



## ***Ice Dispensers***

Models IC-CN-0350-D, 0500-D

Items 48349, 48350

## ***Instruction Manual***



*Revised - 07/12/2024*



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*\*Ice Maker Head  
not included.*



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Model IC-CN-0350-D / Model IC-CN-0500-D

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## **General Information**

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Omcan Manufacturing and Distributing Company Inc., Food Machinery of America, Inc. dba Omcan and Omcan Inc. are not responsible for any harm or injury caused due to any person's improper or negligent use of this equipment. The product shall only be operated by someone over the age of 18, of sound mind, and not under the influence of any drugs or alcohol, who has been trained in the correct operation of this machine, and is wearing authorized, proper safety clothing. Any modification to the machine voids any warranty, and may cause harm to individuals using the machine or in the vicinity of the machine while in operation.

### **CHECK PACKAGE UPON ARRIVAL**

Upon receipt of an Omcan shipment please inspect for external damage. If no damage is evident on the external packaging, open carton to ensure all ordered items are within the box, and there is no concealed damage to the machine. If the package has suffered rough handling, bumps or damage (visible or concealed), please note it on the bill of lading before accepting the delivery and contact Omcan within 24 hours, so we may initiate a claim with the carrier. A detailed report on the extent of the damage caused to the machine must be filled out within three days, from the delivery date shown in the shipping documents. Omcan has no recourse for damaged products that were shipped collect or third party.

**Before operating any equipment, always read and familiarize yourself with all operation and safety instructions.**

Omcan would like to thank you for purchasing this machine. It's of the utmost importance to save these instructions for future reference. Also save the original box and packaging for shipping the equipment if servicing or returning of the machine is required.

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Omcan Fabrication et distribution Compagnie Limitée et Food Machinery d'Amérique, dba Omcan et Omcan Inc. ne sont pas responsables de tout dommage ou blessure causé du fait que toute personne ait utilisé cet équipement de façon irrégulière. Le produit ne doit être exploité que par quelqu'un de plus de 18 ans, sain d'esprit, et pas sous l'influence d'une drogue ou d'alcool, qui a été formé pour utiliser cette machine correctement, et est vêtu de vêtements de sécurité appropriés. Toute modification de la machine annule toute garantie, et peut causer un préjudice à des personnes utilisant la machine ou des personnes à proximité de la machine pendant son fonctionnement.

### **VÉRIFIEZ LE COLIS DÈS RÉCEPTION**

Dès réception d'une expédition d'Omcan veuillez inspecter pour dommages externes. Si aucun dommage n'est visible sur l'emballage externe, ouvrez le carton afin de s'assurer que tous les éléments commandés sont dans la boîte, et il n'y a aucun dommage dissimulé à la machine. Si le colis n'a subi aucune mauvaises manipulations, de bosses ou de dommages (visible ou cachée), notez-le sur le bond de livraison avant d'accepter la livraison et contactez Omcan dans les 24 heures qui suivent, pour que nous puissions engager une réclamation auprès du transporteur. Un rapport détaillé sur l'étendue des dommages causés à la machine doit être rempli dans un délai de trois jours, à compter de la date de livraison indiquée dans les documents d'expédition. Omcan n'a aucun droit de recours pour les produits endommagés qui ont été expédiés ou cueillis par un tiers transporteur.

**Avant d'utiliser n'importe quel équipement, toujours lire et vous familiariser avec toutes les opérations et les**

## ***General Information***

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consignes de sécurité.

Omcan voudrais vous remercier d'avoir choisi cette machine. Il est primordial de conserver ces instructions pour une référence ultérieure. Également conservez la boîte originale et l'emballage pour l'expédition de l'équipement si l'entretien ou le retour de la machine est nécessaire.

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Omcan Empresa De Fabricacion Y Distribucion Inc. Y Maquinaria De Alimentos De America, Inc. dba Omcan y Omcan Inc. no son responsables de ningun daño o perjuicio causado por cualquier persona inadecuada o el uso descuidado de este equipo. El producto solo podra ser operado por una persona mayor de 18 años, en su sano juicio y no bajo alguna influencia de droga o alcohol, y que este ha sido entrenado en el correcto funcionamiento de esta máquina, y ésta usando ropa apropiada y autorizada. Cualquier modificación a la máquina anula la garantía y puede causar daños a las personas usando la máquina mientras esta en el funcionamiento.

