



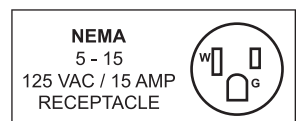
***Ice Maker***  
***Model IC-CN-0012***  
***Item 37864***  
***Instruction Manual***



*Revised - 08/16/2022*



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Model IC-CN-0012

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***OMCAN IS NOT RESPONSIBLE FOR ANY DAMAGES DUE TO WATER LEAKS. WARRANTY FOR WATER LEAKS IS VOID IF THE WICKING PAD IS NOT REPLACED EVERY SIX MONTHS, AND IF THE AMBIENT ROOM TEMPERATURE EXCEEDS 75°F AND 55% RELATIVE HUMIDITY, AND THE APPLIANCE DRAIN IS NOT CONNECTED DIRECTLY TO THE FLOOR DRAIN.***

# 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 Compañie Limité 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, saine 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 approprié. 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 cueilli par un tiers transporteur.



# General Information

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Avant d'utiliser n'importe quel équipement, toujours lire et vous familiariser avec toutes les opérations et les 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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- Turn the unit off and unplug before performing any cleaning, maintenance or repairs.
- Do not operate the unit with a damaged power cord. If a damaged power cord is found, immediately turn the unit off and unplug it. Do not operate again until trained personnel have fixed the problem.
- Only operate the unit on a flat, level ground. Do not place the unit near any heat sources.
- Only use original spare parts for repairs.

**RESIDENTIAL USERS: Vendor assumes no liability for parts or labor coverage for component failure**

# ***Safety and Warranty***

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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 BENCH WARRANTY**

Within the warranty period, contact Omcan Inc. at 1-800-465-0234 to schedule a drop off to either an Omcan authorized service depot in the area, or to an Omcan Service warehouse to repair the equipment.

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

<b>Model</b>	<b>IC-CN-0012</b>
<b>Max Ambient Temp Rating</b>	24°C / 75°F
<b>Max Production per Day</b>	44 lbs. / 20 kgs.
<b>Max Ice Storage</b>	26.5 lbs. / 12 kgs.
<b>Ice Shape</b>	Cube
<b>Electrical</b>	115V / 60Hz / 1
<b>Power</b>	210 W
<b>Current</b>	3 - 3.6A
<b>Refrigerant</b>	R134a
<b>Weight</b>	81.6 lbs. / 37 kgs.
<b>Packaging Weight</b>	101.4 lbs. / 46 kgs.
<b>Dimensions</b>	14.6" x 23.6" x 33.1" / 370 x 600 x 842mm
<b>Packaging Dimensions</b>	16.3" x 26.1" x 39.4" / 413 x 665 x 1000mm
<b>Item Number</b>	37864

## Operation

### MAJOR FUNCTIONS

1. The operating procedure is completely automatic.
2. When the ice storage bin is full of ice cubes the machine stops making ice automatically. It starts making ice again after ice cubes are removed.
3. The different colors of the LED display indicate various work modes.
4. A sensitive probe and accurate timer enhance the performance of the ice maker.
5. A compressor protection system is built in.

### CONTROLLER DISPLAYS

#### Instructions for LEDs and buttons:

1. **Red LED:** Ice full indicator light. When this LED is lit, the ice storage bin is full of ice or there is something between the sensor in the ice storage bin. The unit will stop making ice. When ice cubes are taken out of the ice storage bin making the ice-full probe free, the red LED will keep flashing for 3 minutes. Then the unit will restart and return to the ice making mode.
2. **Green LED:** Ice making indicator light. When this LED is lit, the unit is working in the ice making mode controlled by a temperature probe on the evaporator. When the green LED is flashing, the unit is working in the ice making mode controlled by a fixed timer.
3. **Yellow LED:** Ice harvest indicator light. When this LED is lit, the unit is working in the ice harvest mode controlled by the ice-full probe. When the green LED and yellow LED is lit, it means the unit is working in the cold preservation stage.

