

Ice-O-Matic GEMD270A2

Ice-O-Matic GEMD270A2 Pearl Ice Maker and Water Dispenser User Manual

Model: GEMD270A2

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Ice-O-Matic GEMD270A2 Pearl Ice Maker and Water Dispenser. Please read all instructions carefully before operating the unit and retain this manual for future reference.

The Ice-O-Matic GEMD270A2 is a self-contained countertop unit designed to produce soft, chewable Pearl Ice and dispense water. It features a touch-free dispensing mechanism for enhanced hygiene.

2. SAFETY INFORMATION

Important Safety Instructions:

- Always disconnect power before performing any service or maintenance.
- Ensure the unit is properly grounded to prevent electrical shock.
- Do not operate the unit with a damaged power cord or plug.
- Keep all ventilation openings clear of obstructions.
- This appliance is intended for commercial use.
- Installation should be performed by a qualified professional, especially regarding plumbing connections.

3. PRODUCT OVERVIEW

The Ice-O-Matic GEMD270A2 is a compact, self-contained unit designed for convenient ice and water dispensing. Key features include:

- **Pearl Ice Production:** Produces approximately 274 lbs (124 kg) of soft, chewable ice per 24 hours.
- **Storage Capacity:** Integrated bin holds up to 12 lbs of ice.
- **Touch-Free Dispensing:** Sensor-activated dispensing for ice and water.
- **Durable Construction:** Built for long-lasting performance in commercial environments.



Figure 3.1: Front-right view of the Ice-O-Matic GEMD270A2 unit.



PEARL ICE® ICE/WATER DISPENSER
GEMD270A2/275A2



Produces
273 LBS. OF ICE
PER DAY.



Ice-O-Matic 
Ice. Pure and Simple

Figure 3.2: The GEMD270A2 unit highlighting its daily ice production capacity and Pearl Ice texture.



Figure 3.3: The GEMD270A2 unit showing its 12 lb ice storage capacity and touch-free dispensing feature.

4. SETUP AND INSTALLATION

Proper installation is crucial for the performance and longevity of your ice maker. It is highly recommended that installation be performed by a qualified professional.

4.1 Unpacking

- Carefully remove the unit from its packaging.
- Inspect for any shipping damage. Report any damage to your carrier immediately.
- Ensure all components listed in the 'What's in the Box' section are present.

4.2 Placement

- Place the unit on a level, sturdy surface capable of supporting its weight (161 lbs).
- Ensure adequate clearance around the unit for proper ventilation. Refer to specifications for minimum clearances.

- Avoid direct sunlight or proximity to heat-generating equipment.

4.3 Electrical Connection

- The unit requires a 115 Volt electrical supply.
- Connect to a dedicated, grounded electrical outlet. Do not use extension cords.

4.4 Water Connection

The unit requires a potable water supply. Professional plumbing installation is strongly recommended due to potential differences in plumbing standards and gauge sizing.

- Connect the water inlet to a cold, potable water supply with appropriate pressure.
- Install a water filter (not included) in the water supply line to ensure optimal ice quality and reduce maintenance.
- Ensure all connections are secure and leak-free.



Figure 4.1: Dimensions of the Ice-O-Matic GEMD270A2 unit: 34 inches high, 25.5 inches deep, and 15.5 inches wide.

5. OPERATING INSTRUCTIONS

5.1 Initial Startup

1. After installation, ensure the water supply is turned on.
2. Plug the unit into the electrical outlet.
3. The unit will begin the ice-making cycle automatically. The first batch of ice may take longer to produce.
4. Discard the first few batches of ice to ensure cleanliness.

5.2 Dispensing Ice and Water

- Place your cup or container under the dispensing chute.
- The unit features touch-free sensors. Position your hand or cup near the sensor to activate dispensing.
- Remove your hand/cup to stop dispensing.

6. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your ice maker.

6.1 Daily Cleaning

- Wipe down the exterior surfaces with a clean, damp cloth.
- Clean the dispensing area and drip tray to prevent residue buildup.

6.2 Monthly Cleaning

- Disconnect power to the unit.
- Clean the ice storage bin with a mild, food-safe sanitizer solution. Rinse thoroughly.
- Clean the condenser coils (located on the side/rear) using a brush or vacuum cleaner to remove dust and debris. This improves efficiency.

6.3 Water Filter Replacement

If a water filter is installed, replace it according to the manufacturer's recommendations, typically every 3-6 months, or when ice quality diminishes.

7. TROUBLESHOOTING

Before contacting service, review the following common issues and solutions:

Problem	Possible Cause	Solution
Unit not producing ice	No power; Water supply off; Clogged water filter; High ambient temperature.	Check power connection; Ensure water supply valve is open; Replace water filter; Ensure proper ventilation.
Low ice production	Dirty condenser coils; High ambient temperature; Restricted water flow.	Clean condenser coils; Ensure unit is in a cool, well-ventilated area; Check water pressure and filter.
Ice tastes or smells bad	Dirty water lines/bin; Old water filter.	Clean and sanitize the unit; Replace water filter.
Water/Ice dispenser not working	Sensor obstruction; Power issue.	Ensure nothing is blocking the sensor; Check power supply.

Problem	Possible Cause	Solution
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If problems persist after attempting these solutions, contact a qualified service technician.

8. SPECIFICATIONS

Feature	Detail
Model Number	GEMD270A2
Ice Type	Pearl Ice (Chewable)
Daily Ice Production	Approximately 274 lbs (124 kg) per 24 hours
Ice Storage Capacity	12 lbs
Dimensions (D x W x H)	25.5" x 15.5" x 34.5"
Weight	161 lbs
Voltage	115 Volts
Dispensing	Touch-Free Ice and Water

9. WARRANTY AND SUPPORT

For specific warranty details, please refer to the warranty card included with your product or visit the official Ice-O-Matic website. Keep your proof of purchase for warranty claims.

For technical support, service, or to order replacement parts, please contact Ice-O-Matic customer service or an authorized service provider.

Contact Information: Refer to your product documentation or the manufacturer's website for the most current contact details.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question