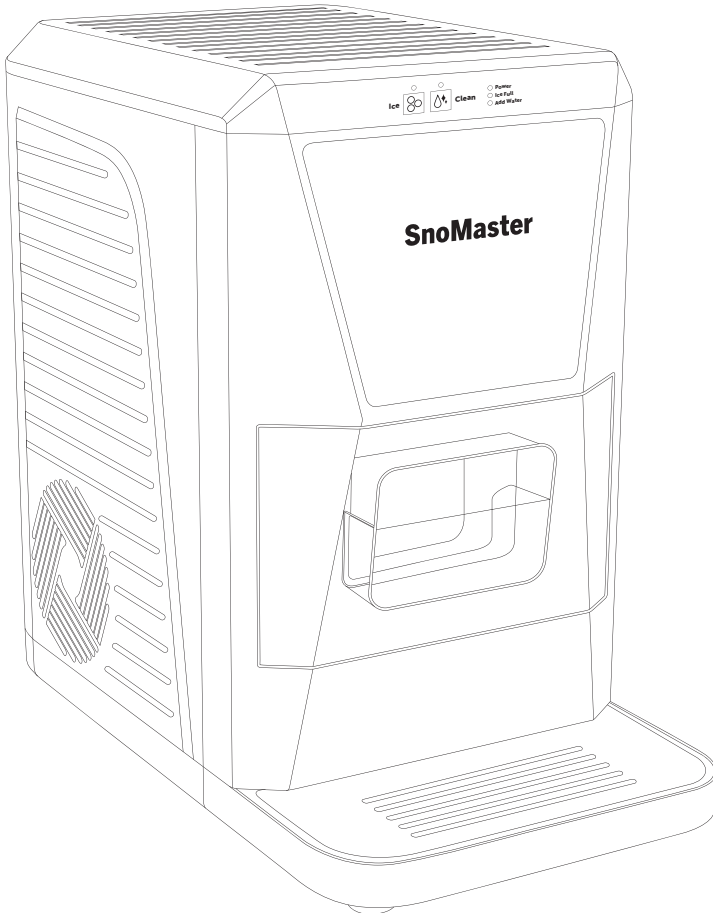




**USER MANUAL
AND PRODUCT
SPECIFICATIONS**

ICE COLD ANYWHERE



SMIC-50

**COUNTER-TOP
SPHERE-BALL**

• I C E - M A K E R •

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**THANK YOU FOR PURCHASING THE SMIC-50,
COUNTER-TOP SPHERE-BALL ICE-MAKER.**

• WARRANTY, SERVICE AND SUPPORT •

This product is warranted for **2-years from the date of purchase**. Warranty does not cover products that have not been used in accordance with the user guide or are outside the warranty terms and conditions, which can be found at the following url:

<https://snomaster.co.za/warranty/>

WARRANTY REGISTRATION

Register your SnoMaster SMIC-50, Counter-Top Sphere-Ball Ice-Maker, now for warranty, and allow us to provide you with the best possible after sales service:

- Please log onto our website at **www.snomaster.co.za**
- Click on the 'Warranty' tab.
- Enter warranty information and upload proof of purchase at the bottom of the page.

SERVICE AND SUPPORT

Should an instance arrive where you require assistance, contact our service team:

- Please log onto our website at **www.snomaster.co.za**
- Click on the 'Support' tab.
- Click 'Find a Repair Agent Near You' and enter your region.
- Alternatively contact us via email: **info@snomaster.co.za** or contact us on **+27 11 392 5315**.

IMPORTANT SAFETY INFORMATION

SMIC-50, COUNTER-TOP SPHERE-BALL ICE-MAKER

This manual contains important information including safety, installation, maintenance and warranty instructions of the SnoMaster SMIC-50, Counter-Top Sphere-Ball Ice-Maker.

Please read this manual carefully before use and follow all safety information and instructions. It is recommended to keep this manual for easy reference so that you are familiar with the operation and maintenance of your appliance.

CRITICAL SAFETY INFORMATION

Before using this appliance, ensure it is correctly positioned and installed as outlined in this manual. Follow these basic precautions to prevent the risk of fire, electrical shock, or injury:

- This appliance is designed for domestic indoor use only and is exclusively intended for making ice.
- Ensure that the incline angle of the appliance is not more than 45° during transportation or operation.
- Before using your appliance for the first time, you should wait about 12 hours after positioning it in a place.
- **Important:** Do not open the ice basket while the evaporator is in motion (closing to make ice or opening to release ice).
- The ice-maker will automatically stop if the basket is opened during this process to ensure safety.
- **Warning:** Reaching into the unit while the evaporator is moving can result in injury, as there is a risk of fingers being pinched by the evaporator mechanism. This safety feature has been implemented to protect users and ensure safe operation of the appliance.
- The appliance needs to be levelled for optimal operation.
- Ensure the plug is easily accessible after positioning the appliance.
- Avoid connecting or disconnecting the electric plug with wet hands.