# Operation

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4. **Mode button:** Mainly for service. When this button is pressed, it can change from ice making mode to ice harvest mode, or from ice harvest mode to ice making mode. You can judge the mode from the status of the green and yellow LEDs.
5. **Adjust button:** Mainly for service. When this is pressed over 3 seconds, the unit will enter the Ice Size Adjustment mode. The mode can be judged from the status of the yellow LED.

## ICE SIZE ADJUSTMENT

1. Press and hold the “Adjust” button for at least 3 seconds. The unit will enter the Ice Size Adjustment mode. The “HARVEST” LED (yellow) will be blinking continuously during the ice size adjustment.
2. While in the Ice Size Adjustment mode, press the “Clean” button or the “Mode” button for the desired ice size.

**Smaller ice setting:** By pressing the “Clean” button, you can decrease the size of the ice cubes. The “ICE” LED (green) will flash as you lower the ice size and will finally be blinking at the setting of smallest ice size.

**Larger ice setting:** By pressing the “Mode” button, you can increase the size of the ice cubes. The “BIN FULL” LED (red) will flash as the larger size is set and will blink when the setting of largest ice size has been reached.

After 10 seconds without any operation, the unit will return to the previous mode.

### NOTE:

- If during the ice size adjustment mode the “BIN FULL”, “ICE” and “HARVEST” LEDs blink all at once, this indicates that the unit is in the regular (middle) setting of the ice size.
- When the machine is in the cleaning stage or ice full stage, the ice size adjustment mode cannot be accessed.

During the ice-making stage, the hot gas solenoid valve is closed. The hot refrigerant gas is pumped out off the compressor to the condenser. The hot gas is cooled by fan forced air to the warm liquid refrigerant after passing through the condenser. The drier & filter reduces the possible dirt and humidity in the refrigerant. The evaporator is cooled by the refrigerant. Some ice can be formed on the evaporator during the water spraying process in the evaporator. Low pressure refrigerant gas may go back to the compressor from the evaporator.

During the ice harvest stage, the solenoid valve is opened. The hot refrigerant gas is pumped out off the compressor to the evaporator through the hot gas valve. As the hot gas is not cooled by the condenser, the refrigerant makes the evaporator (ice mold) slightly warm. So some ice touching the evaporator is thawed. All of ice can slide down to the ice storage bin.

## WATER SYSTEM

When the water supply pipe is connected with the main water supply, water will fill the water trough through the floater valve until enough water inside water trough makes floater valve close. During the ice-making stage, water is pumped from the water trough to the water distribution tube. The distributed water flows to the surface of the evaporator. Most parts of water go back to the water trough. Some water is frozen on the evaporator step by step. The floater valve will open and fresh water is



# Operation

## CIRCUIT DESCRIPTION

**First time usage:** As the icemaker is properly installed, switch on the water tap, let the water trough fill (reach full on the level), then press the ON/OFF button on the front panel. The icemaker will start working automatically. In this status, the time is fixed to about 3 minutes. This function is also helpful to protect the compressor from avoiding restart within 3 minutes. At this status, the Red, Green, Yellow LEDs are lit together.

**Ice-making status:** The compressor, motor fan and pump are powered on. The hot gas solenoid valve is powered off. When this green LED is lit, the unit is working in the ice making mode controlled by a temperature probe on the evaporator. When the green LED is flashing, the unit is working in the ice making mode controlled by a fixed timer. The fan motor is also controlled by a condenser sensor. When the ambient temperature is too low, the motor fan will stop working for good condensation to the refrigerant.

**Ice harvest status:** The pump is powered off. The hot gas solenoid valve, compressor and motor fan is powered on. The fan motor is also controlled by a condenser sensor. When the ambient temperature is too low, the motor fan will stop working for good condensation to the refrigerant. The Yellow LED indicates the ice harvest status.

**Ice full status:** If the ice bin is filled with ice or the full sensor is covered, the machine stops making ice automatically. In this status, the compressor stops working. The RED LED indicates the ice full status.

