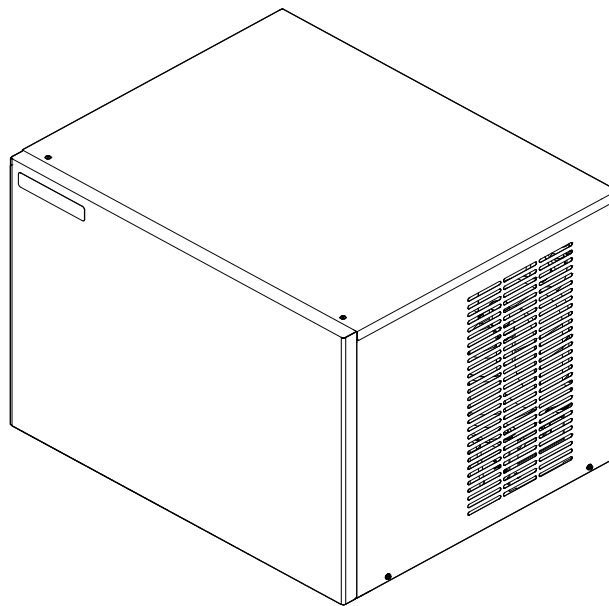


# ICE MATE

MODULAR RHOMBIC CUBER

## INSTRUCTION MANUAL

SRM-270AA  
SRM-200AA



SRM-270AA  
SRM-200AA

- This booklet is an integral and essential part of the product and should be kept and Preserved by the user.
- Please read carefully the guidelines and warnings contained herein as they are intended to provide the installer / user with the essential information for the proper installation and continued safe use and maintenance of the product.
- Please preserve this booklet for any further consultation that may be necessary.

Manufacturer: **HOSHIZAKI CHINA CORPORATION**

No. 15 Qingqiu Street, Suzhou Industrial Park, Suzhou 215126. China

L1M100104(113024)

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## IMPORTANT SAFETY INFORMATION

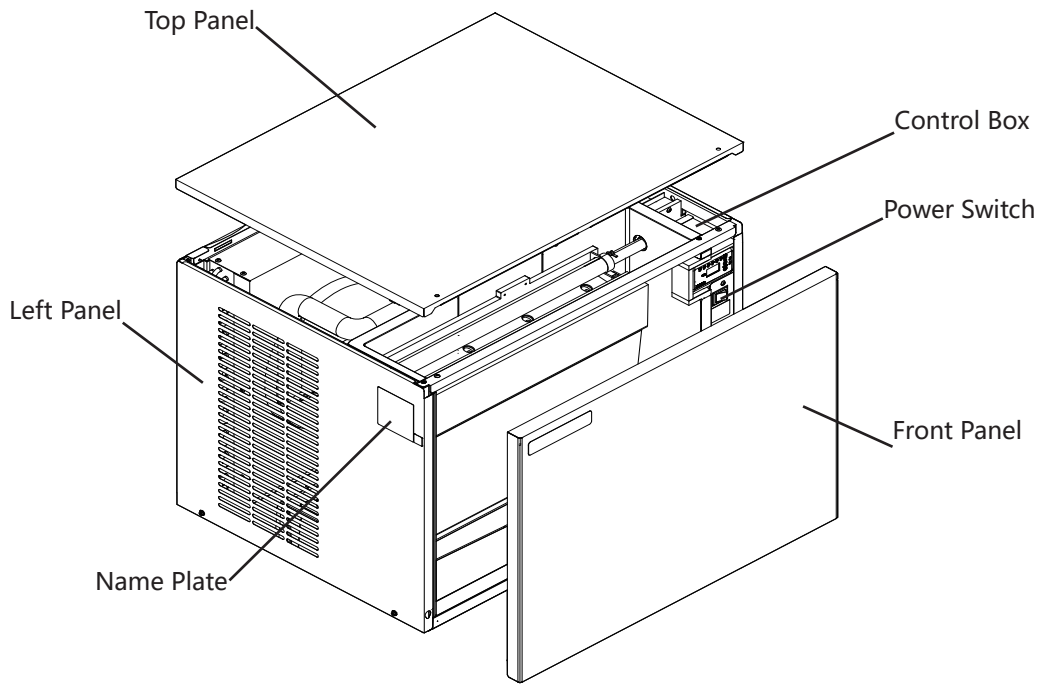
Throughout this manual, notices appear to bring your attention to situations which could result in death, serious injury or damage to the unit.