- To disconnect the appliance, switch off the plug point, grip the plug and pull it from the wall outlet. Never pull out the plug by the cord.
- It is advisable to use a dedicated power source and avoid using extension cords.
- Please unplug the appliance or disconnect the power before performing any cleaning, maintenance, or servicing.
- If the appliance power supply cord is damaged, it must be replaced by SnoMaster, its approved agent, or a similarly qualified person to prevent any hazard.
- It is recommended that the circuit breaker size should be no more than 20 amps.
- This appliance operates on a single-phase voltage of 220V/50Hz, to avoid electrical surges, it is advised to use a surge protector plug.
- Cleaning and maintenance should be supervised by adults, especially if children are involved.
- The appliance should be placed on a flat surface and should be completely unobstructed. Ensure to leave at least 300mm space at the back of the appliance to ensure proper ventilation for the appliance. Place the appliance away from direct sunlight and heat sources (stove, heater, radiator, etc.).
- Unless specifically recommended in this manual, do not attempt to repair or replace any part of the appliance. All other servicing should be referred to a qualified technician.
- Never clean appliance parts with flammable fluids as they may create a fire hazard or explosion. Also, avoid storing or using petroleum or other flammable vapours and liquids near this appliance.
- Avoid solvent-based cleaning detergents or abrasives on the interior or exterior as they may damage or discolour it.



This appliance contains CYCLOPENTANE and R290/20g refrigerant, which is FLAMMABLE and may cause a fire or an explosion.



WHEN DISPOSING THE APPLIANCE

Please observe the following instructions:

- Always ensure the appliance is out of reach of children. Before disposing of it, damage the body.
- Follow the instructions of your local regulations when disposing of the appliance.

PRODUCT FEATURES

SPHERE-BALL SHAPED ICE | SPHERE-BALL ICE SIZE (MM): +/-50MM DIAMETER | 2 SPHERE ICE BALLS PER CYCLE | ETERNAL DIGITAL CONTROL PANEL | ICE FULL SENSOR | WATER LOW SENSOR | INCLUDES: ICE TONGS, WATER FUNNEL, ICE BASKET AND DRIP TRAY

SPECIFICATIONS:

- **Dimensions (mm) Unit:** (H) 413 (L) 254 (W) 445
- **Dimensions (mm) Packaged:** (H) 515 (L) 402 (W) 305
- **Ice Making Capacity:** Up To 70 Sphere Ice Balls Per 24Hr
- **Ice Storage Volume:** Up To 10 Sphere Ice Balls
- **Water Tank Volume:** 1.2L
- **Net Weight:** 10.76 Kg
- **Voltage:** 230V/50Hz
- **Total Input Power:** 130W Max
- **Rated Current:** 2A
- **Suggested Applications:** Office, Apartment, Kitchen, B&B, Home Bar
- **Design Criteria:** Engineered for the African Climate

INSTALLATION INSTRUCTIONS



Before installing your new appliance, please read all safety instructions in this manual and follow the installation instructions below:

- Remove the appliance from the box, ensure all packaging materials, stickers and films are removed from the product. Clean the appliance's surfaces with a mild detergent and a damp cloth before initial use.
- Clean the inner liner, ice basket, water storage tank, water box ice pusher with a mild detergent and damp cloth before initial use.
- Ensure the appliance is placed on a level, sturdy surface.
- **Caution:** Installing the appliance on carpeting may lead to discoloration due to heat emission from the compressor.
- Ensure adequate air circulation for the appliance by maintaining a clearance of at least 300mm behind the appliance.