# Maintenance

## ADJUSTMENT AND REPLACEMENT

All maintenance to be performed by a certified technician only (call omcan at 1-800-465-0234)

Replace Controller, fuse and the sensor of temperature

 <b>WARNING</b>	
	<b>ELECTRICAL SHOCK HAZARD</b> Disconnect electrical power before beginning removal of parts

- Remove the rear cover, front panel,
- Locate the Electronic controller,

# Maintenance

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- Pull out the temperature sensors (one at the evaporator, another at the condenser).
- Loosen the screws connecting the Electronic controller, replace a new one. Reverse the above step to replace.
- If you need to replace the fuse, open the front panel of the control box, you will find the fuse.
- Take out the fuse, replace a new one. Reverse the above step to reassemble.
- If you need replace the temperature sensors, pull out the temperature sensors, open the panel of the controller box, pull out the other side, replace a new one. Reverse the above steps to reassemble.

## ADVICE

The cube size has been adjusted before leaving the factory. Adjust accordingly.

### Replace the water system components

Please see the water system drawing. The water leakage should be checked after this kind of operation.

## NOTICE

Before replacing the water system components, it is necessary to drain the system first.

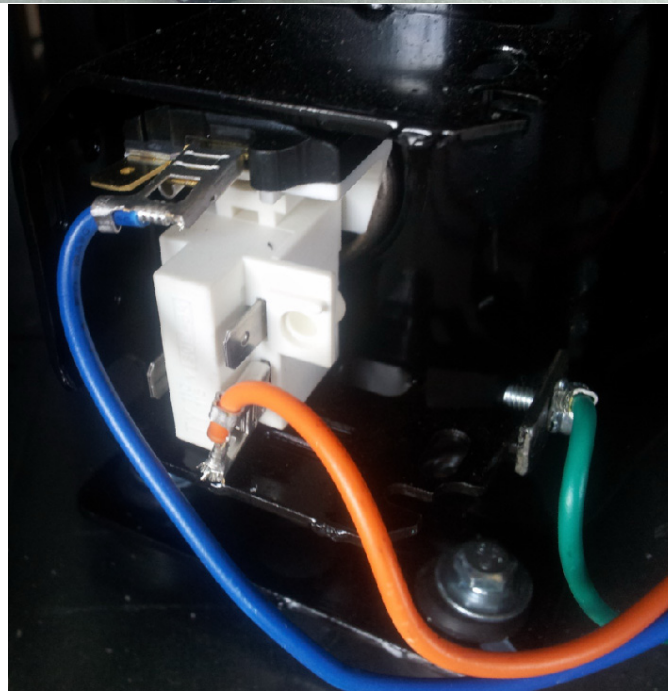
### Replacing the water pump

- Disconnect electrical power.
- Remove the rear cover.
- Unplug the lines connector with the water pump, the water outlet tube of pump and the water inlet tube of pump.
- Loosen the screws, replace a new one.
- Reverse the above steps to reassemble.

### Replace the cooling system components

- Replace the condensing components, See the cooling system diagram.
- Replace the compressor and the compressor kit (includes relay, thermal protect).

# Maintenance



- If you only need to replace the compressor kit, remove the rear panel, locate the compressor, take the clip, open the cover, replace the old compressor,
- Reverse the above steps to reassemble.
- If you need to replace the compressor, remove the rear cover, and cabinet, locate the compressor.
- Unplug the lines and take out the grounded line, add the low side access valve, open the Process/Suction, evacuate refrigerant, take out the compressor, replace a new one, joint together, then recover refrigerant, weigh in the nameplate charge.
- Reverse the above steps to reassemble.

# Maintenance

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## Replace the fan motor and fan blade


- Remove the front panel, rear and cabinet.
- Locate the fan motor, unplug the lines connected to the fan motor, loosen the screws of the bracket that holds the fan motor.
- Replace a new one, If you only need to replace the fan blade, loosen the screws holding the fan blade, take out the damaged fan blade, replace with a new one.
- Reverse the above steps to reassemble.

## Replace the hot gas valve, drier and evaporator

- Remove the rear cover.
- Locate the drier and hot gas valve, add low side access valve, recover refrigerant, replace the drier and hot gas valve, evacuate and weigh in the nameplate charge.
- Reverse the above steps to reassemble.
- If you need to replace the evaporator.
- Remove the rear, locate the evaporator, add the low side access valve, open the process/suction, weld open the two welds, replace a new one. Recover refrigerant, evacuate and weigh in the nameplate charge.
- Reverse the above steps to reassemble.