<b>▲WARNING</b>	Indicates a hazardous situation which, If not avoided, could result in death or serious injury.
<b>▲CAUTION</b>	Indicates a hazardous situation which, If not avoided, could result in minor or moderate injury.
<b>NOTICE</b>	Indicates a hazardous situation which, If not avoided, could result in damage to the unit.
<b>▲HYGIENE</b>	Indicates important precautions for hygiene and food safety.
<b>INPORTANT</b>	Indicates important information about the use and care of the unit.

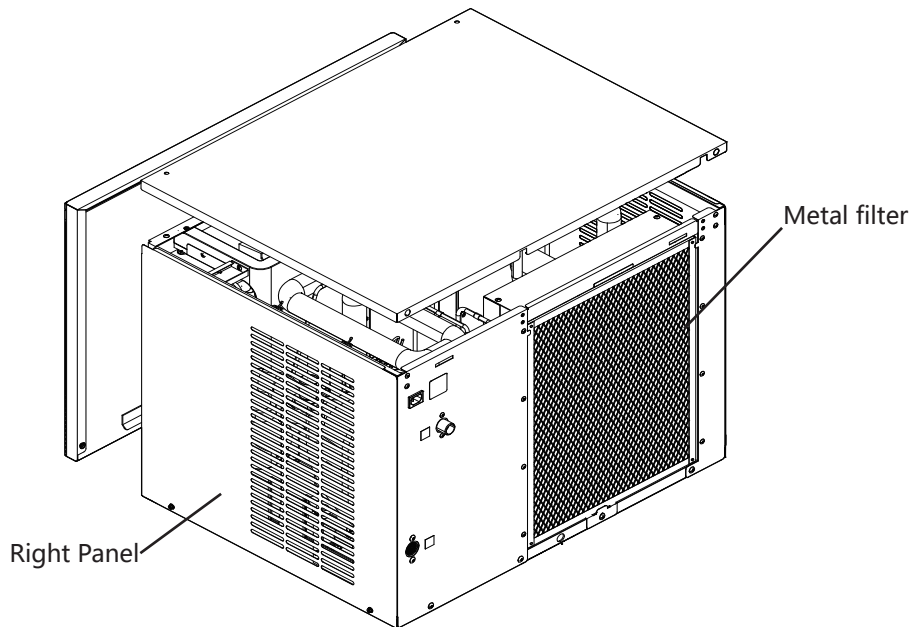
<b>▲WARNING</b>	
<p>The ice maker is a commercial icemaker, and should be destined only to be used for the purpose for which it has been expressly designed.</p> <p>Any other use should be considered improper and therefore dangerous. The manufacturer will not be held liable or responsible for any damage caused by improper, incorrect and unreasonable use.</p>	
<p><b>The installation, and relocation if necessary, must be carried out by qualified personnel</b>, in accordance with current regulations, according to the manufacturer's instructions.</p>	
<p>Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.</p>	
<p>The use of any electrical appliance involves the observance of some fundamental rules. In particular:</p> <ul style="list-style-type: none"> <li>* Instance of any high humidity and moisture increase the risk of electrical short circuits and potential electric shocks. If in doubt, disconnect the icemaker.</li> <li>* Do not damage the power cord or pull it in order to disconnect the icemaker from the electrical supply network.</li> <li>* Do not touch electrical parts or operate the switches with damp hands.</li> <li>* This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.</li> <li>* Young children should be supervised to ensure that they do not play with the appliance.</li> <li>* Do not attempt to modify the ice maker. Only qualified personnel may disassemble or repair the appliance.</li> </ul>	

# I . INSTALLATION INSTRUCTIONS

## 1.CONSTRUCTION



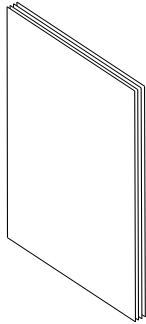
[SRM-270AA]  
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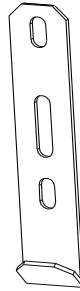
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[SRM-200AA]

## 2.ACCESSORIES

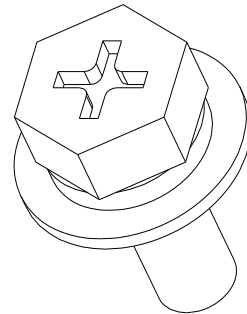
	SRM-270AA	SRM-200AA
Instruction Manual	1	1
Universal Brace	2	2
Hex Head Bolt	2	2
Hose	1	1
Outlet Hose	1	1



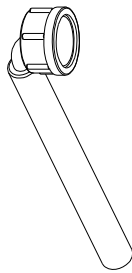
Instruction Manual



Universal Brace



Hex Head Bolt



Hose



Outlet Hose

## 3.UNPACKING

### ⚠ WARNING

Children should not be allowed in reach of the Packaging elements (plastic bags and expanded polystyrene, etc.) as they are potential sources of danger.

