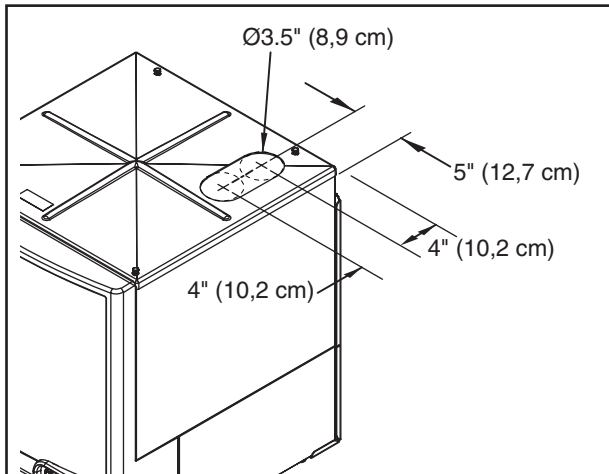
WARNING!

- This appliance should be connected by a qualified person in accordance with applicable codes.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Dispenser Top Preparation (if needed)

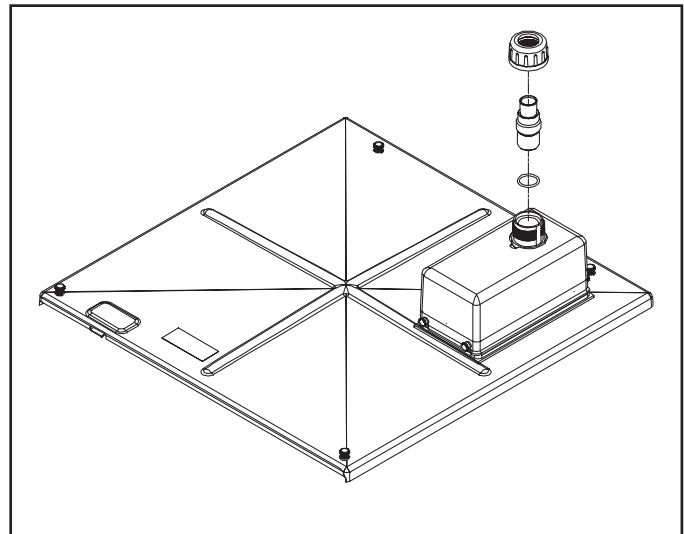
IMDV Sensor Distribution Assembly Installation

Top preparation



- Locate IMDV sensor hole 4" (10,2 cm) from back and 5" (12,7 cm) from right of dispenser top.
- Cut two 3.5" (8,9 cm) diameter holes in dispenser top for IMDV sensor. Finish oblong hole using a hole saw.

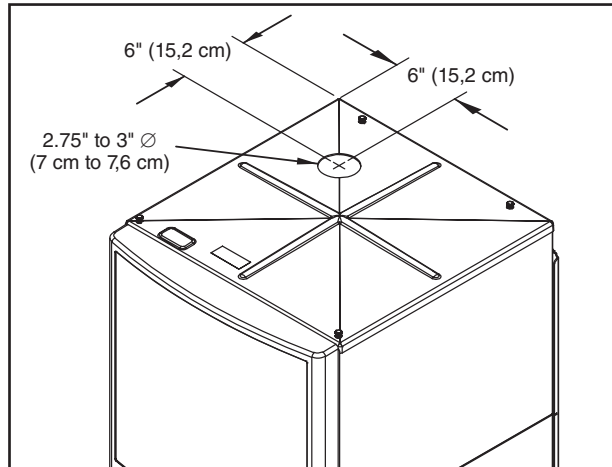
Install sensor distribution assembly



- To properly install the sensor distribution assembly to the top, please refer to the Ice Manager Diverter Valve System Installation Instructions.

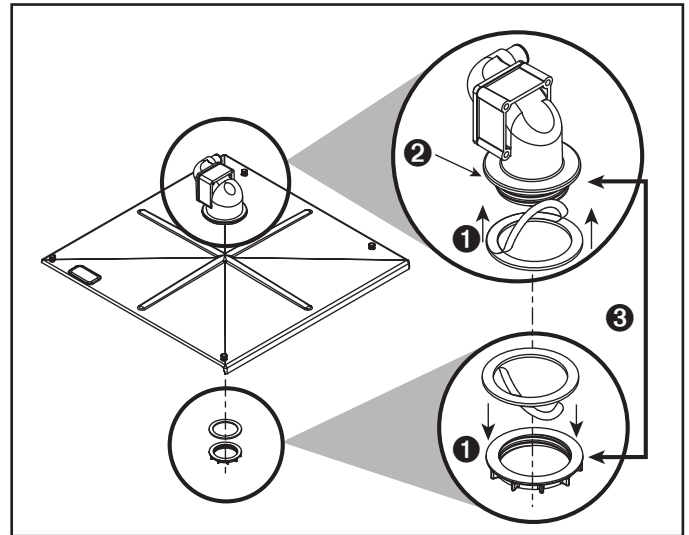
Non-IMDV Shuttle Actuator Installation

Top preparation



- Locate shuttle actuator hole 6" (15,2 cm) from back and left of dispenser top.
- Cut a 2.75" to 3" (7 cm to 7,6 cm) diameter hole in dispenser top for shuttle actuator.