# Troubleshooting

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 <b>WARNING</b>	
	<b>ELECTRICAL SHOCK HAZARD</b> Turn the unit off and unplug it before beginning to remove any parts.

## BEFORE MAINTENANCE

- Make sure the user uses a 115 VAC, 60Hz. only 15amp electrical supply, and make sure that it is properly grounded to protect the maintainer against electrical shock.
- Check out if the leads loose? Turn off? Short circuit? If you have such problems, foreclose in turn.

# Troubleshooting

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## BEFORE MAINTENANCE

- Make sure the user uses a 115 VAC, 60Hz. only 15amp electrical supply, and make sure that it is properly grounded to protect the maintainer against electrical shock.
- Check out if the leads loose? Turn off? Short circuit? If you have such problems, foreclose in turn.

## BASIC CHECKING

If the icemaker has some trouble through the basic checking. The service technician must then check it thoroughly, then maintain accordingly.

## HEARING CHECK

- Listen for the user's depiction about the icemaker during a test run. Try to understand what is the defect and how did the user operate the icemaker before calling for service.
- Is the running sound is normal?

## VISUAL CHECK

- Check the pipe of cooling system, especially the welding points. If there is some oil, the gas is leaking out so that no ice making or less ice is produced.
- If the cycle of the ice making and harvest is normal?
- Check the water system, especially the connections. If there is some water leaking?
- Check if the water filter needs to be replaced.
- Check if the icemaker is installed according to the user manual.
- Check if the icemaker needs to be cleaned.

## PHYSICAL CHECK

- Touch the hot gas pipe (with the evaporation weld), feeling the temperature. At the ice making stage it should feel cool. At the ice harvest stage it should feel hot.
- Touch the capillary tube (the drier nearby), does it feel lukewarm?

## TROUBLESHOOTING GUIDE

This troubleshooting guide in the user manual should be read before attempting any service. Be sure to turn to this guide only when the trouble shooting in user manual can't help you solve the problem.

# Troubleshooting

## THE MACHINE DOES NOT MAKE ICE

Problem	Check part or point	Possible Cause	Probable Correction
The machine doesn't operate	Plug	The icemaker is unplugged.	Plug the icemaker in.
	Socket	Socket is damaged	Check and replace.
	Power switch	The icemaker power button is set at OFF.	Switch the icemaker power button to ON.
	Fuse	The fuse is blown.	Replace fuse.
	Wiring connection	Some wiring connection is incorrect or loose.	Check and re-connect.
	Voltage	The voltage of the power supply is low.	Add manostat.
	Ice full probe	The ice full probe is not working.	Replace with a new one.
	Ice full probe	The ice full probe is covered by something.	Clear the probe and make the ice-full probe is free of obstructions.
	Wiring	Some wiring is damaged.	Replace with a new one.
	Electric component	Some electrical component has failed.	Find the controller, press the mode button to change the mode. It is helpful to judge which part is out of function.
	Controller	The controller has failed.	Replace with a new one.

# Troubleshooting

Water System	Water supply tap	The water supply tap is turned off.	Turn on the water supply tap.
	Water supply pipe	The water supply pipe is not properly connected or may be kinked.	Reconnect the water supply pipe.
	Water line	The water line leaks.	Plug in again.
		The water line is blocked.	Clean it, see user manual "ice making system cleaning"
		Water supply pressure is low.	Adjust the water supply pressure within the stated range.
	Water inlet	The water inlet is blocked.	Check and clear it
	Water pump	Water pump damaged.	Replace water pump.
		The room temperature is out of the stated range, the water pump stops automatically.	Make the temperature return within the stated range.
		The lines of the water pump are loose.	Plug in again.
		The housing of water pump leaks.	Replace water pump.
Drainage tray on top of the compressor	Drainage tray on top of the compressor is full.	Drain off water by unscrewing lower drainage nut.	
The compressor doesn't start	Wiring connects	It's loose.	Plug tightly, or replace.
	The start relay/thermal protect	It's damaged.	Replace the start relay/thermal protect of the compressor.
	The startup coil / running coil	It's turned off.	Replace the compressor.
		The motor of the compressor has short circuited.	Replace the compressor.
	Condenser	The condenser may be dirty.	Clean the condenser.
	Fan	The fan may be dirty or damaged	Clean or Replace the fan.
	The Electronic controller	The controller is damaged	Replace the Electronic controller.