### ⚠ CAUTION

Do not lift or manoeuvre the carton by using the shipping bands.

When moving the unit, hold the unit bottom.

Always wear protective gloves when carrying the unit.

When handing the carton or the unpacking unit, work in pair to prevent injury.

### NOTICE

Remove shipping carton, tape(s) and other packing. If the packing material is left in the ice maker, it will not work properly.

- 1) After removing packing, make sure that the icemaker is in good condition. If in doubt, please do not use the icemaker, but apply to professionally qualified personnel.
- 2) Remove the shipping tape holding the front panel and evaporator cover.

- 3) Remove the protective film from the exterior. If the icemaker is exposed to the sun or to heat, remove the film after the icemaker cools.
- 4) Remove the front panel and top panel, then remove accessories from the machine room.
- 5) Remove the package of accessories. Check the contents according to "2.ACCESSORIES".

#### 4.LOCATION

<b>⚠ WARNING</b>
This ice maker is not intended for outdoor use.
This ice maker should not be located next to ovens, grills or other high heat producing equipment.
This appliance is not suitable for installation in an area where a water jet could be used.

<b>⚠ CAUTION</b>
The location should provide a firm and level foundation for the icemaker.

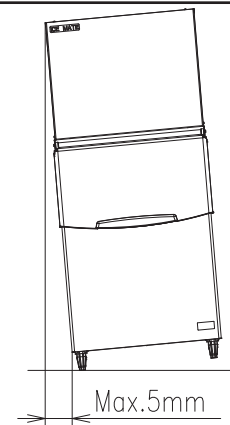
<b>NOTICE</b>
Do not place anything on top of the ice maker or on the air inlet.

<b>IMPORTANT</b>
Normal operating ambient temperature should be within 5°C to 38°C. Normal operating water temperature should be within 5°C to 32°C. Operation of the icemaker, for extended periods, outside these normal temperature ranges may affect production capacity and life.
Allow the clearance specified below for proper air circulation and ease of maintenance and/or service should they be required.
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Top View</p> </div> <div style="text-align: center;"> <p>Side View</p> </div> </div>
In some high humidity environments, condensation may form inside the machine and drip onto the floor. Do not install where the floor can be affected by water.

#### 5.INSTALLATION

<b>⚠ CAUTION</b>
Incorrect installation can cause harm to people, animals or things, for which the manufacturer cannot be held responsible.

- \* Place the icemaker on top of the storage bin/dispenser unit by holding the bottom.
- \* Place the icemaker in the selected permanent site.
- \* The appliance must be positioned so that the plug is accessible.
- \* Level the dispenser unit/ice storage bin in both the left-to-right and front-to-rear directions. If using an ice storage bin, adjust the ice storage bin legs to level. See Fig. 1.



**Fig.1**

## 6.ELECTRICAL CONNECTIONS

### ⚠ WARNING

#### THIS APPLIANCE MUST BE EARTHED

This icemaker requires an earth that meets the national and local electrical code requirements.

To prevent possible severe electrical shock to individuals or extensive damage to the unit, install a proper earth wire to the icemaker.

Disconnect the main power supply before any maintenance, requires or cleaning is undertaken.

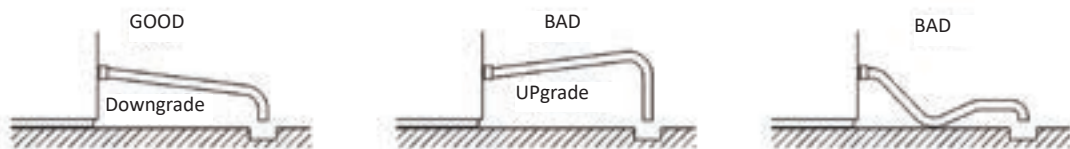
- \* This series of icemaker require a separate power supply (220VAC/10A). The electrical supply must be protected by a suitable circuit breaker.
- \* The main control box fuse is rated at 5A and should be replaced by a qualified service engineer.
- \* Usually an electrical permit and services of a licensed electrician are required.
- \* If the power cord is damaged, it must be replaced by a replacement cord available from Manufacturer Parts/ Service Centres.

## 7.WATER SUPPLY AND DRAN CONNECTIONS

### ⚠ WARNING

Connect to potable water supply only.

