



User Manual

SO-IM10 Ice Maker



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IMPORTANT SAFEGUARDS

Read all instructions before use and save this manual for future reference.

- Remove and discard any packaging materials and plug protective cover (if any) safely and responsibly before use. Do not remove any safety, warning or product information labels on the appliance housing.
- This appliance must be connected to an earthed socket outlet of 220-240V~ 50Hz.
- For additional protection when using this appliance, the installation of a residual current device (safety switch) with a rated operating current not exceeding 30mA is recommended. Consult a licensed electrician for professional advice.
- Regularly inspect and do not operate this appliance if it has been dropped, is damaged in any manner or has malfunctioned. If the product is faulty, cease use immediately and return it to an authorised service representative for examination, repair or replacement.
- Fully unwind the power cord before operating. Do not twist the power cord or let it become knotted. Insert the power plug into the wall socket all the way to the base.
- Before inserting or removing the plug, switch off the appliance and turn the power off at the power outlet. Do not pull the power cord. Always remove the plug by holding the plug top.
- Position the appliance in the upright manner on a stable, heat resistant, level, dry surface away from the counter edge. Leave at least 15cm of free space around the appliance.
- Do not turn the appliance upside down as this can cause the refrigerating system to operate incorrectly. This appliance may be tilted or tipped during long-distance transportation. To ensure the normal performance of the appliance keep it standing upright for 24 hours before first use and set up.
- Do not operate the product on or near a heat source such as a hot plate, oven or gas hob. The refrigerant in this product is flammable.
- Do not let the power supply cord hang over the edge of a tabletop.
- Do not let the power supply cord touch hot surfaces.
- When positioning the appliance, ensure the power supply cord is not trapped or damaged.
- Do not let objects block the air grille of the product while in use.
- Do not insert fingers into the air grille or other openings.
- Do not open the top cover when the appliance is making ice cubes.
- Do not cover the appliance or place any object on top of it.
- Do not use this appliance with any device that switches it on or off automatically.
- Do not use any attachment or accessories not supplied with this appliance, or not recommended and sold by Soho.
- Do not move the appliance whilst in operation.

- Do not operate or touch the appliance with wet hands.
- Do not leave the appliance unattended while in use.
- Do not touch the evaporator surface when the ice maker is working, to prevent frostbite.
- Always ensure the appliance is turned off from the control panel and at the wall outlet, power cord unplugged, and has been allowed to cool before it is left unattended, cleaned, moved or stored.
- If the appliance is not in use, store in a cool, dry location in the upright position.
- Do not use this appliance if you detect unusual noises or burning odours.
- Do not use this appliance if the outer housing is damaged. Outer housing damage will cause UV-A leakage which may be harmful to eyes and skin.
- Do not attempt to repair, replace or modify any electrical or mechanical components of this appliance as it does not contain user serviceable parts.
- Do not fill the water tank with hot water.
- Do not use the appliance without water in the water tank.
- Cleaning and maintenance should not be performed by children without supervision.
- This appliance is not to be used 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 the use of the appliance by a person responsible for their safety.
- This appliance is not intended to be connected to the water supply. Fill with potable water only.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Do not damage the refrigerant circuit.
- If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not use electrical appliances inside the food storage compartments of the appliance.
- Do not locate multiple portable socket outlets or portable power suppliers at the rear of the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellants in this appliance.

- This appliance is intended to be used for indoor use and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments
 - farmhouses and by clients in hotels, motels and other residential type environments
 - bed and breakfast type environments
 - catering and similar non-retail applications
- Do not use the appliance in moving vehicles or boats, or for anything other than its intended purpose.