### **REVISE EL PAQUETE A SU LLEGADA**

Tras la recepcion de un envio Omcan favor inspeccionar daños externos. Si no hay daños evidentes en el empaque exterior, Habra el carton para asegurarse que todos los articulos solicitados estén dentro de la caja y no encuentre daños ocultos en la máquina. Si el paquete ha sufrido un manejo de poco cuidado, golpes o daños (visible o oculto) por favor anote en la factura antes de aceptar la entrega y contacte Omcan dentro de las 24 horas, de modo que podamos iniciar una reclamación con la compañía. Un informe detallado sobre los daños causados a la máquina debe ser llenado en el plazo de tres días, desde la fecha de entrega que se muestra en los documentos de envío. Omcan no tiene ningun recurso por productos dañados que se enviaron a recoger por terceros.

**Antes de utilizar cualquier equipo, siempre lea y familiarizarse con todas las instrucciones de funcionamiento y seguridad.**

Omcan le gustaría darle las gracias por la compra de esta máquina. Es de la mayor importancia para salvar estas instrucciones para futuras consultas. Además, guarda la caja original y el embalaje para el envío del equipo si servicio técnico o devolución de la máquina que se requiere.

## ***Safety and Warranty***

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**The following cases are excluded from the warranty:**

- Improper maintenance, adjustment and cleaning.
- Retrofit of the ice dispenser, change in the purpose, and use of non-original parts, without our written permission.
- Damage caused by improper installation, power supply, drainage, etc.
- Additional labor costs due to holidays, overtime and the like, travel expenses, and insignificant report for repair.
- Additional costs incurred due to the inconvenience on the installation site of the ice dispenser.



# ***Safety and Warranty***

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- Damage to components as a result of misuse, abuse or negligence.
- Damage or failure caused by noncompliance with the technical requirements in this manual during installation, cleaning or repair of the ice dispenser.
- Other man-made damage that are not listed above!
- Items listed as warranty exceptions in the subsequent versions of this manual.

**RESIDENTIAL USERS: vendor assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications. The right is reserved to deny shipment for residential usage; if this occurs, you will be notified as soon as possible.**

## **1 YEAR PARTS AND LABOUR WARRANTY**

**Within the warranty period, contact Omcan Inc. at 1-800-465-0234 to schedule an Omcan authorized service technician to repair the equipment locally.**

**Unauthorized maintenance will void the warranty. Warranty covers electrical and part failures, not improper use.**

**Please see <https://omcan.com/disclaimer> for complete info.**

### **WARNING:**

The packaging components are classified as normal solid urban waste and can therefore be disposed of without difficulty.

**In any case, for suitable recycling, we suggest disposing of the products separately (differentiated waste) according to the current norms.**

**DO NOT DISCARD ANY PACKAGING MATERIALS IN THE ENVIRONMENT!**

# Technical Specifications

Model	IC-CN-0350-D	IC-CN-0500-D
Item Number	48349	48350
Output/24h	352.7 lbs. / 160 kgs.	500.4 lbs. / 227 kgs.
Bin Capacity	132.3 lbs. / 60 kgs.	220.5 lbs. / 100 kgs.
Electrical	110-120V / 60Hz / 1	
Power	210W	
Net Dimensions (DWH)	22" x 33.7" x 53.5" 560 x 855 x 1360mm	29.9" x 33.7" x 53.5" 760 x 855 x 1360mm
Packaging Dimensions	24" x 35.8" x 55.5" 610 x 910 x 1410mm	33.3" x 36.1" x 49.2" 845 x 918 x 1250mm
Net Weight	169.8 lbs. / 77 kgs.	198.4 lbs. / 90 kgs.
Packaging Weight	183 lbs. / 83 kgs.	209.4 lbs. / 95 kgs.

## Installation

### PRECAUTIONS FOR UNPACKING

- Check the model before unpacking.
- Prior to unpacking, check the outer package.
- After unpacking, check whether the machine is in good conditions and whether accessories are complete.

### ENTRY OF ICE CUBE AND EXTERNAL ENVIRONMENT REQUIREMENTS

- Dimensional criteria of the ice dispenser for ice cube: 22mm\*22mm\*22mm ice cube.
- It is recommended to use our company's ice maker.
- The ice dispenser is for indoor use only.
- Surrounding spacing of the ice dispenser: keep an appropriate distance around, as stated below.

