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› [Scotsman HID312A-1 Countertop Nugget Ice Dispenser User Manual](#)

Scotsman HID312A-1

Scotsman HID312A-1 Countertop Nugget Ice Dispenser User Manual

Model: HID312A-1

1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your Scotsman HID312A-1 Countertop Nugget Ice Dispenser. Please read all instructions carefully before using the appliance to ensure proper function and to prevent injury or damage.

The Scotsman HID312A-1 is a high-capacity countertop ice and water dispenser designed for commercial use, featuring touchfree infrared dispensing and producing H2 Nugget Ice. It is engineered for durability and ease of maintenance.

2. IMPORTANT SAFETY INFORMATION

WARNING: Risk of Electric Shock. Disconnect power before servicing.

WARNING: To reduce the risk of fire, electric shock, or injury, read and follow all instructions and warnings in this manual.

- Always ensure the unit is properly grounded.
- Do not operate the appliance with a damaged cord or plug.
- Keep ventilation openings clear of obstructions.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- 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.
- Use only potable water for ice production.

3. PRODUCT OVERVIEW

The Scotsman HID312A-1 is a robust countertop ice and water dispenser designed for high-demand environments. It produces soft, chewable H2 Nugget Ice and offers convenient touchfree dispensing.

Key Features:

- **Ice Type:** H2 Nugget Ice
- **Storage Capacity:** 12 lb
- **Production Capacity:** Up to 260 lb/24 hours (at 70°F air / 50°F water), 225 lb AHRI certified (at 90°F air / 70°F water)
- **Dispensing:** Touchfree infrared ice dispensing, SmoothStream water dispensing, enlarged 11" dispensing area, cup fill.
- **Construction:** Durable stainless steel evaporator and auger.
- **Maintenance:** Sealed maintenance-free bearings, removable bin, removable air filter, enlarged 0.8" sink drain for easy cleaning.
- **Certifications:** cULus, NSF, CE.
- **Origin:** Engineered and assembled in the USA.



Figure 3.1: Scotsman HID312A-1 Countertop Nugget Ice Dispenser. This image shows the front view of the stainless steel unit with its dispensing area.

4. SETUP AND INSTALLATION

4.1 Unpacking

1. Carefully remove the dispenser from its packaging.
2. Inspect the unit for any shipping damage. Report any damage immediately to your supplier.
3. Remove all packing materials, tape, and protective films from the unit.

4.2 Placement

- Place the dispenser on a sturdy, level countertop capable of supporting its weight when full of ice and water.
- Ensure adequate clearance around the unit for proper ventilation. Do not block the air filter or air intake/exhaust vents.
- Avoid direct sunlight or proximity to heat sources.
- Locate the unit near a suitable drain for the enlarged 0.8" sink drain.

4.3 Electrical Connection

- The unit requires a 115V, 60Hz, dedicated electrical supply.
- Ensure the electrical outlet is properly grounded and protected by a circuit breaker.
- Do not use extension cords or adapter plugs.
- Plug the power cord directly into the wall outlet.

4.4 Water Connection

- Connect the dispenser to a potable cold water supply using appropriate plumbing connections (not supplied).
- Install a water filter in the supply line to improve ice quality and reduce maintenance.
- Ensure all connections are secure and leak-free.

4.5 Initial Cleaning

Before first use, clean the ice storage bin and dispensing area thoroughly with a mild, food-safe sanitizer solution. Rinse thoroughly with clean water.

5. OPERATING INSTRUCTIONS

5.1 Powering On

Once the unit is properly installed and connected to water and power, turn on the main power switch (if present) or simply plug in the unit. The ice production cycle will begin automatically.

5.2 Dispensing Ice

1. Place a cup or container within the enlarged 11" dispensing area.
2. Position your hand or cup under the ice chute to activate the touchfree infrared sensor.
3. Ice will dispense until your hand or cup is removed, or the maximum dispense time is reached.

5.3 Dispensing Water

1. Place a cup or container within the dispensing area.
2. Locate the water dispensing button or sensor (refer to unit specific markings).

3. Activate the water dispensing mechanism. SmoothStream water will flow until released.

6. MAINTENANCE

Regular maintenance is crucial for the longevity and hygienic operation of your Scotsman HID312A-1 dispenser.

6.1 Daily Cleaning

- Wipe down the exterior surfaces with a clean, damp cloth.
- Clean the dispensing area to remove any spills or ice residue.

6.2 Weekly Cleaning

- Remove and clean the ice storage bin. Wash with a mild detergent, rinse, and sanitize.
- Clean the enlarged 0.8" sink drain to ensure proper drainage.

6.3 Monthly Cleaning

- Clean or replace the removable air filter. A clogged air filter can reduce ice production efficiency.
- Sanitize the entire ice path, including the evaporator and auger, using a Scotsman-approved sanitizer. Follow product instructions carefully.

6.4 Descaling

Depending on water quality, periodic descaling of the ice-making system may be required. Use only Scotsman-approved descaling solutions and follow the instructions provided with the descaler. Consult a qualified service technician if you are unsure.

6.5 Sealed Maintenance-Free Bearings

The unit features sealed maintenance-free bearings, which do not require lubrication or regular servicing. If bearing issues arise, contact a qualified service technician.

7. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
No ice production	Unit not powered; Water supply off; Clogged water filter; High ambient temperature.	Check power connection; Ensure water supply is on; Replace water filter; Ensure proper ventilation.
Slow ice production	Dirty air filter; High ambient temperature; Low water pressure.	Clean or replace air filter; Ensure proper ventilation; Check water supply pressure.
No water dispensing	Water supply off; Clogged water line; Dispensing sensor/button malfunction.	Check water supply; Inspect water lines; Contact service if sensor/button is faulty.
Ice or water leaks	Loose water connections; Clogged drain; Damaged components.	Check and tighten all water connections; Clear drain; Contact service for damaged parts.

Problem	Possible Cause	Solution
Dispenser not responding	Power interruption; Sensor obstruction; Internal fault.	Reset power by unplugging and replugging; Clear any obstructions from sensors; Contact service.

If the problem persists after attempting these solutions, please contact a qualified service technician.

8. SPECIFICATIONS

Feature	Specification
Model	HID312A-1
Brand	Scotsman
Type	Countertop Nugget Ice & Water Dispenser
Ice Type	H2 Nugget Ice
Storage Capacity	12 lbs
Production Capacity (Max)	260 lb/24 hours (70°F air / 50°F water)
Production Capacity (AHRI)	225 lb/24 hours (90°F air / 70°F water)
Dispensing Features	Touchfree infrared, SmoothStream water, 11" dispensing area
Dimensions (D x W x H)	18"D x 11"W x 11"H
Material	Stainless Steel
Power Source	115V, 60Hz, Corded Electric
Certifications	cULus, NSF, CE

9. WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included with your product or visit the official Scotsman website. Keep your proof of purchase for warranty claims.

For technical support, service, or to order replacement parts, please contact Scotsman customer service or an authorized Scotsman service provider. Contact details can typically be found on the Scotsman website or in your product documentation.