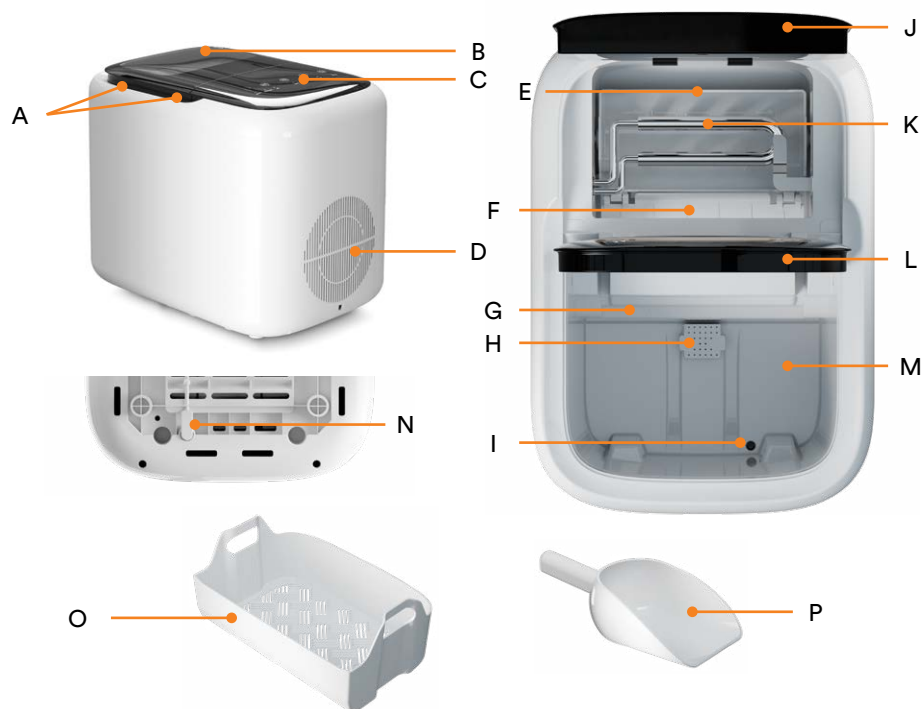
**WARNING:**

FIRE RISK. FLAMMABLE MATERIALS USED.

- At the end of the appliance's working life, observe any local regulations regarding appropriate disposal of this appliance for it contains flammable blowing gas and refrigerant. Internals of the ice maker should never exceed 45°C.

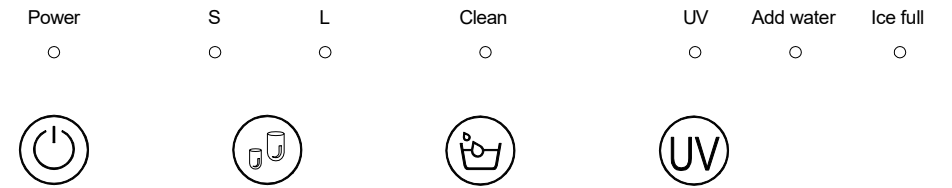
YOUR ICE MAKER

PRODUCT OVERVIEW



A	Cover opening edge	I	Water drain hole
B	Viewing window	J	Evaporator lid
C	Control panel	K	Evaporator
D	Air grille	L	Water tank lid
E	Ice tray	M	Water tank
F	Ice shovel	N	Drain plug (underneath unit)
G	Water max level indicator	O	Ice basket
H	Water screen and inlet	P	Ice scoop

CONTROL PANEL



Button	Indicator	Function description
	Power ○	POWER BUTTON: Press button to turn the ice maker on or off.
	S ○ L ○	CUBE SIZE BUTTON: Press button to select a smaller (S) or larger (L) ice cube size.
	Clean ○	AUTO CLEAN BUTTON: Press the button to start or stop automatic cycle cleaning of water tank. Cleaning cycle requires water to work and will stop within 10 seconds when a water shortage is detected. See chapter ‘Cleaning’ for cleaning instructions. IMPORTANT: To prevent pump damage, do not start a cleaning cycle when there’s no water inside the tank.
	UV ○	UV BUTTON: Press the button to toggle the UV light on or off for sterilisation.
	Add water ○	WATER SHORTAGE INDICATOR: Light indicates water shortage. Add more potable water.
	Ice full ○	ICE FULL INDICATOR: Light indicates ice basket is full.