Side - 1cm  
 Back - 10cm  
 Front - 30cm

# Installation

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- Keep the ice dispenser horizontal in all directions after installation (It can be adjusted through the adjustable foot at the bottom of the machine).

## INSTALLATION OF DRAIN PIPE

- For the layout of water supply and drainage pipes, refer to the table below.

Inside diameter of drain pipe (mm)
>15.8 (5/8")
Fall per meter: >3cm

Please use our company's supporting drainage accessories.

- The drain pipe must be installed according to the following principles. Any point in the middle of the drain pipe must not be higher than the drain port of the ice dispenser. Any point in the middle of the drain pipe must not be higher than the previous point.

## POWER SUPPLY

- The power voltage, frequency and capacity applied should be consistent with those on the nameplate.
- The ground terminal of the power supply, socket or plug must be connected and grounded reliably!
- The power supply and cable used need to comply with national or local standards.
- The power voltage fluctuation must not exceed the rated voltage by  $\pm 10\%$ .

# Operation

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## USE OF SUPPORTING ICE MAKER (IF REQUIRED)

- For details, refer to our product catalog or consult our sales staff.

## CHECK BEFORE USE

- Check whether all accessories have been taken out of the ice dispenser!
- Check whether the ice dispenser has been adjusted properly!
- Check whether the drain pipe has been connected correctly!
- Check whether the size of ice cubes is appropriate (standard size of ice cube: 22mm \* 22mm \* 22mm)!
- Check whether the plug is reliably connected to the power supply!
- Check whether the ground terminal is reliably connected to the external qualified electrical ground terminal!
- Check whether the power voltage and frequency are the same as those in the nameplate!

# Operation

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## OPERATION AND STATUS DESCRIPTION

### ICE DISCHARGE

Put your hand at the lower end of the ice outlet, and gently push the ice outlet forward. While the lower end of the ice outlet is tilted forward, trigger the internal switch to run the reducer motor, thus driving the ice turntable to deliver ice to be in front of the ice outlet channel. The ice cube will slide to the lower end of the ice outlet and fall into the ice container due to the gravity, until you remove the hand. Then the lower end of the ice outlet will be reset, the reducer motor will stop running, and no ice will be delivered. Thus, ice is available.

### ICE STIRRING AGAINST FREEZING

No matter whether ice is required, this machine will automatically run for ten seconds every four hours cyclically to prevent internal ice cubes from freezing into large pieces.

# Maintenance

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## DAILY USE, MAINTENANCE AND SAFETY PRECAUTIONS

- Cut off the power supply before maintenance and repair!
- Maintenance and repair must be performed by qualified professionals.
- Before maintenance and repair, please read this manual carefully.
- Do not extend the hands or hard rods into the ice dispenser in the live state through its top opening!
- If you want to directly take ice from the top of the ice dispenser, make sure that the power plug has been removed (i.e. the power supply is cut off), to protect the personal safety from being endangered by the sudden automatic startup of stirring against freezing!
- Please handle the ice gently. It is forbidden to forcibly press the lower end of the ice outlet. In severe cases, related parts may be damaged.
- The ice cubes inside the ice dispenser should be used as soon as possible. It is recommended to use up one batch of ice cubes within one day. Otherwise, a lot of fine crushed ice will be generated, which will block the ice outlet channel!
- If the ice dispenser is not in use for a long time, please remove the power plug and remove all ice cubes inside the ice dispenser. Wipe water stains, clean the outer surface and keep the ice dispenser in a dry and ventilated place.