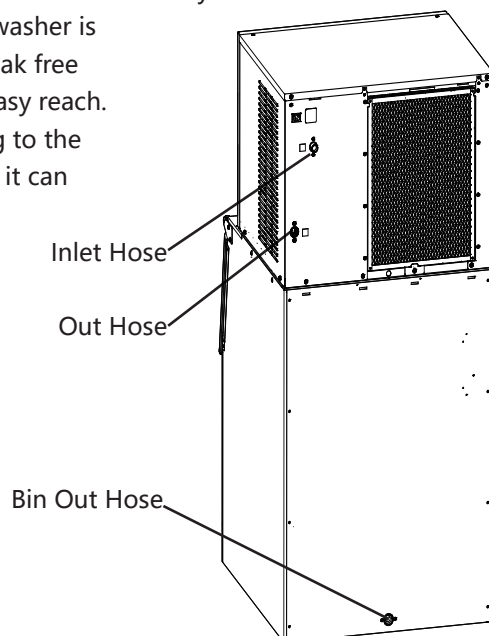
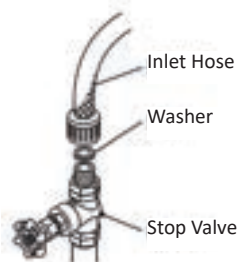
- \* The connection to the main water supply must be made in accordance with the countries' current requirements of the Water Supply or Water Fittings Regulations.
- \* Icemaking water must be potable water. Where scaling can be caused by water quality:-Installation of an external filter or softener is recommended. Contact your local water treatment professional or the manufacturer's agency.
- \* Water supply pressure should be within 0.07MPa ( 0.7bar ) to 0.55MPa ( 5.5bar ) . If the pressure exceeds 0.55MPa (5.5bar), use a proper pressure reducing valve. Do not throttle back the supply tap.
- \* A plumbing permit and services of a licensed plumber may be required in some areas.
- \* The icemaker drain is gravity flow, so ensure drain pipe has an adequate pitch or fall.
- \* Drain line should not be piped directly to the sewer system. A vertical air gap of minimum of 5cm should be between the end of the drain pipes from the icemaker and the floor drain.
- \* To prevent a backflow into the storage bin, the outlet hose must be laid as shown.



- \* Be sure to use the new hose-sets supplied with the appliance. Do not reuse any old hose-sets.

- 1) Attach the free end of inlet hose to the stop valve, noting washer is correctly positioned. Hand tighten sufficiently to provide leak free joint. It is a wise precaution to have the stop valve within easy reach.
- 2) The outlet hose can be cut to appropriate length according to the position of the main drain nozzle. To prevent condensation, it can be coated some insulation pipe out of drain pipe.

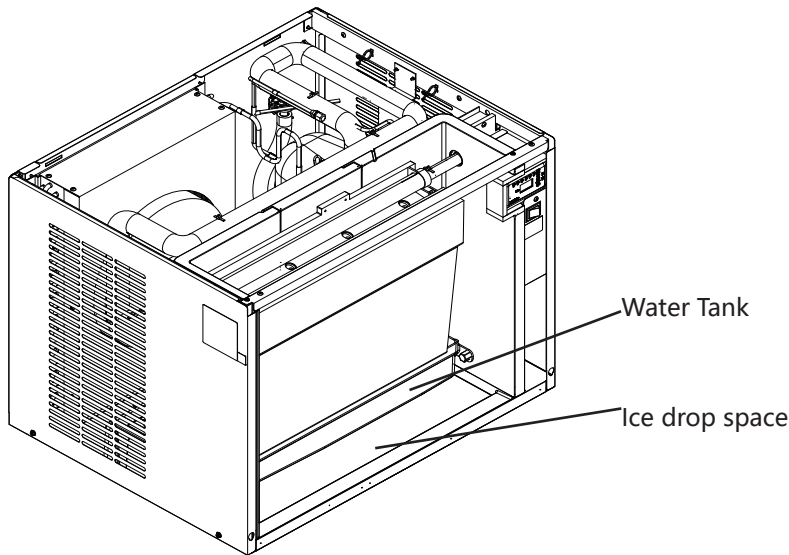
Note: Jointing compounds should be approved and suitable for potable water use.



## II. OPERATING INSTRUCTIONS

### ⚠ CAUTION

Do not put your hands into the the ice drop space or water tank. The ice on the evaporator may drop off, a hard block of ice may suddenly break down, or pump motor may suddenly start-up, resulting in injury.



### NOTICE

All parts are factory-adjusted. Improper adjustments may result in failure.

If the unit is turned off, wait for at least 3 minutes before restarting the icemaker to prevent damage to the compressor.