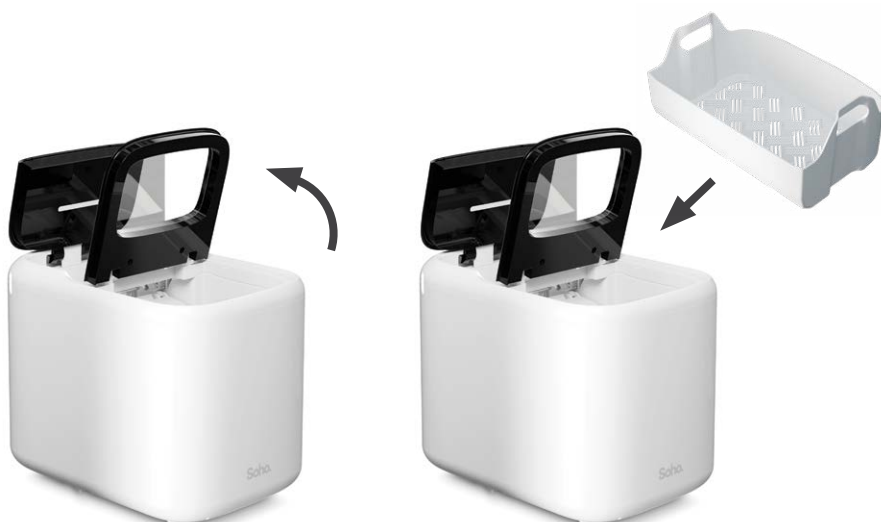
USE INSTRUCTIONS

UNPACKING

- Remove and discard any packaging materials and plug protective cover (if any) safely and responsibly before use. Do not remove any safety, warning or product information labels from the appliance housing.
- Check to ensure that parts are included.

CLEANING BEFORE FIRST USE

- Open the water tank lid. Remove the ice scoop and the ice basket from the tank. Gently scrub clean, rinse and dry the ice basket and the ice scoop.
- Locate and gently pull open drain plug located underneath the unit.
- Carefully move and reposition the ice maker so that the narrow end closer to the water tank side overhangs about 6cm from the edge of a level, stable platform. Take a moment to think through your water drainage path in the subsequent cleaning process.
- Open the water tank lid and evaporator lid. Hold the ice maker steady and clean the interior by wiping it with a soft, clean cloth soaked with warm and gentle dishwashing liquid. Rinse the interior with clean water and let dry completely.
- Gently insert the drain plug back into the drain hole.
- Hold the ice maker steady and wipe clean the exterior with a soft damp cloth and let dry completely.
- Put the ice basket back into water tank compartment.



UNIT PLACEMENT

NOTE:

Do not turn the ice maker upside down.

- Position the appliance upright on a stable, heat resistant, level, dry surface away from the counter edge and direct sunlight.
- Leave at least 15cm of free space around the ice maker.
- Keep the ice maker at least 50cm away from nearby heat sources.
- If the ice maker is recently brought in from outside during winter, we recommend giving it at least 4 hours to warm up to room temperature before turning it on to ensure optimal performance.
- If the ice maker is moved, transported or tilted, place it on a stable platform and wait for at least 2 hours to allow the fluid in its compressor to settle completely.

OPERATION

NOTE:

The operating temperature for this ice maker is between 5°C and 35°C.

- Check that the drain plug underneath the ice maker is closed well.
- Open the water tank lid and remove the ice basket.
- Fill the water tank with at least one litre (1L) of potable water between 5°C to 32°C.

NOTE:

Do not overfill water above the MAX level marking.

- Reinstall the ice basket and close the water tank lid.
- Connect the power supply cord to a power outlet and turn on the power switch. The ice maker will beep once and briefly light up its indicator.
- Press the **POWER** button on ice maker control panel to start making ice.

WARNING:

Once the ice maker is turned on, do not open the evaporator lid and do not touch the evaporator surface to avoid frostbite.

- Press the **CUBE SIZE** button to select an ice cube size. If room temperature is below 15°C, choose a smaller cube size to prevent ice linking. Each ice making cycle takes approximately 8 to 15 minutes, and may vary depending on the selected cube size and room temperature. The size of ice cubes depends on the water temperature and the ambient temperature.
- When the ice making cycle starts, the UV function is turned on by default. Press the UV button to toggle the UV function off and on.