# Troubleshooting

The compressor runs but makes no ice	Refrigerant	Refrigerant leaks completely.	Add low side access valve, locate leak, recover refrigerant, replace drier, evacuate and weigh in the data plate charge.
	Capillary tube	Capillary tube is blocked.	Add low side access valve, recover refrigerant, replace hot gas valve, replace drier, evacuate and weigh in the nameplate charge.
	Vent	The vent is obstructed around the ice machine.	Clean the vent.
	Hot gas valve	Hot gas valve is damaged.	Replace.
	The Electronic controller	The mode of making ice doesn't turn to harvest.	Replace the Electronic controller.
The unit is working in the cold preservation stage mode.		Work in normal mode.	

## LOW PRODUCTION

Problem	Check part or point	Possible Cause	Probable Correction
Cooling System	Refrigerant	Refrigerant leaks partially.	Recharge.
	Condenser	The condenser may be dirty.	Clean the condenser.
	The ambient temperature	The ambient temperature is too high or too low.	Check the ambient and air flow.
	Fan	The fan is dirty or damaged.	Clean or replace.
	Hot gas valve	Hot gas valve performance is poor, little ice is produced.	Replace the hot gas valve.
	Electronic controller	The setting temperature of Electronic controller is low.	See the service manual "adjust the size of ice cubes".
	Sensor	The sensor of temperature is damaged	Replace the temperature sensor.



# Troubleshooting

Water System	Water distribution tube	The water distribution tube is blocked.	Clean the water distribution tube.
	Water line	The water quality is too poor. The water line is blocked.	Use a filter apparatus installed in front of the water inlet valve.
	Silica gel tubes	The silica gel tubes are distorted, leads to blocking.	Make the silica gel tubes resile.
	Floater valve	The floater valve leaks. Leads to low ice production.	Repair or replace.
	Wheel	The icemaker is not properly leveled.	See installation.

## ICE CUBES ARE NOT SATISFACTORY

Problem	Check part or point	Possible Cause	Probable Correction
Cubes are too small	Condenser	The condenser is dirty or the air grills are covered.	Clean the condenser. Leave space around the machine.
	The ambient temperature	The ambient temperature is too high.	Adjust the ambient temperature.
	Electronic controller	The setting temperature is high.	See the service manual "adjust the size of ice cubes".
	Refrigerant	Refrigerant leaks.	Recharge.
Cubes are too big	Electronic controller	The setting temperature of Electronic controller is low.	See the service manual "adjust the size of ice cubes".
	Sensor	Temperature sensor of the evaporator is damaged.	Replace the temperature sensor.
	The ambient and water temperature	The ambient temperature and water temperature are too low.	Adjust the temperature.

# Troubleshooting

The cubes are partially formed--have ragged sides	Water quality	The water quality is poor.	Use a water-soften / filter apparatus installed in front of the water inlet valve.
	Evaporator	Ice machine is dirty.	Clean and sanitize the ice machine.
	Water distribution tube	The water distribution tube is partially blocked.	Clean the water distribution tube.
	The room temperature	The room temperature is out of the stated range, the water pump stops.	Make the temperature return within the stated range.
The ice cubes have shape deformities	Filter	Water filtration element needs to be changed.	Replace the filter.
	Water trough	Water trough level is too low.	Adjust the water floater.
Cubes are partially formed—are white at the bottom	The room temperature	The room temperature is out the stated range, the water pump stops automatically.	Make the temperature return within the stated range.
	Water trough	Water trough level is too low.	Adjust the water floater.