WATER

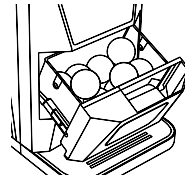
- Water treated with reverse osmosis purification often gives a false water indicator. You can add a pinch of salt to correct this, or rather use filtered mineralized water.
 - Ice cycle time is dependent on water temperature.
 - Clean and drain the appliance at least once or twice a week. Lemon juice or 10ml vinegar can be added to the water to help the cleaning process.
 - To prevent lime build-up it is advised to clean the appliance with a descaling liquid once a month, dependent on the water quality in your area.
-

ACCESSORIES INCLUDED

Please Check If All The Accessories Shown Below Are Included:



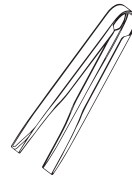
1 x 220V POWER CORD



1x ICE BASKET



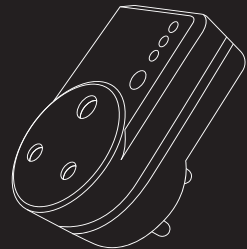
1 x WATER FUNNEL



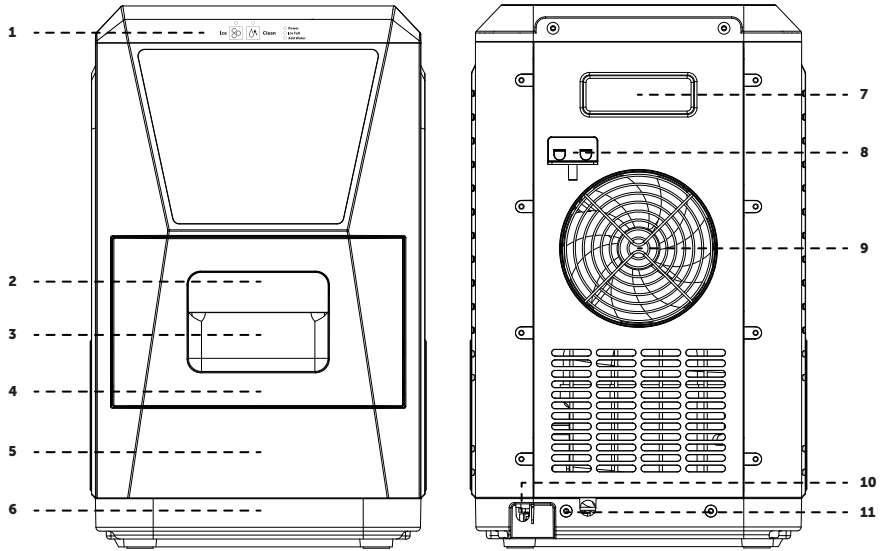
1 x ICE TONGS

SURGE PROTECTOR PLUG

To avoid electrical surges, it is advised to use a surge protector plug. (Please note that this must be purchased separately and does not come with the unit.)



STRUCTURE



1. External Digital Display Panel

- **Indicator Lights:**
 - **Power:** Shows The Appliance Is Operational.
 - **Ice:** Indicates Ice Production Is In Progress.
 - **Ice Full:** Signals You When The Ice Basket Is Full.
 - **Add Water:** Signals When The Water Reservoir Needs Refilling.
 - **Clean:** Lights Up To Guide The Cleaning Process.
- **Buttons:**
 - **Ice:** Start or Stop Ice Production With Ease.
 - **Clean:** Activate The Cleaning Cycle For Hassle-Free Maintenance.

2. Ice Basket Handle:

- Designed For Easy Access And Secure Handling Of The Ice Basket

3. Ice Observation Window:

- View The Ice Production And Storage Level At A Glance.

4. Ice Basket:

- Spacious And Removable For Convenient Serving And Cleaning.

5. Water Reservoir:

- Generously Sized To Minimise Refills And Keep Ice Production Running Smoothly.

6. Drip Tray:

- Ensures Clean Operation By Catching Excess Water - Must Be Installed Before Use.

7. Recessed Handle:

- Recessed Handle For Easy Lifting/Moving Of Appliance When Needed.

8. Water Drain Cap & Drainpipe:

- Simplifies Water Removal During Cleaning. Remove The Drain Cap, Pull The Cap From The Drainpipe, And Empty The Water Tank.

9. Rear Ventilation Fan

- Enhances Performance By Safely Dispersing Heat From The Appliance During Operation.

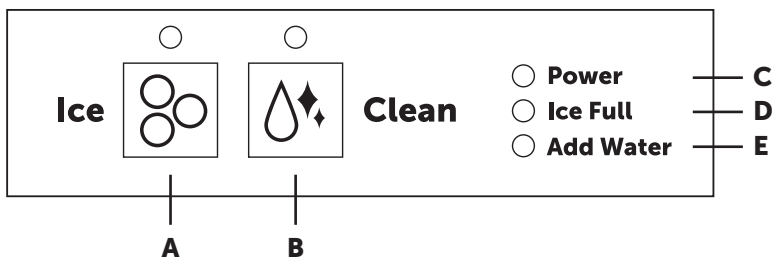
10. Drainpipe:

- Easily Drains Residual Water After Cleaning, Ensuring the Appliance Is Ready For Next Use.