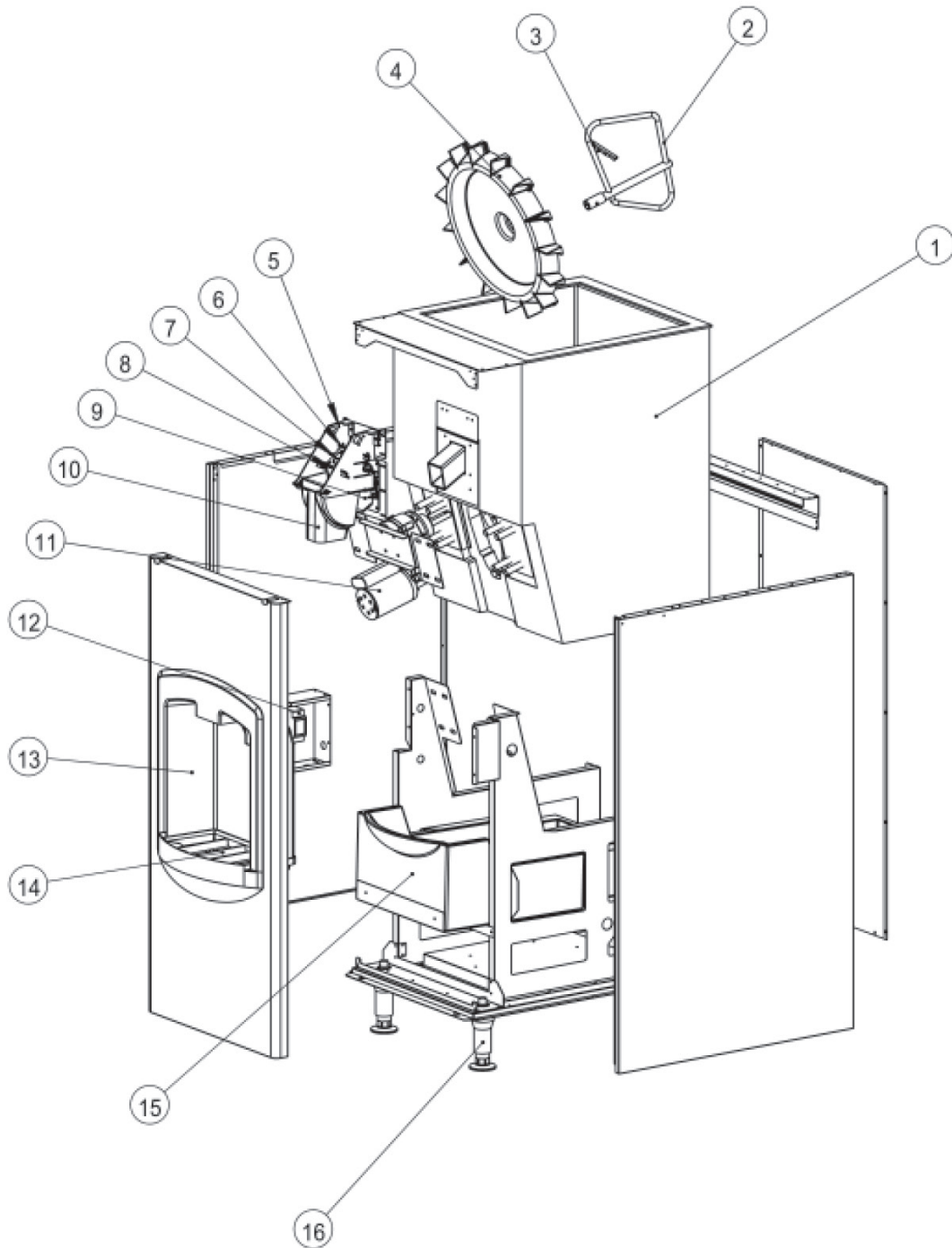
## Troubleshooting

Fault	Possible Cause	Inspection and Troubleshooting
When the lower end of the ice outlet, the internal turntable does not run.	The ice dispenser is not powered on.	Check whether the power plug is inserted properly!
		Check whether there is a qualified external power supply!
When the lower end of the ice outlet and the internal turntable is running, no ice is discharged.	There are no ice cubes inside the ice dispenser.	Fill ice cubes equivalent to at least 1/2 of the internal capacity of the ice dispenser.
	The ice outlet channel is blocked.	Check whether the size of ice cubes is appropriate.
		Remove the power plug and check whether the ice outlet channel is blocked. If it is blocked, remove ice cubes in the ice dispenser, clear the ice outlet channel, and insert the power plug.