## OTHER PROBLEMS

Problem	Check part or point	Possible Cause	Probable Correction
The body is electrified	Ground line	The ground line isn't in the socket.	Please use the socket meeting the standard.
	Lines	The lines are not insulated.	Adjust, reconnect / replace lines
	Electric component	The electric component is not insulated.	Replace this electric component.
Scales occur frequently inside the machine	The water quality	The rigidity of the water quality is too high.	Use a water-soften apparatus installed in front of the water inlet.

# Troubleshooting

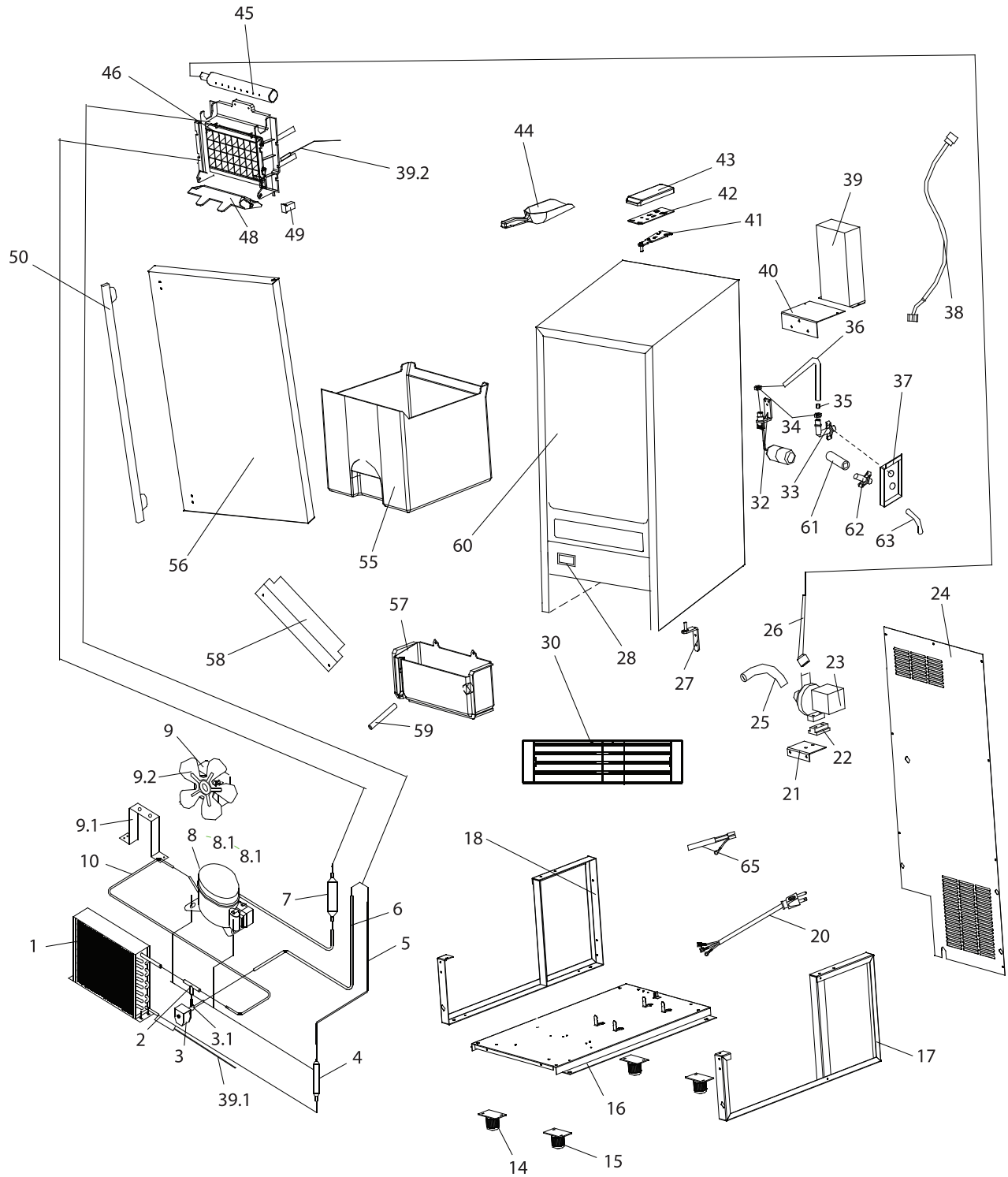
Loud noise during operation	Spring of the internal compressor	The spring of the internal compressor drops.	Replace the compressor.
	Water pump	The noise of the water pump	Replace the water pump.
	Pipeline system	Pipeline system resonate	Clear pipeline system
	Feet	The feet are not leveled	Level and lock the feet.
	Fan motor	The fan motor is loose, the clearance of the rotor is bigger, the fan blade turns back	Relocate the fan motor / replace
Water is leaking out of the unit	The operation	Some water drops to the floor when you open the door to take out ice from ice storage bin.	Normal condensation on the door or some water from the ice. Take care when you take out ice.
	Water supply connection	Water supply connection is leaking.	Tighten the fitting.
	Drainage tray on top of the compressor	Water full probe is out of function	Replace with a new one.
	Water line	The water line leaks.	Plug in again.
The water distribution tube doesn't spray	Lines of the water pump	The lines of the water pump are loose.	Plug in again.
	Water pump	Water pump is damaged.	Replace the water pump.
	Water distribution tube	The water distribution tube is blocked.	Clean the water distribution tube.
	Ice full probe	The ice full probe is broken or can not turn back to the normal position.	Repair or replace the probe.
	The room temperature	The room temperature is out of the stated range, the water pump stops.	Make the temperature returns within the stated range.