- When the ice basket is full, the **ICE FULL** indicator light turns on and the ice maker automatically stops making ice. Open the water tank lid and use ice scoop to gently remove ice cubes from the ice basket.
- Once the ice maker is turned on, check the water level in water tank regularly. The ice maker requires enough water for cooling and freezing during operation. When there is insufficient water, the water pump inside the ice maker may suck in air, resulting in reduced pump efficiency and potentially damage. If the machine water pump does not get enough water, the ice maker will automatically stop, and the **WATER SHORTAGE** light turns on indicating lack of water. When this happens, remove the ice basket, refill water into the water tank, replace the ice basket, close the water tank lid, and then press **POWER** button to restart ice making process.
- To manually stop the ice making process, press the **POWER** button to turn off the ice maker. Then turn off power at power outlet. Remove ice cubes from the ice basket and drain the remaining water.

CARE, MAINTENANCE AND HANDLING

DAILY MAINTENANCE

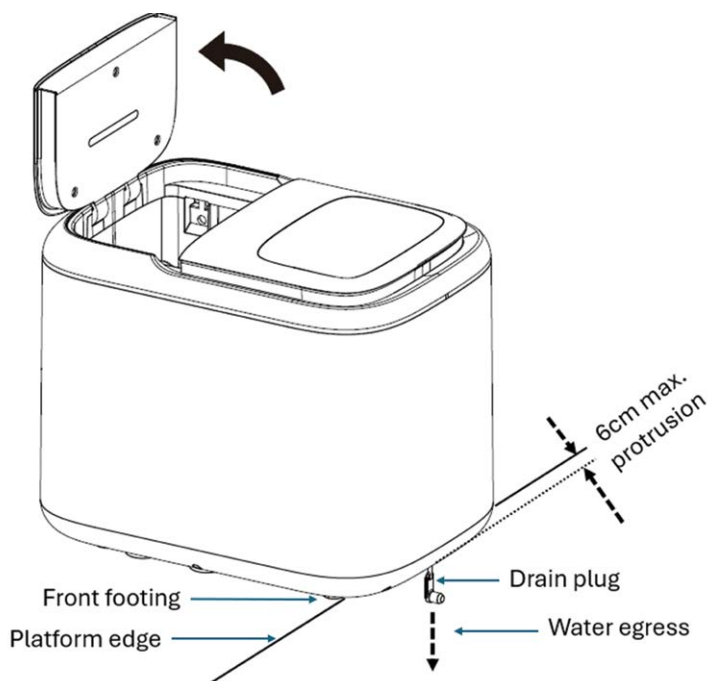
- Before and after using the ice maker, it is recommended that you clean it and its accessories completely.
- It is recommended you change the water inside the water tank every day to keep the water clean.
- If the ice maker will not be used for a prolonged period, perform a cleaning routine, drain remaining water from the tank and let the ice maker and accessories dry out completely before putting them away for safe storage.

CLEANING

NOTE:

It is recommended you clean the ice maker on a weekly basis.

1. Before cleaning, stop any ice making cycle by pressing the **POWER** button on the ice maker control panel.
2. Switch off the power at the power outlet, disconnect the power plug and allow product to warm up for at least 30 minutes to room temperature.
3. Open the water tank lid and remove the ice basket. Set the ice basket aside with care, clean it separately with mild dishwashing liquid, rinse well and let dry.
4. Open the evaporator lid to check if there is any residual water in the ice tray. If yes, gently push the ice tray back so that all water drains into the water tank. Carefully move and reposition the ice maker so that its front end, closer to the water tank side, overhangs about 6cm from the edge of a level, stable platform. Take a moment to think through your water drainage path. Locate and gently pull open the drain plug located underneath the ice maker to drain out excess water.



5. Gently insert the drain plug back into the drain hole, ensuring it is closed well. Plug in the ice maker and turn on the wall power.
6. Fill the water tank with fresh, clean water. Press the AUTO CLEAN button until the CLEAN indicator flashes, the pump will start pumping water and keep running for 30 minutes. Then the ice maker will enter standby mode.
7. Gently pull open the drain plug and drain all the water.
8. Hold the ice maker steady and clean the interior by wiping it with a soft, clean cloth soaked with warm, gentle dishwashing liquid. Rinse the interior with clean water, drain all the water and let it dry completely.
9. Gently insert the drain plug back into the drain hole, ensuring it is closed well.
10. Reinstall the ice basket.
11. Wipe the outer surface of the product with a soft, damp cloth and then dry the surface with a soft, dry cloth.