Install shuttle actuator



- Apply gaskets ①.
- Install shuttle actuator ② through dispenser top and secure with locking nut ③.

Wall Mount Dispenser

1. Locate wall bracket mounting position relative to wall studs (**Fig. 1**). Install the supplied wall bracket with four 3/8" diameter fasteners (**Fig. 3.1**).
Note: Three holes are available at each fastening site to allow capture of studs or supports within the wall.
2. Lift dispenser onto wall bracket positioning unit so that hook on back of dispenser is captured by wall bracket support angle (**Fig. 3.3**).
3. Install two 1/4" - 20 screws and washers through bottom of wall bracket into bottom of dispenser to secure dispenser to wall bracket (**Fig. 3.4**).
4. Install the remaining two 1/4" - 20 screws and washers into the bottom plate of dispenser and into the open rivnuts (**Fig. 3.5**).

Fig. 1 – Wall bracket location guide

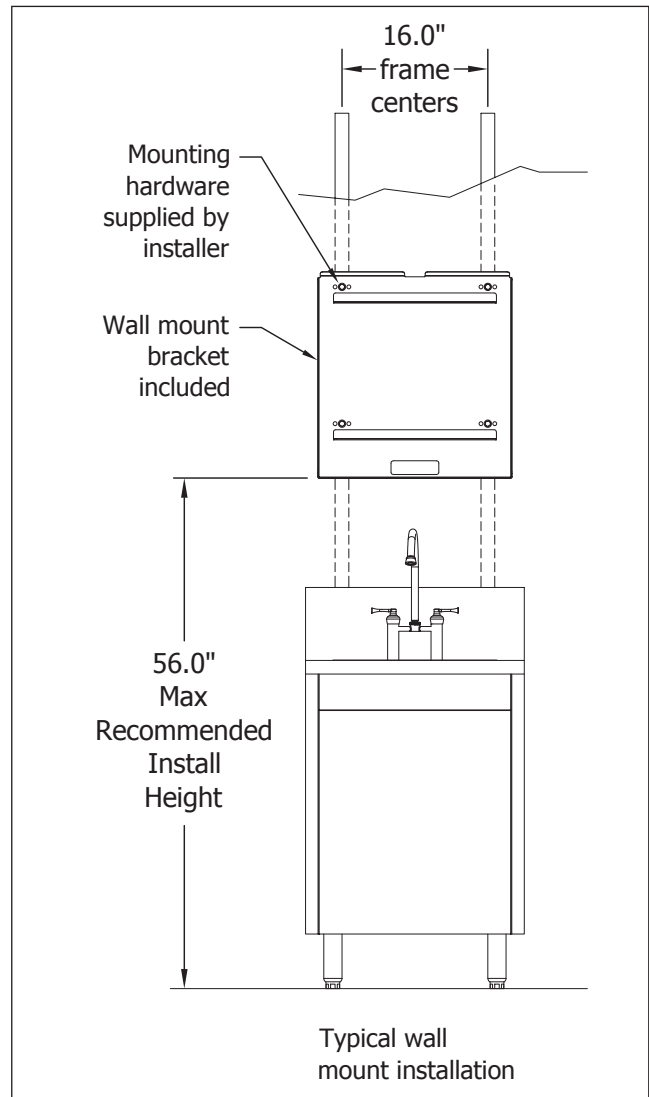


Fig. 2 – Wall mount, utility location

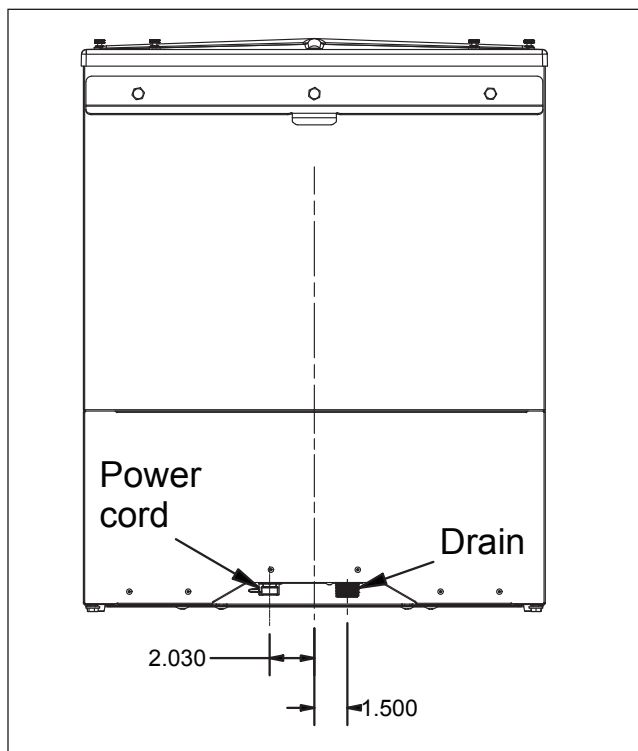
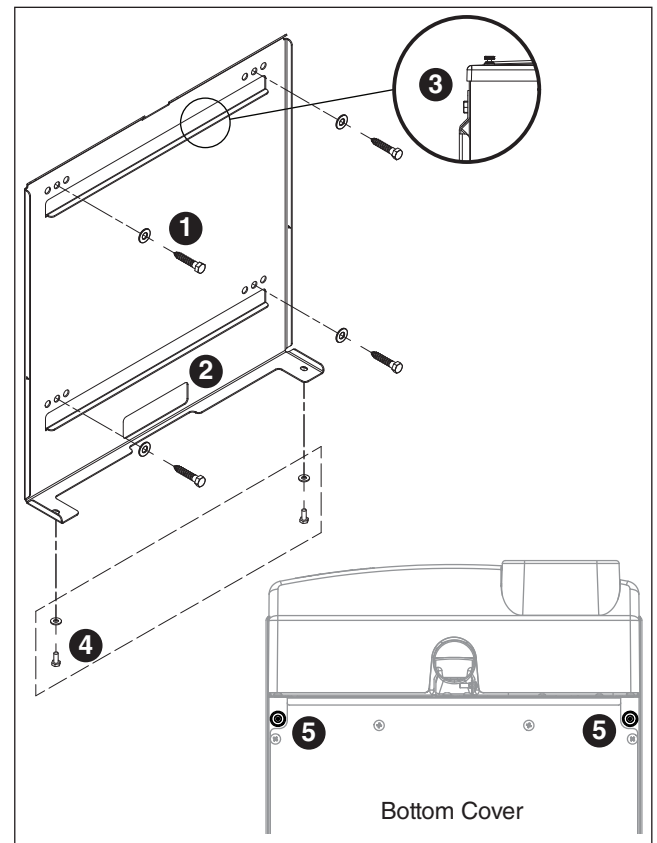


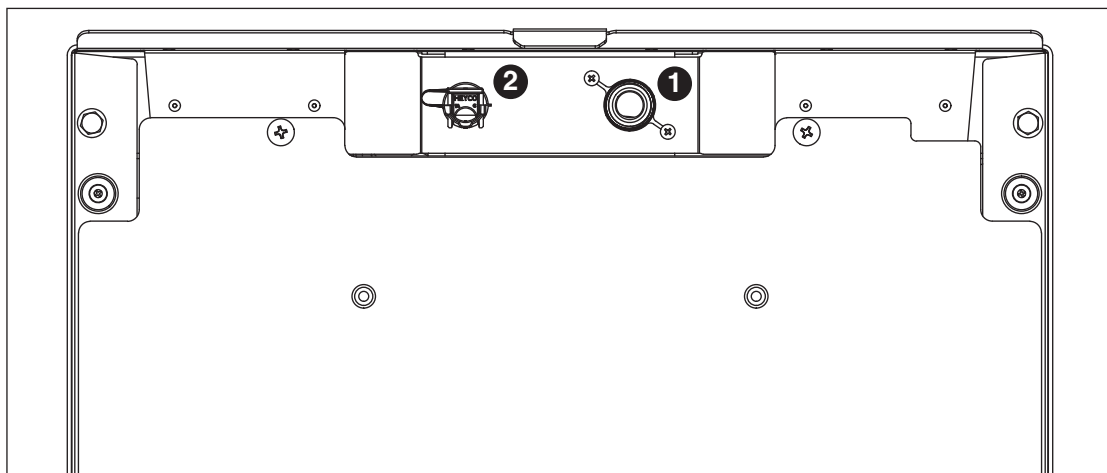
Fig. 3 – Wall mount bracket and fastener requirements