### ⚠ HYGINEN

This icemaker is designed to produce edible ice. To keep the icemaker hygienic:

- \* Wash your hands before removing ice. Use the plastic scoop provided (accessory).
- \* The storage bin is for ice use only. Do not store anything else in the bin, nor use other electrical appliances in the bin.
- \* Clean the storage bin before use (see "III.1. CLEANING").
- \* Keep the scoop clean. Clean it by using neutral cleaner and rinse thoroughly.
- \* Close the door after removing ice to prevent entrance of dirt, dust or insects into the storage bin.

## 1. START UP

The installer will normally commission the icemaker to start the automatic icemaking process. To ensure continuous operation. Make sure that:

- \* The water supply tap is on.
- \* The icemaker is connected to the power supply.

## 2. PREPARING THE ICEMAKER FOR LONG STORAGE

### NOTICE

This icemaker will not work at subfreezing temperatures. To prevent damage to the water supply line, drain the icemaker when air temperature is below zero.

### ⚠ HYGINEN

When shutting down the icemaker for two or more days, drain the icemaker to prevent contamination in the water circuit.



- 1) Unplug the icemaker or disconnect the power supply.
- 2) Close the water supply tap, and remove the inlet hose.
- 3) Remove all ice from the storage bin, and clean the bin.
- 4) Ask for draining of the icemaker by professional qualified personnel.

### III.MAINTENANCE

#### 1.CLEANING

<b>⚠ WARNING</b>
Before carrying out any cleaning or maintenance operations, unplug the icemaker from the electrical supply network.
This appliance must not be cleaned by use of a water jet.
When using a neutral cleaner or sodium hypochlorite, thoroughly read and understand the instructions provided to prevent potential health problems.
Ask a trained service person to clean and sanitize the icemaker water system at least twice a year and to check and clean the condenser at least once a year.
To prevent possible damage, do not clean the plastic parts with water above 40°C or in a dishwasher.

#### [a]Machine and Bin Exterior

Wipe the exterior at least once per week with a clean, soft cloth. Use a damp cloth containing a neutral cleaner to wipe off grease or dirt.

<b>NOTICE</b>
Do not use hard brushes, wire brushes, nor detergents, gasoline, banana oil, acetone and other organic solvents. Do not use boiling water or acid and alkali cleaners to clean the machine.
Do not rinse with water spray when cleaning, so as not to affect the insulation of electrical appliances.

#### [b]Scoop cleaning/Sanitisation (Daily)

Step 1: Either mix 1 L of water with 4mL of 5.25% sodium hypochlorite solution in a suitable container, or the recommended manufacturer sanitizer as directed.

Step 2: Soak the scoop in the solution for more than 3 minutes. Rinse thoroughly, and shake to remove surplus liquid.

Note: Using a cloth to dry may re-contaminate.

#### [c]Storage Bin Interior Cleaning/Sanitisation (Weekly)

Note: The following instructions are therefore for general guidance only.

Step 1: After the ice removal cycle and all ice totally dropped, disconnect the power supply and cut off the water supply. Open the storage bin door, and remove all ice.

Step 2: Wash the bin liner and door inner surface with a neutral non-abrasive cleaner. Rinse thoroughly with a clean cloth and fresh water.

Step 3: Either mix 5 litres of water with 18 ml of 5.25% sodium hypochlorite solution in a suitable container or the recommended Hoshizaki sanitiser as directed.

Step 4: Soak a clean sponge or cloth with the solution, and wipe the bin liner and door inner surface.

Step 5: Rinse thoroughly with fresh water and a clean cloth to wipe off the solution. Close the bin door.

#### [d]Air Filter and Condenser

Metal mesh air filters remove dirt or dust from the air, and keep the condenser from getting clogged. If the filters get clogged, the icemaker's performance will be reduced. Remove and clean the air filters at least twice per month:

Step 1: Loosen the metal mesh air filter sheet metal baffle and remove it.

Note: Put gloves on to prevent the condenser fins from cutting your hands.

Step 2: Clean the air filter by using a vacuum cleaner. When severely clogged, use warm water and a neutral cleaner to wash the air filter.

Step 3: Rinse and dry the air filter thoroughly, and place it in position.

## [e]Icemaking Water System

Note: Because of the different water quality in various regions, some areas may need to be cleaned and sterilized more frequently.