12. 220V Power Cord:

- Compact And Durable For Reliable Power Supply.

CONTROL PANEL



A Ice Button (On/Off)

C Power Indicator Light

E Add Water Indicator

B Clean Button

D Ice Full Indicator

OPERATION INSTRUCTIONS

Filling the Water Reservoir

- **Remove The Ice Basket:**
 - Hold the handle and gently pull the ice basket out until it stops.
 - Lift the basket at an angle and remove it completely.

- **Fill the Reservoir:**
 - Place the included funnel at the front edge of the water reservoir.
 - Pour up to 1.2 liters of potable water through the funnel. Do not exceed the MAX water line.
- **Replace the Ice Basket:**
 - Tilt the basket slightly and insert the back end first.
 - Slowly flatten the basket and gently push it in until fully seated.

Operating the Ice-Maker

- **Power On:**
 - Plug in the power cord. The power indicator will light up.
- **Start Making Ice:**
 - Press the “Ice” button. The Ice Indicator will light up, and the appliance will begin making ice.
- **Monitor Ice Production:**
 - Use the observation window to check the ice level.
 - The “Ice Full” indicator will light up when the basket is full.
- **Refill Water if Needed:**
 - If the “Add Water” indicator lights up, refill the reservoir, ensuring the ice basket is closed and the ice-maker will resume ice production.
 - If water is added within 15 minutes if the appliance stopping, it will continue the ice-making process seamlessly.
 - If water is added after 15 minutes, the appliance will first release any partially formed ice spheres before restarting the ice-making cycle.

Cleaning Instructions

- **Preparation:**
 - Unplug the appliance.
 - Wipe the exterior and interior with a soft cloth.

- **Sanitize the Reservoir:**
 - Mix equal parts white vinegar and distilled water. Pour the solution into the reservoir (do not exceed the MAX fill line).
 - Plug in the appliance and press the “Clean” button. The cleaning process runs for 3 minutes and stops automatically.
- **Drain and Rinse:**
 - Move the appliance to the edge of a countertop. Place a container under the drain pipe at the back.
 - Remove the drain plug to empty the cleaning solution, then replace the plug.
 - Flush the reservoir with fresh water and repeat the cleaning process 3-4 times, draining the appliance each time.
- **External Cleaning:**
 - Dust the compressor at the back of the appliance with a brush or vacuum cleaner periodically, as dust build-up may affect the performance of the appliance.
 - Avoid using sharp objects, high-pressure water jets or abrasive materials when cleaning the appliance.
- **Post-Cleaning:**
 - Add fresh water to the reservoir and restart the ice-making process.
 - Clean the appliance weekly and change the water every 24 hours for optimal hygiene.

Making Ice

- **Start Ice Production:**
 - Press the “Ice” button. The indicator will light up, and the appliance will begin making ice.
- **Ice Storage:**
 - When the basket is full (8-10 ice spheres), the “Ice Full” indicator will turn on.
 - The appliance will pause and resume ice-making automatically when space is available.

- **Remove Ice:**
 - Use the included tongs to take out ice. Ensure the basket is fully closed after removing ice.

Turning Off the Appliance

- To stop making ice, press the “Ice” button again. The appliance will complete its current cycle before stopping.
- The power indicator will remain on, ready for the next operation.
- Unplug the unit when not in use.

Important Notes

- Always use potable water. Do not use milk, or other liquids.
- Allow the appliance to rest for at least 3 minutes before restarting to let the refrigerant settle.

ENERGY SAVING TIPS

Place the appliance in the coolest area of the room, away from any heat-producing appliances and out of direct sunlight.

TROUBLESHOOTING

Should you experience any issues with your appliance and the below troubleshooting tips do not resolve the fault experienced, kindly contact SnoMaster Service Department or your nearest accredited Service Agent:

PROBLEM	PROBLEM POSSIBLE CAUSE / MEASURE
Ice-maker is not turning on	<ul style="list-style-type: none"> • Check if the ice-maker is correctly switched on. • Check if there has not been loadshedding or a power cut. • Check if plug is not faulty or damaged. • Check if voltage is correct. • Make sure you have followed the installation requirements correctly.
Ice-maker is only producing small or medium ice	<ul style="list-style-type: none"> • The first few cycles could take 60+ minutes per cycle, depending on the ambient temperature. Move the ice-maker to a cooler area, out of direct sunlight. • Water pump is faulty and needs to be repaired or replaced.

