

Exclusive features for  
sanitation and serviceability

 **FOLLETT**  
HEALTHCARE™

*Symphony.*  
PLUS

 agion  
ADVANCED  
MEMBRANE  
TECHNOLOGY

Superior technology with Symphony Plus™

Value, reliability and the next level of sanitation

## Symphony Plus ice and water dispensers offer superior features and benefits

- More than 30 different freestanding, countertop and wall mount models to meet the needs of every application
- Storage capacities of 12, 25, 50 and 90 lb (5, 11, 23 and 41 kg)<sup>1</sup>
- SensorSAFE™ infrared ice dispense or one-hand lever dispense reduces chance of cross-contamination
- Patient-preferred Chewblet® ice
- Stainless steel cabinet with accent trim

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



## Including our high-performance ice making technology

- Industry-exclusive stainless steel jacketed evaporator that
  - eliminates wrapped refrigerant tubing, solder and air gaps
  - maximizes heat transfer and ice making capacity
- Corrosion resistant design that stands up to the most aggressive water
- Cutter style stainless steel auger with helix profile that cleanly cuts ice film off the inner wall of the evaporator with minimal radial loading
- Form fitting evaporator insulation that reduces condensation and maximizes efficiency

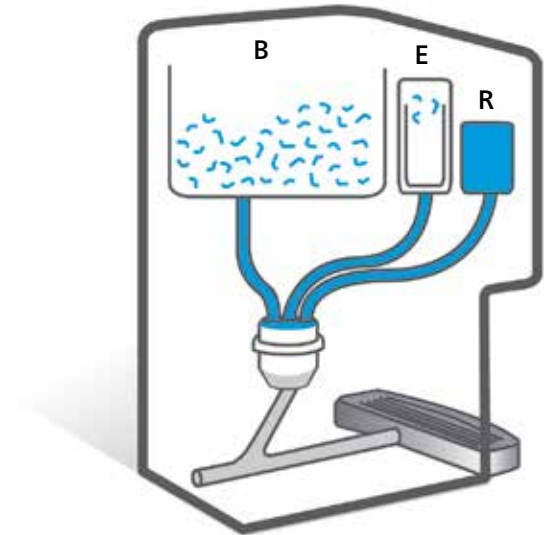
## Plus... The next level of sanitary features

### Automatic self-flushing

- Automatically self-flushes twice after every hour of compressor run time
- Removes mineral-laden water and impurities for better tasting ice, less maintenance and increased reliability

### Innovative drain cup system

- Consolidates all drain lines
- Improves drain line pitch
- Provides an air break to prevent drain water from coming into contact with key ice and water dispenser components in the event of a drain clog
- Removes easily for cleaning and sanitizing



Drain cup consolidates independent component drain lines to prevent drain water from coming into contact with ice storage bin (B), evaporator (E) or water reservoir (R)

### More antimicrobial product protection<sup>1</sup>

Key ice and water components have EPA, FDA and NSF-approved Agion<sup>®</sup>, silver-based antimicrobial protection<sup>1</sup>, to help protect the dispensers from biological growth

- The silver in Agion is dispersed through the treated parts and inhibits microbial growth by disrupting the cell functions of bacteria, viruses, yeasts, molds and fungi
- Critical ice and water contact components that have Agion include bin liners, bin agitation wheels, water reservoirs, drain lines, drain pans, drain grilles and ice and water chutes

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



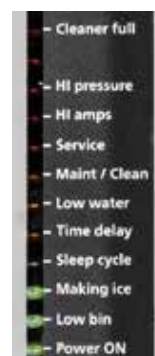
## Plus... Greater ease of service

### Common ice machine modules

- Symphony Plus ice and water dispensers and replacement modules have the same ice machine components to reduce spare parts inventory and standardize troubleshooting
- One module fits all 25, 50 and 110 Series countertop, wall mount and freestanding Symphony Plus and Symphony™ dispensers shipped after March 2001
- Replacing the ice machine module saves approximately 40% over the cost of replacing the entire ice and water dispenser of the same capacity and quality
- Machine dispenses ice in hopper even when ice machine module is removed

### Intuitive control board

User-friendly, easy to access control board with intuitive LED diagnostics display simplifies cleaning and maintenance with instant status updates that are easy to see.



## Plus... Sustainability benefits

### Quiet operation for peaceful environments

Quiet Night™ sleep mode reduces the number of compressor starts, especially overnight, to reduce noise

- Once the bin is full, ice must be dispensed for more than five seconds before the ice machine restarts
- Optimal staging of fan and gearmotor masks compressor noise on startup to reduce perceived machine noise

### Energy efficiency

All Symphony Plus dispenser ice machines consume 40% less water and 20% less electricity than comparable sized cube-type ice machines

- Dispensers meet the Consortium for Energy Efficiency (CEE) Tier 2 requirements for highly efficient ice machines



## Plus...Cleaning and sanitizing in less than 1 hour

Semi-automatic cleaning and sanitizing of the ice machine reduces preventive maintenance time by 50 to 75%.