### Cleaning Method

#### ■Before cleaning

<b>⚠WARNING</b>			
<b>Ventilation</b>	Adequate ventilation	<b>Prohibit</b>	Do not dilute or mix agents with anything other than room temperature water.
	Chlorine gas generated from agents is a health hazard. Please operate in a ventilated place.		Putting in hot water will cause the agent to evaporate. Mixing with other agents or foreign matter will produce gas that is harmful to the human body and endangers health.
<b>Wear protective equipment</b>	Wear goggles and protective gloves when handling agents.	<b>Custody</b>	Keep out of reach of children.
	May cause inflammation if in contact with eyes and skin. For more information, please follow the precautions for the agents.		If swallowed, rinse mouth immediately with water, Please do not drink water to force vomiting and seek medical attention in time.
<b>Prohibit</b>	The agent is not drinkable.	<b>Prohibit</b>	Do not discharge agents directly into drains, waterways or the ground.
	Not a drink. Please do not use it for purposes other than cleaning. so as not to endanger health.		May cause environmental pollution. Please dispose of in accordance with local regulations.

Before starting the cleaning, please carefully read the 【Cleaning Method】 and the 【Precautions】 , 【Usage Method】 , and 【Emergency Measures】 recorded on the agent package, and then use it correctly. Please observe the following 【Cautions】 .

- Please read these instructions carefully before starting cleaning and follow these instructions correctly:
  - \*After cleaning your hands, use a special ice shovel to remove all the ice from the storage bin. When taking ice, be sure to do it when all the ice cubes fall off and the machine is turned off.
  - \*Please prepare a container for dissolving the agent in advance.
  - \*Before using the container for dissolving the agent, please ensure that it is clean and free from dirt, oil stains and other unclean things.
  - \*Please use a container to fully dissolve the quantitative agent, and then use it for later use.
- When the agent is spilled, please wipe it with a damp cloth.
- Wash the skin carefully after handling the agent.
- Please wash the work clothes you wear when handling agents.

### About agent

- use the agent recommended by the manufacturer.
- Please contact Hoshizaki sales company about agents.
- If you have any other questions, please contact the agents manufacturer.
- Please prepare the agent according to the following proportions:

Model Name	cleaner dosage	Proportion of water
SRM-270AA	122.9g	1.5L
SRM-200AA	122.9g	1.5L

Model Name	sanitizer dosage	Proportion of water
SRM-270AA	30.8g	4L
SRM-200AA	30.8g	4L

■Cautions

- Regarding the order of use of the agents, please sterilize after washing.Wrong order or using only one of them will reduce cleaning and disinfection effectiveness.
- Do not eat, drink or smoke while using the agent.
- Please stir the agent and room temperature water fully to dissolve and pour it into the equipment.
- Slowly pour the dissolved agent into the sink. Please keep the agent from spilling during the pouring process.
- In the case that the agent is inconvenient to be put in, tools such as a funnel can be used to assist the input.
- Auxiliary tools used to put agents should be clean and free from dirt, oil stains and other unclean things.
- When the droplets of the injected agent hang on the ice maker, please wipe them with a rag to prevent corrosion.

■Cleaning/Sanitisation sequence

Please follow the order below.

Order of use	Kind of agent	use
1	cleaner (Citric acid concentration range 60~100%)	cleaning
2	sanitizer (Available chlorine concentration range 3~3.8%)	Sanitisation