# Parts Breakdown

**Model IC-CN-0350-D** 48349

**Model IC-CN-0500-D** 48350



## Parts Breakdown

**Model IC-CN-0350-D** 48349

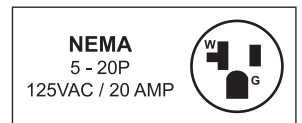
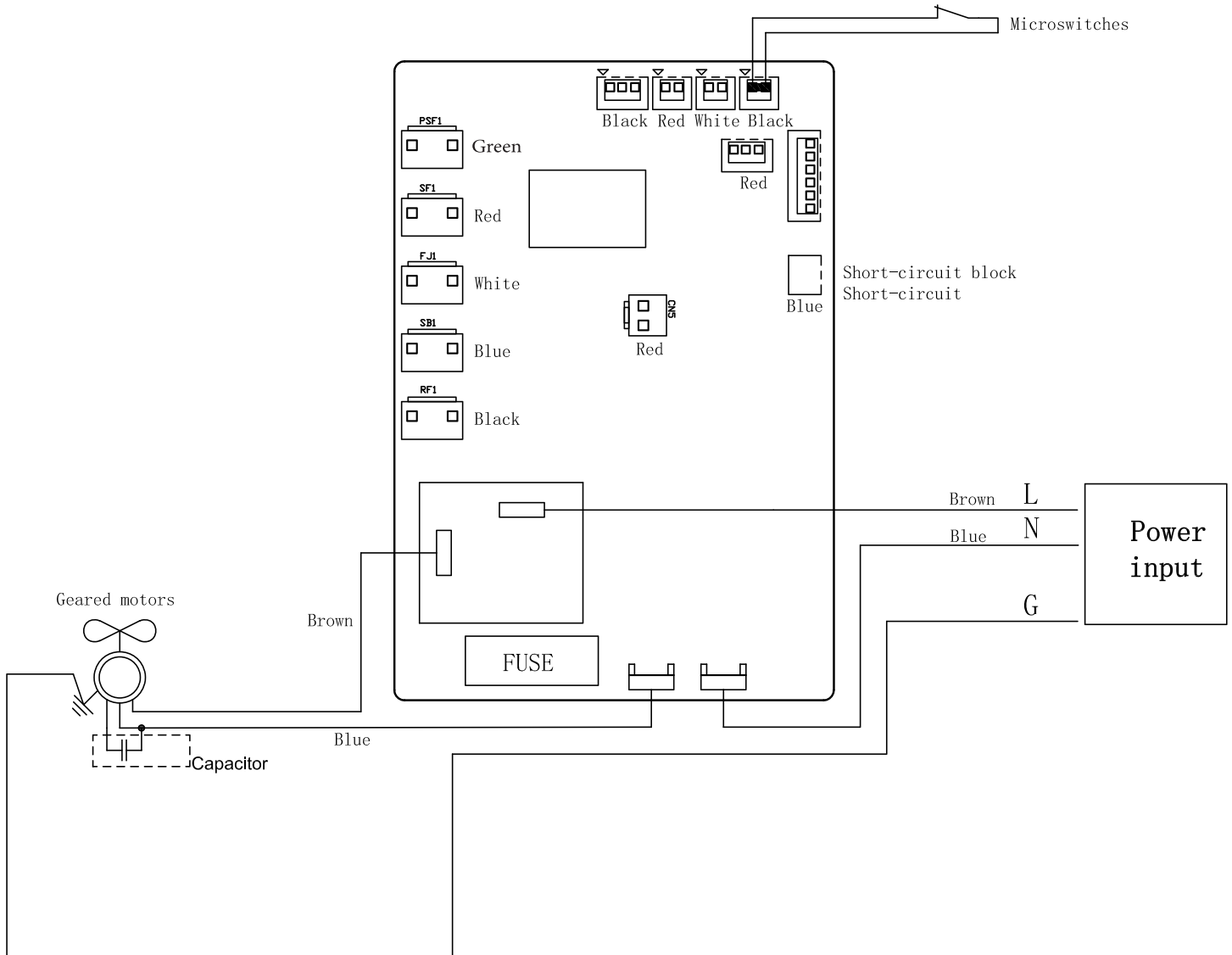
**Model IC-CN-0500-D** 48350

Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
AR116	Foam Box Assembly for 48349, 48350	1	AR122	Vertical Connection Plate for 48349, 48350	7	AR128	Ice Outlet Decorative Frame for 48349, 48350	13
AR117	Mixing Rod Frame for 48349, 48350	2	AR123	Micro Switch for 48349, 48350	8	AR129	Ice Melting Separator for 48349, 48350	14
AR118	Fixing Pin of Mixing Rod for 48349, 48350	3	AR124	Insert Socket of Ice Falling Mouth for 48349, 48350	9	AR130	Ice and Water Collector for 48349, 48350	15
AR119	Ice Output Turntable for 48349, 48350	4	AR125	Ice Falling Mouth for 48349, 48350	10	AN297	Feet Assembly for 48349, 48350	16
AR120	Side Plate of Ice Falling Mouth for 48349, 48350	5	AR126	Reducer Assembly for 48349, 48350	11			
AR121	Ice Outlet Cover of Inner Tank for 48349, 48350	6	AR127	PC Board for 48349, 48350	12			