Connect Utilities

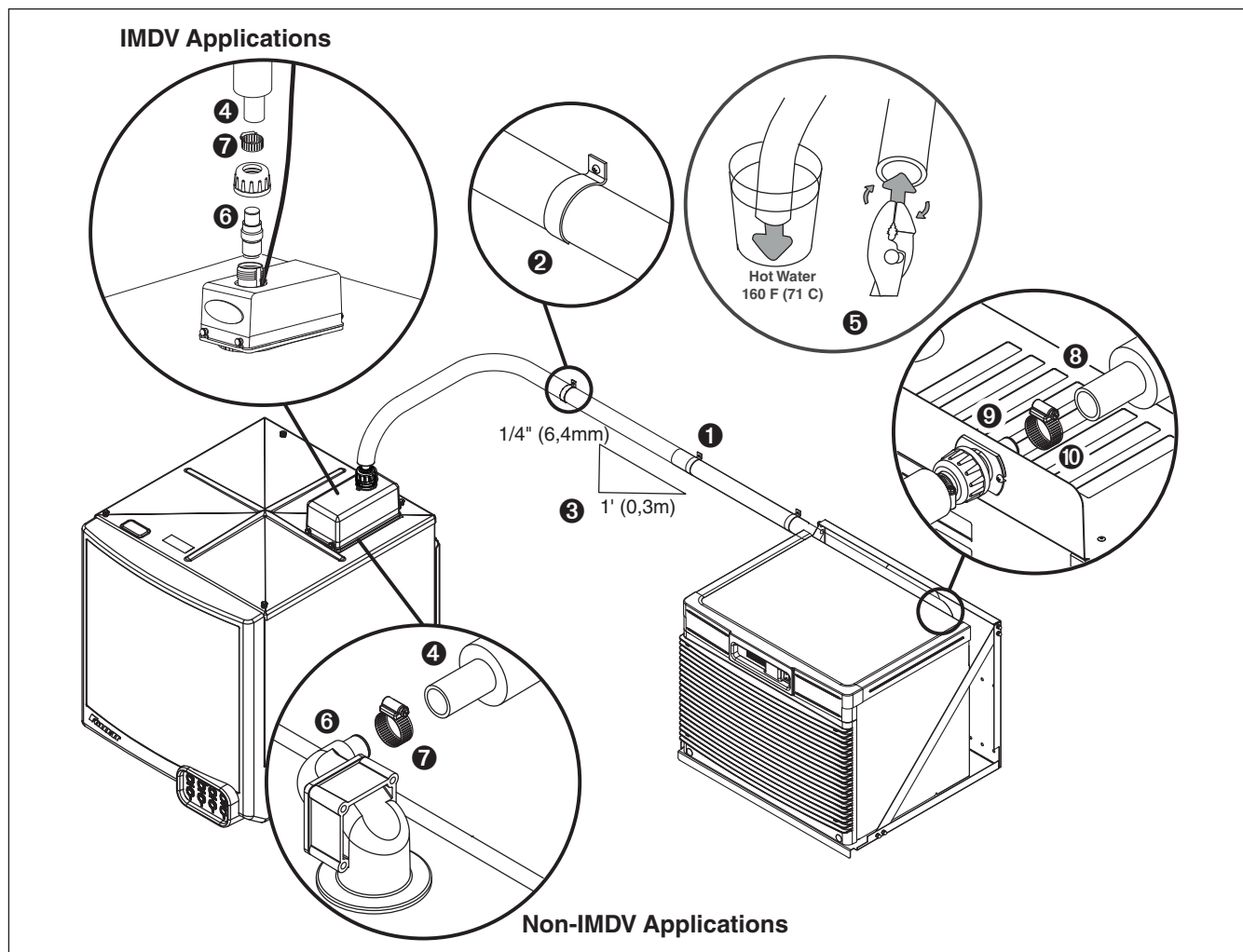
1. Using supplied barbed fittings, connect 3/4" barbed drain elbow fitting on dispenser to 3/4" FNPT drain (Fig. 4.1).
2. Drain tube: 3/4" ID, 1/8" minimum thickness, with added insulation.
3. Connect power cord (Fig. 4.2).

Fig. 4 – Dispenser bottom view



External Connections

Transport tube installation



Ice transport tube tips

- Insulate entire length of ice transport tube ①
- Secure ice transport tube ② as needed to prevent dips and traps from forming. For long tube runs see next page.
- Pitch ice transport tube at least 1/4" per foot (6,4mm/0 3m) ③
- Ice transport tube must drain towards ice machine

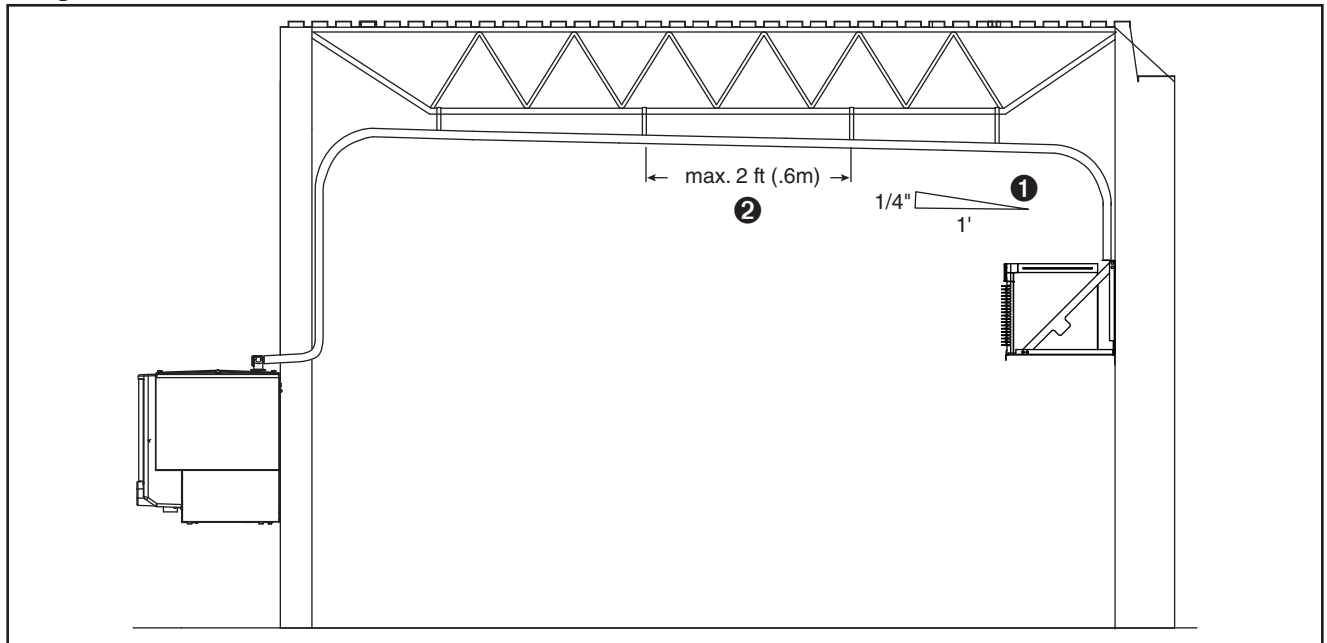
Ice transport tube to dispenser

- Be sure tube ends are square ④
- Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers ⑤ before making connection to ease assembly
- Push ice transport tube onto nipple ⑥
- Install hose clamp ⑦