There are three easy steps to clean and sanitize the ice machine.

1. Press clean switch to purge all water from the evaporator and reservoir.
2. Fill cleaning cup with ice machine cleaner until the cleaner full light comes on.

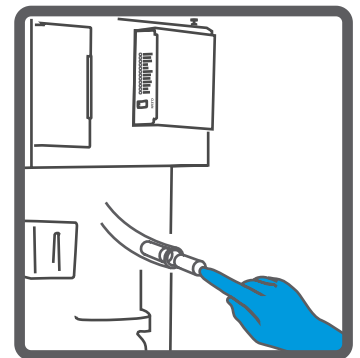
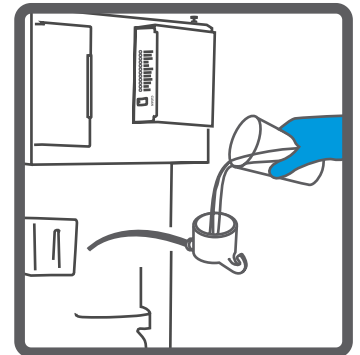
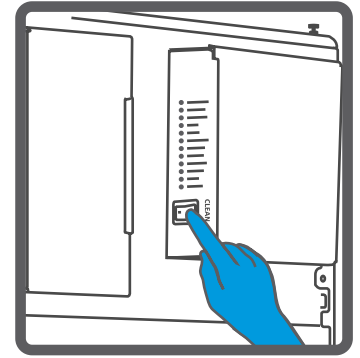
The ice machine does the rest.

When rinsing is complete, the maintenance light will turn off.

3. Sanitize the ice transport tube by removing the compression nozzle and inserting two Follett SaniSponges™.

While the ice machine is automatically cleaning and sanitizing, clean and sanitize the dispenser with the remaining solution.

For detailed instructions see the service manual.

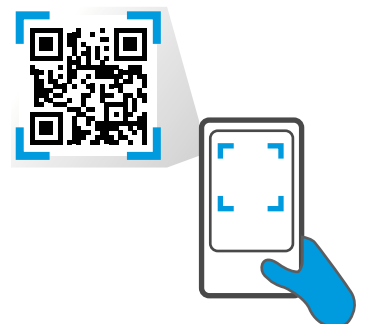


## Plus...Pressurized water line sanitizing

Follett offers pressurized water sanitizing kits for the internal pressurized water lines. The process will facilitate a complete sanitization of the entire ice and water dispenser when performed in conjunction with the standard ice machine and dispenser cleaning/sanitizing process.

## Plus...Easy access to technical support

Use the QR code label located under the front cover of Symphony Plus dispensers to quickly access all technical information.



## Unmatched service and support program

- Outstanding warranty
  - 3-year parts and labor
  - 5-year parts on compressor
- 7-day toll free, factory direct technical support throughout the U.S. and Canada<sup>1</sup>
- Free local technical service seminars available throughout the U.S. and Canada<sup>1</sup>
- Online training modules available
- Comprehensive manuals
- 10-year service part support after production ceases for discontinued models

<sup>1</sup> All other markets contact authorized Follett distributor.

## Our commitment to quality

Our commitment to quality performance is carefully managed in every aspect of our product including design, sourcing, manufacturing, testing, shipping, and customer service and support.

Follett ice and water dispensers are known for quality construction, durability and longevity.

## Symphony Plus – over 30 different models

### 12 series<sup>1</sup>

12 lb (5 kg) ice storage capacity  
ice and water dispenser (shown) or ice-only  
SensorSAFE infrared (shown) or lever dispensing  
integral air-cooled 425 lb (186 kg)/day ice machine



countertop  
(12CI425A-S shown  
with SensorSAFE dispense)



freestanding  
(12CI425A-S shown with base  
stand and SensorSAFE dispense)

### 25, 50 and 110 series<sup>1</sup>

25, 50 or 90 lb (11, 23 or 41 kg) ice storage capacity  
(25 lb (11 kg) ice storage shown)  
ice and water dispenser (shown) or ice-only  
SensorSAFE infrared (shown) or lever dispensing  
modular air-cooled or water-cooled 425 lb (186 kg)/day ice machine



countertop  
(25CI425A-S shown  
with SensorSAFE dispense)



freestanding  
(25FB425A shown  
with SensorSAFE dispense)

<sup>1</sup> Air-cooled, countertop 12, 25, and 50 models are 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.

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