WARNING:

- Do not immerse the product into water or any liquid.
- Do not use abrasive, corrosive, flammable cleaning agents, alkaline detergent thinner, bleaching agent, alcohol, gasoline, or other solvents to clean any parts of the appliance.

STORAGE

- If the ice maker will not be used for a prolonged period, perform a cleaning routine, drain the remaining water from the tank and let the ice maker and accessories dry out completely before putting them away for safe storage.
- Store the ice maker in a cool, dry location in the upright position.

DISPOSAL


WARNING:

FIRE RISK. FLAMMABLE MATERIALS USED.

- At the end of the appliance's working life, observe any local regulations regarding the appropriate disposal of the appliance as it contains flammable blowing gas and refrigerant. The internals of the ice maker should never exceed 45°C.

SPECIFICATIONS

Model	SO-IM10
Product dimensions	L400 x W280 x H334 mm
Product weight	9.8kg
Rated supply	220-240V ~ 50Hz
Rated power	150W
Refrigerant	R290 / 18g
Blowing gas	Cyclopentane
Noise level	45dB
Water tank capacity	2L
Water requirement	Potable water of temperature between 5°C to 32°C.
Operating temperatures	5°C to 35°C.

FREQUENTLY ASKED QUESTIONS

The following section outlines the most common problems you could experience with the product. Please contact customer care if you're unable to solve the issue according to the following information:

Problem	Possible cause	Recommended action
The ADD WATER (WATER SHORTAGE) indicator light is on	Lack of water	Refill water to make ice
	The water inlet is blocked	Remove the water screen and check the water inlet located at the bottom of water tank for blockage. Clean it if necessary
The ICE FULL indicator light is on	The ice making process takes too long	Remove ice cubes from ice basket
The ice cubes stick together	The ice making process takes too long	Stop making ice and wait for the ice cubes to melt. Restart the ice making process and choose the smaller cube size
	The water temperature inside the water tank is too low	Change the water in the tank. Refill with fresh potable water of a temperature between 8°C and 32°C
The ice making process seems normal, but no ice is made.	The ambient temperature or water temperature is too high	Only start making ice when the ambient temperature is below 32°C, and fill the tank with some cold water

WARRANTY TERMS AND CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law. Directed Electronics Australia Pty Ltd (Directed Electronics) warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from product alterations, accidents, misuse, abuse, or neglect. To claim the warranty, you must return the product to the retailer from which it was purchased or, if that retailer is part of a national network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics.

Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. You will bear all costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics.

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for customer
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You agree to defend, indemnify, and hold harmless Soho and its subsidiaries and affiliates from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable legal fees), including but not limited to, claims alleging negligence, invasion of privacy, copyright infringement and/or trademark infringement against Soho and its subsidiaries and affiliates, relating to or arising out of your breach of any provision of these terms, your misuse of Soho products or its services, or your unauthorised modification or alteration of products or software.

WARRANTY AND WARRANTY DISCLAIMER

Soho has a limited warranty, whereby Soho warrants to you and only to you that this Soho product will be free from defects in materials and workmanship for one (1) year from the date of your purchase (unless a longer warranty period is required by law). The specifics of this Soho limited warranty are covered in this manual.

To the extent possible under governing law, other than the above product warranty for the Soho product, you understand and agree that the Soho services are provided on an 'as is' and 'as available' basis.

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For a full understanding of your rights, you should consult the laws of your state, province, or country. For our Australian customers: Please note that this warranty is in addition to any statutory rights in Australia in relation to your goods, which, pursuant to the Australian Consumer Law, cannot be excluded.

LIMITATIONS OF LIABILITY

Under no circumstances will Soho be liable in any way for any content, including, but not limited to, the loss of content, any errors or omissions in any content, or any loss or damage of any kind incurred in connection with the use of or exposure to any content posted, emailed, accessed, transmitted, or otherwise made available via Soho.

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Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Additionally, this provision is not intended to limit Soho's liability in the event of Soho's willful or intentional misconduct.

NOTES

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