Ice transport tube to Ice machine

- Be sure tube ends are square ⑧
- Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers ⑤ before making connection to ease assembly
- Push ice transport tube onto ice machine nipple ⑨
- Install hose clamp ⑩

Long tube run recommendations



- Pitch ice transport tube to allow melt water to drain towards ice machine ①
- Secure insulated ice transport tube at least every 2 ft (0,6m) to prevent dips or traps ②
- Maximum length of transport tube is 75' (22,5 m).
- Maximum rise is 20' (7,5 m).

NOTICE!

- Ice machine **MUST** be sanitized prior to operation!
- Consult Operation and Service Manual provided with ice machine for sanitizing instructions.

Cleaning and Sanitizing Dispenser

The ice machine, Ice Manager Diverter Valve System, and ID50X dispenser must be cleaned and sanitized. It is necessary to perform the cleaning and sanitizing procedure according to the following direction *and in the following order*:

STEP 1. Ice machine (Horizon Elite) and Ice Manager diverter valve (IMDV-2CM)

STEP 2. Dispenser (ID50X) or bin

Note: Do not use solvents, abrasive cleaners, metal scrapers or sharp objects to clean any part of the dispenser

Cleaning Tools Needed

- 1.5 - gallon (or larger) plastic bucket
- (2) cleaning cloths
- Sanitary gloves
- Safety glasses
- One bottle of SafeCLEAN Plus™ ice machine cleaner
- 3/4" bottle brush for ice bin drain tube

Semi Annual Cleaning procedure

Note: This procedure should be done after Ice Machine and "optional" Ice Machine Diverter Module has been cleaned and sanitized. Make sure to collect SaniSponges and plug from dispenser ice bin if these steps have been performed prior to cleaning dispenser.

Caution - Disconnect from supply source prior to maintenance.

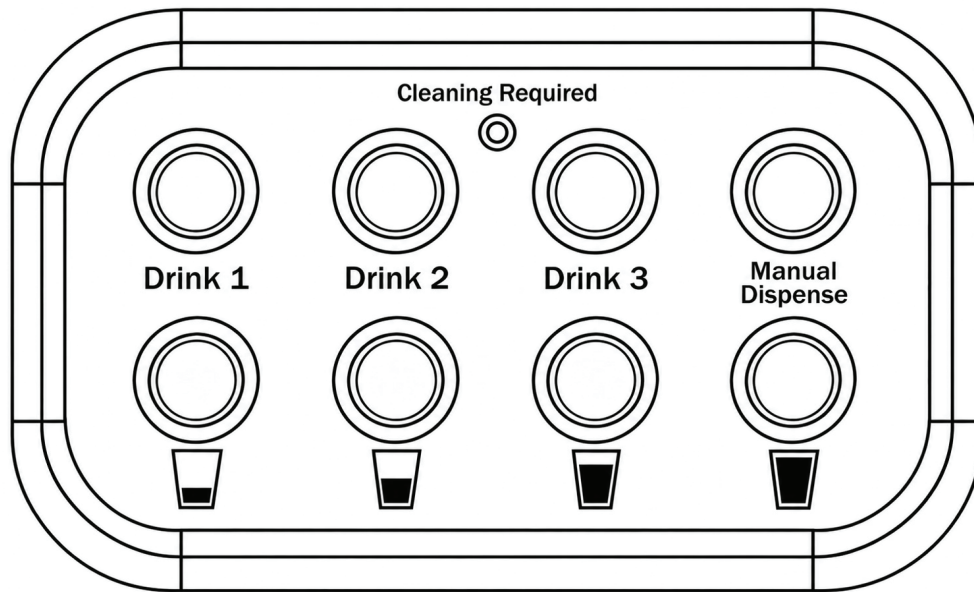
1. Dispense all ice from storage bin by pressing free flow button and discard all ice.
2. Remove front cover by grasping and pulling forward to gain access to internal components. Note: Top of front cover must be lifted off hooks to be removed.
3. Remove dispense chute On service display, select "Save Data" and "Confirm".
4. Turn power switch "OFF". Switch is located on top of the service display.
5. Remove hopper lid by removing 4 knurled screws.
6. Remove knurled nuts from front of storage hopper to remove baffle assembly
7. Remove center knurled bolt on dispense wheel in bottom of ice storage area, lift wheel up and remove it. Remove any remaining ice from bin.
8. Mix 1 gallon of hot water (100 F, 38 C) with one bottle of SafeCLEAN Plus and follow the directions on the packaging.
9. Clean ice bin drain line with 3/4" bottle brush, dipped in SafeCLEAN Plus solution.
10. Using a cloth dipped and wrung out in SafeCLEAN Plus solution, wipe inside of hopper lid, baffle stud assembly, dispense wheel, ice storage area, drain path, splash panel and ice dispense chute.