TROUBLESHOOTING

PROBLEM	PROBLEM POSSIBLE CAUSE / MEASURE
Moisture forms on the inside/ outside walls of the ice-maker	<ul style="list-style-type: none"> • Hot and humid weather usually in the coastal locations increases the internal rate of condensation. This is normal. • Condensation may occur seasonally depending on humidity and ambient temperature. • Open the lid less frequently and ensure it is closed properly at all times.
Exterior of ice-maker is wet	<ul style="list-style-type: none"> • Condensation will form on the outside of the ice-maker if it operates in humid areas or in the rainy season, simply wipe it dry with a non-abrasive cloth.
The power indicator light is on and the compressor is making an abnormal buzzing sound	<ul style="list-style-type: none"> • The voltage is too low. • Restart the ice-maker after 3 minutes to not damage the compressor.
"Add Water" indicator light is on	<ul style="list-style-type: none"> • Fill ice-maker with water and it will restart to work automatically. • Pull out the ice basket, fill the water tank and ensure to close the ice basket completely for it to start up again.
"Ice Full" indicator light is on	<ul style="list-style-type: none"> • Ice basket is full. Remove some ice. • If there is no ice in the basket, check if there are any obstacles or blockages inside or clean the inside wall of the ice storage basket. • Ensure that the ice basket is properly closed to ensure it is not blocking the infrared sensor.
All indicator lights are flashing	<ul style="list-style-type: none"> • Ambient temperature or water temperature in reservoir is too high/low. Move to a warmer or cooler area in the room. • Synchronous motor is broken or a pipe in the cooling system is blocked. Press the ice button to turn off the appliance, wait 1 hour, then turn the ice-maker on again. If this problem persists contact SnoMaster Service Centre or an accredited repair agent. • There is a foreign object stuck inside the ice maker. Ensure there are no foreign objects obstructing the ice outlet inside the ice-maker. • The Switch may be damaged or there is an open circuit. Contact SnoMaster Service Centre or an accredited service agent.

TROUBLESHOOTING

PROBLEM	PROBLEM POSSIBLE CAUSE / MEASURE
Ice making time is very slow	<ul style="list-style-type: none"> • Ensure the rear ventilation fan has not been blocked. Ensure that the appliance has 300mm ventilation space at the back for air circulation. • The water temperature in the reservoir is too high. Ensure to use cooler water. • Refrigeration system is malfunctioning. Contact SnoMaster Service Centre or an accredited service agent.
Water leakage	<ul style="list-style-type: none"> • Drain plug is not in place. Ensure the drain plug is not missing and is securely in place. • The pipe joint at the back of the appliance may be loose. Ensure it is connected or check if it needs to be replaced. • The seal has reached its service life. Contact SnoMaster Service Centre or an accredited service agent.
The ice making indicator light is on, but no ice is being made	<ul style="list-style-type: none"> • Ice basket is not pushed in place. Ensure the ice basket is secure and pushed all the way in to avoid blocking the infrared sensors. • Damaged door control switch. Contact SnoMaster Service Centre or an accredited service agent.
Ice sphere/ball not complete in shape	<ul style="list-style-type: none"> • Ensure there is no foreign matter clogging the waterpump inlet. • After long periods of water shortage or ice full, the ice is not forming properly. Turn the ice-maker off and on again to start making ice. Ensure to remove any ice in the ice basket before making new ice. • Abnormal shutdown of the ice-maker. Turn the ice-maker on again.
Ice-maker is not making ice	<ul style="list-style-type: none"> • No power to the ice-maker. Check the power indicator light is on and make sure the ice-maker is properly plugged in at the power source. • Ice-maker did not power on. Press the ICE button to make ice. • Ice basket is not properly closed. Ensure to close the ice basket so that it is not blocking the infrared sensors.
Noise coming from the ice-maker	<ul style="list-style-type: none"> • Noise during the ice-making process or while the newly formed sphere-ball ice is starting to detach from the cooling system. This is normal operation sound during the ice-making cycle. • Should the noise be abnormal, contact SnoMaster Service Centre or accredited service agent.



ICE COLD ANYWHERE

**JOHANNESBURG LIFESTYLE
CENTRE & SERVICE CENTRE**

49 Koornhof Road
Meadowdale
Germiston, 1614
011 392 5315 / 3147
info@snomaster.co.za

**CAPE TOWN LIFESTYLE CENTRE
& SERVICE CENTRE**

31 Stella Road
Montague Gardens
Cape Town, 7441
021 100 5695
info@snomaster.co.za

snomaster.co.za



@SnoMasterSA



SnoMaster SA



snomaster_south_africa



@SnoMaster