# Troubleshooting

Harvesting ice is difficult	Hot gas valve	The hot gas valve is poor.	Replace the hot gas valve.
		The hot gas valve is damaged.	Replace the hot gas valve.
	Ice mold of the evaporator	The ice mold is dirty, or polishing degree is poor.	Clean the ice mold, or replace the evaporator.
	Refrigerant	Refrigerant leaks.	Recharge.
	Ice machine	Ice machine is not properly leveled.	Level the ice machine.
	The ambient and water temperature	The ambient and water temperature is too low.	Adjust the temperature.
	Ice cubes size	The size is too big.	See "Adjust the ice cube size".
The evaporator is hot for more than 4 minutes	Hot gas valve	The lines of the hot gas valve are loose.	Plug in again.
		Hot gas valve performance poor or broken.	Replace the coil of the hot gas valve if it is only because of the coil.
	Refrigerant	Refrigerant leaks.	Recharge.
	Electric controller	The electric controller is incorrect.	Check the controller.

# Parts Breakdown

Model IC-CN-0012 37864



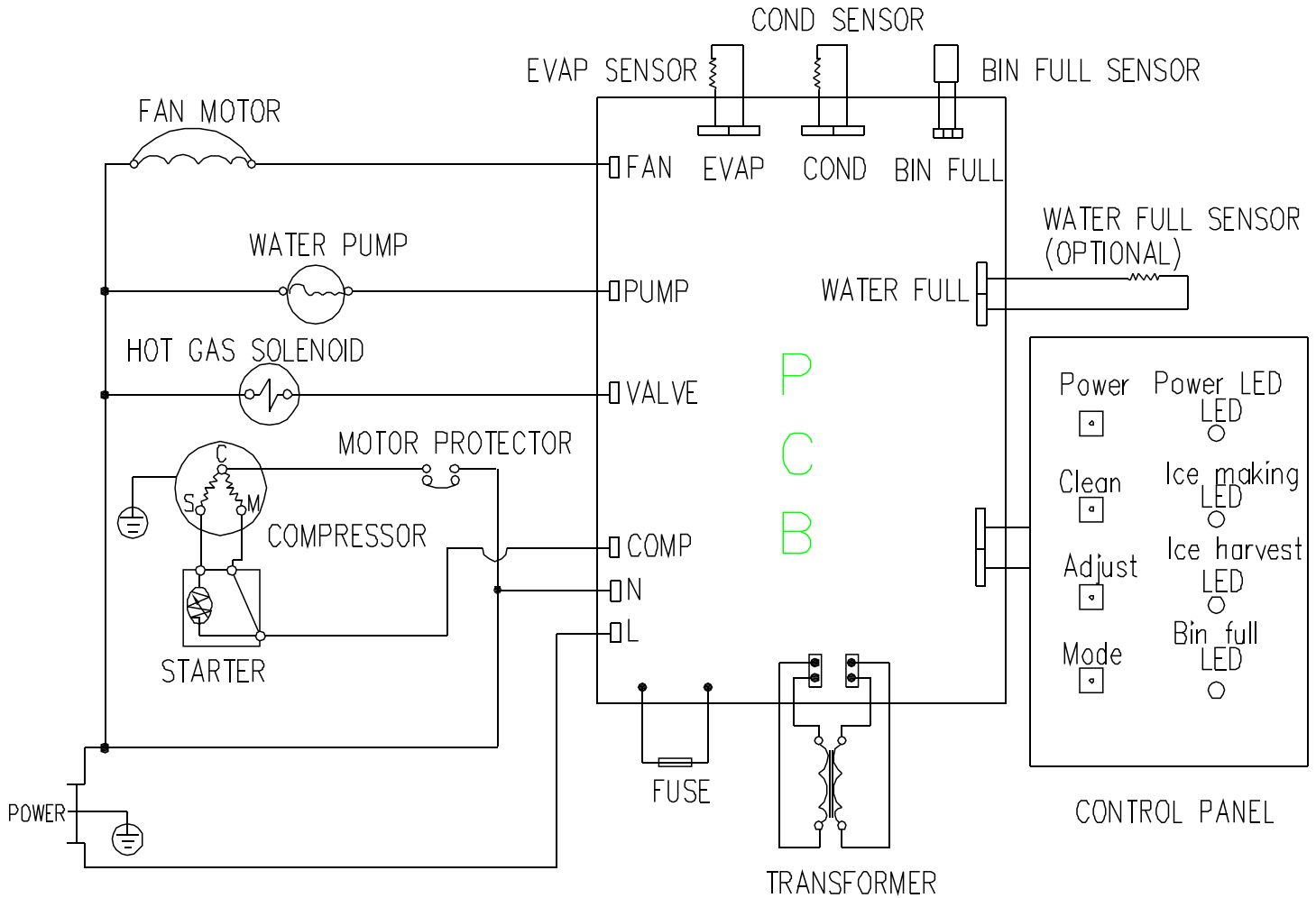
# Parts Breakdown

## Model IC-CN-0012 37864

Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
40283	Condenser for 37864	1	39285	Water Pump for 37864	23	65058	Top Hinge Cover for 37864	43