Note: To avoid possible damage to motor assembly, only use a damp cloth to clean storage hopper. Do not allow water to run through motor shaft hole in bottom of hopper.

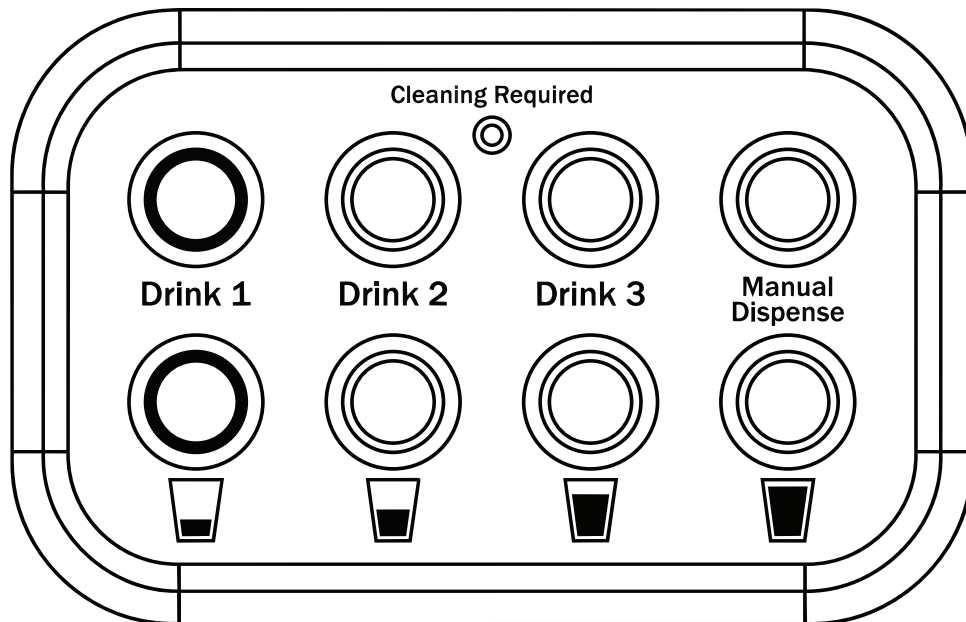
11. Rinse above components thoroughly with damp cloth wrung out in clean water.
12. Reinstall ice dispense chute, dispense wheel, and baffle assembly. Leave hopper lid off.
13. To reset cleaning process in service user interface (timer reset):
 - Power on the machine
 - Select 'operation menu'
 - Select 'clean time reset'
 - Select 'confirm'
 - Wait for 'Done!' screen to disappear
14. Reinstall hopper lid and front covers to place unit back in operation.

Ice Dispense Procedure (Control Panel)

Example – No selection

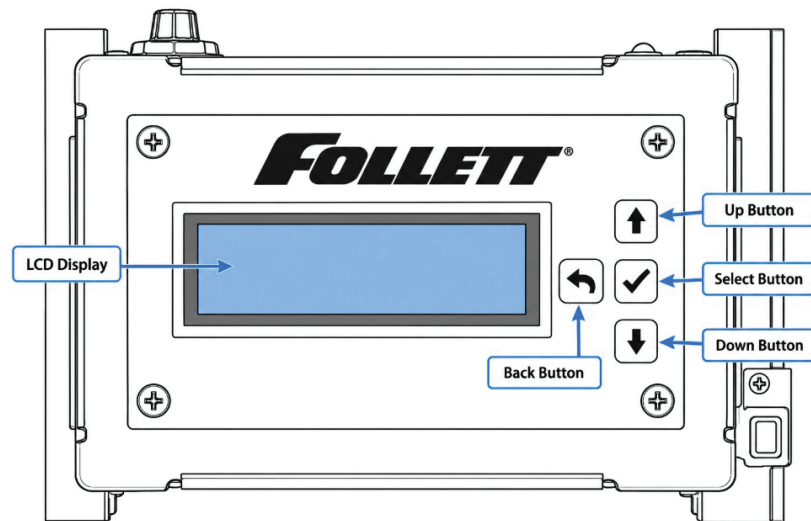


Example – Drink 1 Size 1 (once buttons are selected)



1. Select one of the programmed drink buttons (Drink 1, Drink 2, or Drink 3). When selected, the inner LED ring of that button will illuminate.
2. Press the desired dispense button in the lower row. Ice will dispense according to the programmed amount for that button input.
3. While ice is dispensing, the active button indication remains illuminated. When the dispense is complete, the control panel returns to the ready state.
4. Use Manual Dispense when additional ice is required. Ice will dispense while the manual dispense input is active and stop when the input is released.

