

## Foster FAC-350HD

# Foster Commercial Ice Maker User Manual

Model: FAC-350HD | Brand: Foster

## 1. INTRODUCTION AND OVERVIEW

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Foster FAC-350HD Commercial Ice Maker. This robust unit is designed for industrial use, capable of producing up to 350 pounds of ice per day with a spacious 275-pound storage bin. Its stainless steel construction ensures durability, while its quiet operation and efficient air cooling system provide reliable performance for commercial environments.

## 2. PRODUCT FEATURES

- **High Production Capacity:** Produces up to 350 pounds of ice per day, ensuring a steady supply for high-demand settings.
- **Ample Storage:** Features a large 275-pound integrated storage bin to hold a significant quantity of ice.
- **Durable Construction:** Built with high-quality stainless steel for longevity and easy cleaning.
- **Modular Design:** Offers flexibility in installation and maintenance.
- **Quiet Operation:** Engineered for minimal noise, suitable for various commercial spaces.
- **Efficient Air Cooling System:** Optimizes performance and energy consumption.
- **Built-in Water Filter:** Helps ensure clean, clear ice and prolongs the life of the machine.
- **Slow-Shutting Door:** Enhances safety and reduces wear.
- **Auto Cleaning Function:** Simplifies maintenance and ensures hygiene.



Image: Key features of the Foster ice maker, highlighting its daily production, storage capacity, and auto-cleaning function.

**ENJOY  
PEACE AND QUIET  
WITH OUR ICE MAKER'S  
SILENT OPERATION**



Image: The ice maker emphasizing its quiet operation, a key benefit for commercial environments.

### **3. SETUP AND INSTALLATION**

Proper installation is crucial for the optimal performance and longevity of your ice maker. Installation is straightforward, but it is recommended to have a qualified technician perform the setup.

#### **3.1. Unpacking**

Carefully remove the ice maker and storage bin from its packaging. Inspect for any shipping damage. Retain packaging for future transport if needed.

#### **3.2. Location Requirements**

- Place the unit on a level, sturdy surface capable of supporting its weight (196 lbs dry, plus ice and water).
- Ensure adequate ventilation around the unit, especially for the air cooling system. Maintain at least 6 inches of clearance from walls and other obstructions.
- Avoid direct sunlight or heat sources.
- Operating ambient temperature should be between 50°F (10°C) and 90°F (32°C).

### 3.3. Electrical Connection

The unit requires a dedicated electrical circuit. Refer to the specifications for voltage and wattage requirements (115 Volts, 350 Watts). Always ensure proper grounding.

### 3.4. Water Supply and Drain

Connect the unit to a potable water supply with appropriate pressure. The built-in water filter should be properly installed. Ensure a gravity drain or condensate pump is available for wastewater removal.



Image: Detailed dimensions of the Foster ice maker, along with material and voltage specifications, crucial for planning installation space.

## 4. OPERATING INSTRUCTIONS

The Foster FAC-350HD ice maker features easy-access controls, allowing anyone on your team to operate it confidently.

### 4.1. Initial Startup

1. After installation, ensure all connections are secure and water supply is open.
2. Plug the unit into the dedicated electrical outlet.

3. Turn on the main power switch, usually located on the control panel.
4. The machine will typically initiate a self-check and then begin the ice-making cycle automatically.

## 4.2. Ice Production Cycle

The ice maker will continuously produce ice until the storage bin is full. Once the bin is full, a sensor will detect the ice level and pause production. Production will resume automatically as ice is removed from the bin.

## 4.3. Control Panel

The digital control panel allows for monitoring the machine's status and initiating functions like the auto-cleaning cycle. Refer to the specific control panel layout on your unit for detailed button functions.

# 5. MAINTENANCE

Regular maintenance is essential to ensure the longevity, efficiency, and hygienic operation of your Foster ice maker.

## 5.1. Auto Cleaning Cycle

Utilize the built-in auto cleaning function regularly as indicated by the control panel or as part of your routine maintenance schedule. This helps prevent mineral buildup and maintains ice quality.

## 5.2. Cleaning the Ice Bin

Periodically empty and clean the ice storage bin with a mild, food-safe sanitizer. Rinse thoroughly with clean water.

## 5.3. Water Filter Replacement

The built-in water filter should be replaced every 6 months or as recommended by the filter manufacturer, depending on water quality and usage. A clogged filter can reduce ice production and quality.

## 5.4. Condenser Cleaning

The air-cooled condenser coils should be cleaned regularly (e.g., monthly or quarterly) to ensure efficient heat exchange. Use a soft brush or vacuum cleaner to remove dust and debris from the fins. Ensure the unit is unplugged before cleaning.

# 6. TROUBLESHOOTING

This section provides solutions for common issues you might encounter. For more complex problems, contact Foster customer support.

## 6.1. No Ice Production

- Check if the unit is plugged in and the power switch is on.
- Verify water supply is connected and turned on.
- Ensure the ice bin is not full, triggering the full-bin sensor.
- Check for any error codes on the control panel.

### 6.2. Reduced Ice Production

- Inspect the water filter for clogging; replace if necessary.
- Clean the condenser coils to improve air circulation.
- Ensure ambient temperature is within the recommended range.

### 6.3. Unusual Noise

- Check if the unit is level and stable.
- Ensure there are no obstructions around the fan or compressor.
- If the noise persists, contact customer support.

## 7. SPECIFICATIONS

Attribute	Detail
Model Number	FAC-350HD
Brand	Foster
Daily Ice Production Capacity	350 Pounds
Storage Bin Capacity	275 lbs
Product Dimensions (D x W x H)	33" x 22" x 68"
Weight	196 Pounds
Material	Stainless Steel
Wattage	350 watts
Cooling System	Air Cooled
First Available Date	May 4, 2017
Country of Origin	China



Image: The Foster Commercial Ice Maker, showcasing its complete assembly and stainless steel finish.

## 8. WHAT'S IN THE BOX

Your Foster Commercial Ice Maker package includes:

- 1 x Ice Maker Unit
- 1 x Storage Bin

## 9. WARRANTY AND SUPPORT

For warranty information, technical assistance, or service requests, please contact Foster customer support. Keep your purchase receipt and model number (FAC-350HD) readily available when contacting support.

Contact information can typically be found on the manufacturer's website or on the product packaging.