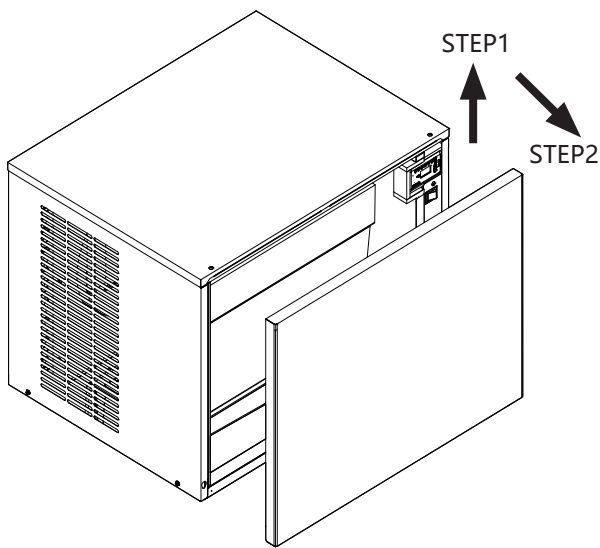
■Cleaning/Sanitisation steps

Steps
<p>1.Remove the front panel, and after the ice cubes have all slipped off at the end of the harvest ice cubes cycle, turn off the power, open the storage bin door, and remove all the ice cubes.</p> <p>2.Turn on.</p> <p>3.Press and hold the "Set" button (3 seconds) to enter the cleaning mode.</p> <p>4.After entering the cleaning mode, the ice maker starts to automatically enter the preparatory work. (preparation time is about 4 minutes)</p> <p>5.When the display screen alternately shows "CLn↔In" (indication of adding agent liquid), the agent liquid can be put in.</p> <p>6.Immediately put the lagent liquid into the water tank after the instruction to put in the agent liquid appears.</p> <p>7.About 15 minutes after the indication of adding the agent liquid appears, the ice maker will automatically start cleaning, and the display will switch to display the letters "CLn" at this time.</p> <p>8.The ice machine washes and rinses automatically and takes about 80 minutes to complete.</p> <p>9.After the entire cleaning process is complete, the ice machine will automatically switch to normal ice making mode.</p> <p>Remarks: After entering the "cleaning mode", the control panel will display "CLn", and at the same time, the "ZBL" and "TBL" indicators will flash.When the water level is insufficient, the "SWL" indicator light is on, indicating that the ice maker is adding water.The whole process does not require any manual operation of any buttons.</p>

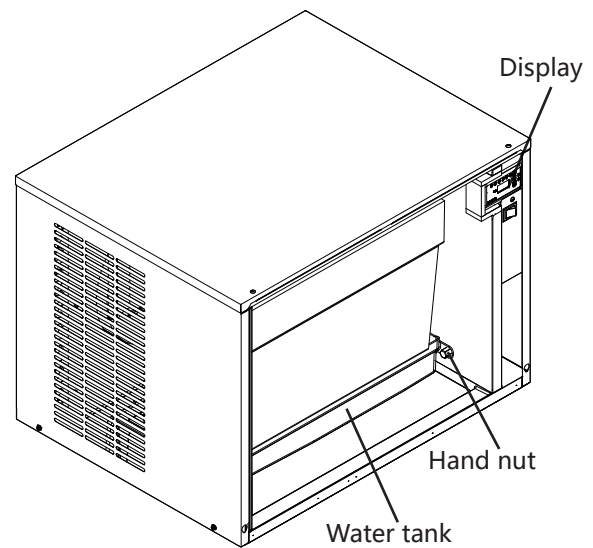
NOTE: If washing and sanitizing steps are performed at the same time, follow the steps above twice.

After cleaning, rinse the inside of the bin.

## ■How to remove the front panel and water tank



How to remove the front panel:  
STEP1: Raise the front panel up to a certain position;  
STEP2: Pull the front panel forward.



How to remove the water tank:  
STEP1: Remove the hand nuts on both sides of the water tank;  
STEP2: Move the water tank down a bit, avoiding the float;  
STEP3: Pull the water tank forward.

## 2. PRECAUTIONS

- (1) The icemaker will have a larger "buzzing" sound when it begins to run because the operation is not stable at first time of powering-on or start. The sound will be reduced after stable.
- (2) It is normal that the temperature of compressor case is very high after the icemaker works for a long time.
- (3) The sound of compressor and the "clicking" sound of the compressor and the solenoid valve when icemaker turns on or off are normal phenomenon.
- (4) It is normal that the icemaking cycle becomes longer and the icemaking efficiency decreases when the air temperature is high.
- (5) The power consumption value on the nameplate is calibrated according to the national standard in the laboratory environment. -When the ambient temperature and water temperature are higher (such as summer air temperature and water temperature are higher), it is normal that the real consumption is higher than the value on the nameplate.
- (6) **Please contact the servicers to adjust the ice cubethickness sensor.**

## 3. FAULT AND TREATMENT

Please operate the machine according to the instructions. If there are any exceptions, please check the follow table firstly. If it cannot be solved, please contact the authorized distributor or maintenance agency of our company in time. So as not to cause a Joss to you.