Service User Interface



- This service user interface will live on the right side under the front cover. Its functionality includes, but is not limited to:
 - Calibrating the size of the unique dispenses.
 - Testing each button input and the internal button LED.
 - Viewing total power on time for the life of the machine.
 - Viewing total dispense time for the life of the machine.
 - Viewing total dispense counts for each unique dispense.
 - Viewing the time since the last cleaning has taken place.
 - The design utilizes 4 buttons to navigate the menus:
 - Up / increase
 - Down / decrease
 - Back
 - Select
 - This will allow the user to navigate the menus with the least amount of button presses.

Navigating Service User Interface

Note: Remove front lower panel (pull straight out to release tabs), which disables ice dispensing and allows access to Service User Interface menus.

Selections:



Scroll up or increase



Scroll down or decrease



Select



Back Button

Main Menu	Menu Item	Type	Size/Selection	Description
Save Data	—	—	Confirm	Saves dispense data that has not yet been recorded. Displays "Saving Data Please Wait." After a few seconds, displays "Data Saved Successfully."
	—	—	Cancel	Cancels the save operation
Operation Menu	Calibration	Drink 1	Size 1	Factory default: ____ grams
			Size 2	Factory default: ____ grams
			Size 3	Factory default: ____ grams
			Size 4	Factory default: ____ grams
		Drink 2	Size 1	Factory default: ____ grams
			Size 2	Factory default: ____ grams
			Size 3	Factory default: ____ grams
			Size 4	Factory default: ____ grams
		Drink 3	Size 1	Factory default: ____ grams
			Size 2	Factory default: ____ grams
			Size 3	Factory default: ____ grams
			Size 4	Factory default: ____ grams
		Restore Defaults	Confirm	Defaults Restored!
	UI LED Brightness	—	Low/Medium/High	Displays the current brightness setting. Use Up/Down to select Low, Medium, or High. Press Back to save the selection. Factory default: Low
	Reset Clean Time	—	Confirm	Press Select to reset Last Clean Time to zero. Displays "Cleaning" for 3 seconds, followed by "Done" for 3 seconds, then returns to the Operation Menu.
Service Menu	Button Test	—	Press dispense button	Press each dispense button individually. The SUI displays the button input detected (Drink/Size), indicating the button's connection position on the Main Control Board. The pressed button LED illuminates red for 2 seconds, green for 2 seconds, and blue for 2 seconds.
	Set Serial Number	—	Serial Number	Use Up/Down to change the selected character. Press Select to advance to the next character. Press Back to save the entered serial number.
	Firmware Version	—	—	Displays the control board firmware version and display firmware version. The firmware versions must match.

Main Menu	Menu Item	Type	Size/Selection	Description
Data Menu	Total On Time	—	—	Displays total on time in years, months, and days.
	Total Dispense Time	—	—	Displays total dispense time in hours.
	Dispense Counts	Drink 1	Size 1—4	Displays the selected Drink, Size, and dispense count.
		Drink 2	Size 1—4	Displays the selected Drink, Size, and dispense count.
		Drink 3	Size 1—4	Displays the selected Drink, Size, and dispense count.
		Flow	Dispense Count	Displays the total number of Flow button dispenses.
			Seconds Count	Displays the total number of seconds the Flow button has been pressed.
	Last Clean Time	—	—	Displays the time since the last cleaning in months and days. Reset Clean Time resets the value to 0 months, 0 days.

Dispenser troubleshooting



CAUTION!

- Disconnect power to unit before putting hands or arms in storage area or attempting any repair or service to equipment.

Before calling for service

1. Verify the unit has power.
2. Verify there is ice in the dispenser bin.
3. Check for congealed or jammed ice.
4. Verify the ice chute and bin lid are properly installed.
5. Check that all drains are clear.

Symptom	Problem	Resolution
No Power	Is unit plugged in?	Plug unit in.
	Is power switch turned "ON"?	Remove the front cover and locate the power switch on top of the user interface. Turn the switch "ON." If the switch is suspected to be faulty, test it with an ohmmeter and replace if defective.
	120 VAC is being supplied to the power supply but no 24 vdc output.	Replace power supply.
Service User Interface not lighting up or responding	Unit does not enter Service Mode when the ice chute or bin lid is removed.	The ice chute and bin lid interlock switches are normally open and wired in series. With both interlocks engaged, 24 VDC should be present at QC3 and the unit operates normally (Service User Interface is disabled). Removing either the ice chute or bin lid opens the corresponding interlock, removing 24 VDC from QC3 and placing the unit into Service Mode (Service User Interface is enabled). If the unit does not enter Service Mode, check voltage at QC3 and test both interlock switches with an ohm meter. Inspect associated wiring and connections as required.
Dispense Buttons	One or more dispense buttons do not respond.	Enter Service Menu > Button Test. Press each dispense button individually. The Service User Interface will display the button input detected, indicating the button's connection position on the Main Control Board. The pressed button should illuminate red for 2 seconds, green for 2 seconds, and blue for 2 seconds.
	Button does not operate correctly during the Button Test.	Swap the suspected defective button with a confirmed good button and retest. If the problem follows the button to the new position, replace the button. If the problem remains with the original board position, replace the Main Control Board and UI.