# Electrical Schematics

**Model IC-CN-0350-D** 48349

**Model IC-CN-0500-D** 48350









# Warranty Registration

Thank you for purchasing an Omcan product. To register your warranty for this product, complete the information below, tear off the card at the perforation and then send to the address specified below. You can also register online by visiting:

Merci d'avoir acheté un produit Omcan. Pour enregistrer votre garantie pour ce produit, complétez les informations ci-dessous, détachez la carte au niveau de la perforation, puis l'envoyer à l'adresse spécifiée ci-dessous. Vous pouvez également vous inscrire en ligne en visitant:

Gracias por comprar un producto Omcan usted. Para registrar su garantía para este producto, complete la información a continuación, cortar la tarjeta en la perforación y luego enviarlo a la dirección indicada a continuación. También puede registrarse en línea en:

<https://omcan.com/warranty-registration/>

For mailing in Canada

Pour postale au Canada

Por correo en Canadá

For mailing in the US

Pour diffusion aux États-Unis

Por correo en los EE.UU.

**OMCAN**

PRODUCT WARRANTY REGISTRATION

3115 Pepper Mill Court,  
Mississauga, Ontario  
Canada, L5L 4X5

**OMCAN**

PRODUCT WARRANTY REGISTRATION

4450 Witmer Industrial Estates, Unit 4,  
Niagara Falls, New York  
USA, 14305

*or email to: [service@omcan.com](mailto:service@omcan.com)*



Purchaser's Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province or State: \_\_\_\_\_ Postal or Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Dealer from which Purchased: \_\_\_\_\_

Dealer City: \_\_\_\_\_ Dealer Province or State: \_\_\_\_\_

Invoice: \_\_\_\_\_

Model Name: \_\_\_\_\_ Model Number: \_\_\_\_\_

Machine Description: \_\_\_\_\_

Date of Purchase (MM/DD/YYYY): \_\_\_\_\_

Would you like to extend the warranty?  Yes  No

Company Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Company:

Restaurant  Bakery  Deli

Butcher  Supermarket  Caterer

Institution (specify): \_\_\_\_\_

Other (specify): \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Installation (MM/DD/YYYY): \_\_\_\_\_

**Thank you for choosing Omcan | Merci d'avoir choisi Omcan | Gracias por elegir Omcan**



Since 1951 Omcan has grown to become a leading distributor of equipment and supplies to the North American food service industry. Our success over these many years can be attributed to our commitment to strengthen and develop new and existing relationships with our valued customers and manufacturers. Today with partners in North America, Europe, Asia and South America, we continually work to improve and grow the company. We strive to offer customers exceptional value through our qualified local sales and service representatives who provide convenient access to over 6,500 globally sourced products.

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Depuis 1951 Omcan a grandi pour devenir un des "leaders" de la distribution des équipements et matériel pour l'industrie des services alimentaires en Amérique du Nord. Notre succès au cours de ces nombreuses années peut être attribué à notre engagement à renforcer et à développer de nouvelles et existantes relations avec nos clients et les fabricants de valeur. Aujourd'hui avec des partenaires en Amérique du Nord, Europe, Asie et Amérique du Sud, nous travaillons continuellement à améliorer et développer l'entreprise. Nous nous efforçons d'offrir à nos clients une valeur exceptionnelle grâce à nos ventes locales qualifiées et des représentants de service qui offrent un accès facile à plus de 6500 produits provenant du monde entier.

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Desde 1951 Omcan ha crecido hasta convertirse en un líder en la distribución de equipos y suministros de alimentos en América del Norte industria de servicios. Nuestro éxito en estos años se puede atribuir a nuestro compromiso de fortalecer y desarrollar nuevas relaciones existentes con nuestros valiosos clientes y fabricantes. Hoy con socios de América del Norte, Europa, Asia y América del Sur, que trabajan continuamente para mejorar y crecer la empresa. Nos esforzamos por ofrecer a nuestros clientes valor excepcional a través de nuestro local de ventas y representantes de los servicios que proporcionan un fácil acceso a más de 6,500 productos con origen a nivel mundial.