40284	Hot Gas Valve Coil for 37864	3	65056	Louver for 37864	30	39291	Ice Scoop for 37864	44
40285	Hot Gas Valve Body for 37864	3.1	39292	Floater Valve for 37864	32	65059	Water Distribution Tube for 37864	45
40286	Drier for 37864	4	39289	Water Inlet Connector for 37864	33	40295	Evaporator (Ice Mold) for 37864	46
40287	Compressor for 37864	8	40291	Nut of the Water Inlet Tube for 37864	34	39287	Ice Slideway for 37864	48
40288	Fan Motor for 37864	9	40292	Water Supply Pipe for 37864	38	42882	Magnetism Switch for 37864	49
65052	Fan Blade (φ200x28°) for 37864	9.2	40293	Control Box for 37864	39	65060	Ice Storage Bin for 37864	55
65053	Left Foot for 37864	14	39276	Temperature Sensor of Condenser for 37864	39.1	40296	Drain Pipe for 37864	63
65054	Right Foot for 37864	15	39277	Temperature Sensor of Evaporator for 37864	39.2	40297	Wiring Harness for 37864	65
65055	Power Cord for 37864	20	65057	Fuse for 37864	39.3			

# Electrical Schematics

Model IC-CN-0012 37864













# 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

**OMCAN**

PRODUCT WARRANTY REGISTRATION

3115 Pepper Mill Court,

Mississauga, Ontario

Canada, L5L 4X5

For mailing in the US

Pour diffusion aux États-Unis

Por correo en los EE.UU.

**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.