Fault	Probable Cause	Processing method
No icemaking	The power switch is not allocated to the "ON" position.	Switch the power switch.
	The connector of the power cord is loose.	Fasten the power cord connector.
	The voltage is too high or too low.	Check and use the proposed voltage.
	The plug is not plugged.	Plug in the plug.
	The icemaker starts when storage bin is full.	Take out the ice.
	When the water supply is closed.	Check and connect to normal water pressure. Open the water valve to check the water intake.
	The filter of inlet hose or the inlet month is blocked.	Clean the filter net of the inlet hose.
	The sewerage stopper in the tank did not plug.	Plug the rubber plug of drain outlet.
Evaporator freezing	The evaporator is dirty.	Clean the evaporator.
	The ice is too thick.	Adjust the length of the screw of the ice thicknesssensor.
	The icemaker was not leveled.	Put the icemaker level.
	The water supply system is dirty.	Clean the water supply circuit.
	The filter of water supply valve or the entrance of the inlet hose is blocked.	Clean up the entrance of the water supply valve and inlet hose.
	The ambient temperature or water temperature is too low.	Raise the temperature.
Ice maker cannot remove ice	The liquid level float wire is not successfully connected to the control board.	Connect the wire.
	The liquid level float is inserted incorrectly.	Check the high and low level floats.
	Level float stuck.	Manually toggle or replace.
Bad quality of the ice (not strong or not clean)	Bad water quality.	Replace the purification and water treatment device.
	The evaporator is dirty.	Clean the evaporator.
The ice is sunken or incomplete, or the ice on the upper layer of the evaporator is incomplete.	The water level in the tank is too high or too low.	Check the liquid level float.
	The water pressure does not meet the requirements.	The water pressure range is between 0.07 ~ 0.55MPa.
	There is oil on the evaporator.	Scrubbing evaporator with a non - oily material cloth.
	The ice maker has not been leveled.	Put the ice maker flat.
Low ice production	The air filter or the condenser is blocked.	Clean air filters or condensers.
	The ambient temperature or water temperature is too high.	Adjust the ambient temperature and water temperature.
	The water pressure is too high or too low.	The water pressure range is between 0.07 ~ 0.55MPa.
Ice shape agomaly	The ice guide and the water tank are misplaced, and the water flow in the icemaker is serious.	Check whether the ice guide is properly installed in the water tank, and the water tank is firmly fixed in the storage bin of icemaker.
	The water spray tube is dirty.	Clean the water spray tube.
	The evaporator is dirty.	Clean the evaporator.
	Water is too hard or contains impurities.	Install water cleaner.
Excess noise level	Place unstably.	Put the ice maker flat.
	The icemaker contacts with other objects.	Avoid the icemaker contacts with other objects.
The melting speed of the ice in the storage bin is too fast	The drain system of icemaker is blocked.	Clean up the drain system.
External contains condensate	The door is not closed.	Close door completely.

## 4. BEFORE CALLING FOR SERVICE

### ⚠ WARNING

- \* The power is supplied to the unit.
- \* The water is turned on.
- \* The air filter is clean.

For further assistance or advice, contact the local manufacturer's Maintenance Agency.

## 5. DISPOSAL

Comply with local regulations regarding disposal of this appliance and its refrigerant gas. Before you scrap the appliance, take off the door to prevent children trapped.

### ⚠ IMPORTANT



The insulation foaming agent used for the unit body contains a flammable gas cyclopentane. With this in mind, dispose of the product properly.

## 6. WARRANTY

The manufacturer warrants to the original owner / user that all products of the manufacturer's brand shall be free of defects in material and / or workmanship for the duration of the "warranty period". The warranty shall be effective for one year from the date of installation.

The manufacturer liability under the terms of this warranty are limited and shall exclude routine servicing, cleaning, essential maintenance and/or repairs occasioned by misuse and installations not in accordance with manufacturer guidelines.

Warranty repair should be completed by an approved manufacturer dealer or service agency using genuine manufacturer components.

To obtain full details of your warranty and the approved service agency, please contact your dealer / supplier or the nearest manufacturer's service office.

**Repair Hotline: 400-720-6910**

**E-mail: [service@hoshizaki.com.cn](mailto:service@hoshizaki.com.cn)**

## SPECIFICATION

Model	SRM-270AA	SRM-200AA
Type	Air-cooled, rhombic ice cube	Air-cooled, rhombic ice cube
Power Supply	1 phase, 220~240V 50Hz	1 phase, 220~240V 50Hz
Electrical Consumption	861W	947W
Ice Production Per 24h	270kg (ambient10°C, water10°C)	201kg (ambient10°C, water10°C)
Dimensions	760mm (W) ×620mm (D) ×560mm (H)	560mm (W) ×620mm (D) ×560mm (H)
Refrigerant	R404A, 620g	R404A, 450g
Weight	Net weight: 59kg	Net weight: 50kg
Ambient Temperature	5 ~ 38°C	5 ~ 38°C
Water Supply Temperature	5 ~ 32°C	5 ~ 32°C
Water Supply Pressure	0.07 ~ 0.55MPa (0.7 ~ 5.5bar)	0.07 ~ 0.55MPa (0.7 ~ 5.5bar)
Voltage Range	198 ~ 242V	198 ~ 242V

Note: The above specifications are for the representative models

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