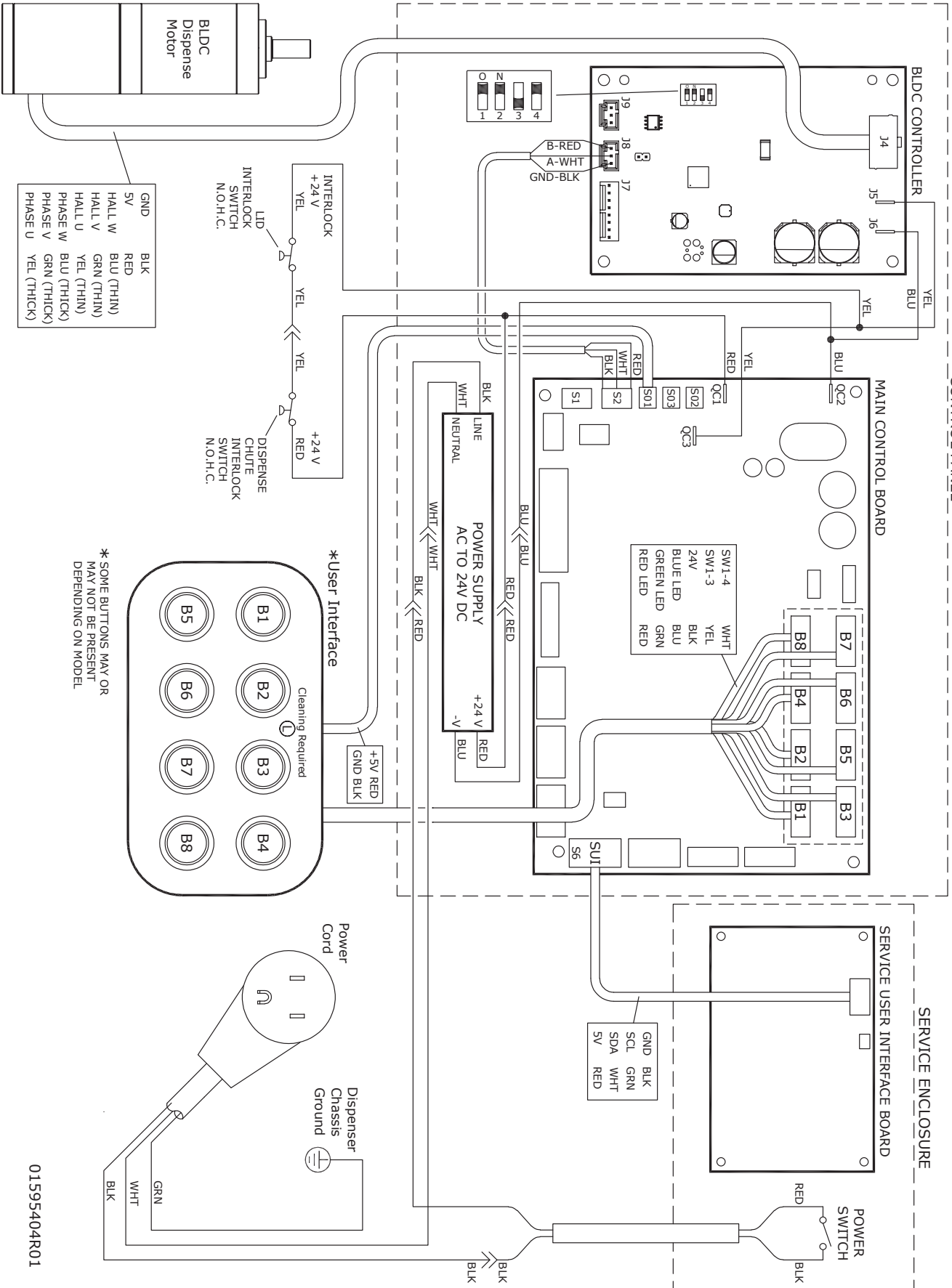
Symptom	Problem	Resolution
Not dispensing ice	Is unit plugged in?	Plug unit in.
	Is power switch turned "ON"?	Turn "ON" power switch or replace switch if defective.
	120 VAC is being supplied to the power supply but no 24 vdc output.	Replace power supply.
	No 24 vdc being supplied to J5 of BLDC controller	Verify both safety interlocks are engaged and confirm 24 VDC at QC3. Check for 24 VDC at J5 of the BLDC controller. Inspect wiring and connections between the Main Control Board and BLDC controller as required.
	One or more dispense buttons do not respond or illuminate during the diagnostic test.	Perform the Button Test procedure. Replace the defective button and retest.
	Dispense motor not turning	Replace BLDC controller and dispense motor/gearbox assembly Note: The BLDC controller and dispense motor/gearbox cannot be independently diagnosed in the field. Replace both components to avoid an additional service visit.
	Unit remains in Service Mode with the ice chute and bin lid installed.	Confirm that both the ice chute and bin lid are fully engaging their respective interlock switches. Both switches are normally open and should close when engaged. With both switches closed, 24 VDC should be present at QC3. If voltage is not present, test both switches with an ohmmeter to verify that each switch closes when engaged, and inspect the series interlock circuit and associated wiring.

Electrical Diagram

ID50X

CONTROL PANEL

SERVICE ENCLOSURE



Warranty Registration and Equipment Evaluation

Thank you for purchasing Follett® equipment. Our goal is to deliver high value products and services that 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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