



TIB-422



TIB-530

### ⚠ WARNING!



Be sure to read and fully understand this document before installing, operating, maintaining or servicing this appliance. Failure to do so can result in appliance failure, property damage, serious injury or death. Appliance failure, injury or property damage due to improper installation is not covered by warranty.

### ! USER ACTION!

TRUE tracks the history of your appliance by its serial number. For easy reference, record your appliances full model name and serial number below. This information is on your serial label. Serial label location varies by appliance.

Model Name:

Serial Number:

#### True Manufacturing Co., Inc.

2001 East Terra Lane • O'Fallon, Missouri 63366-4434  
(636) 240-2400 • FAX: (636)-272-2408

International FAX: (636)-272-7546 • (800)-325-6152

Parts Department: (800)-424-TRUE (424-8783)

Parts Department FAX: (636)-272-9471



## INSTALLATION MANUAL TRUE ICE STORAGE BIN (TIB™) Original Instructions

#### Contact Us

**Warranty Phone:** +1 855-299-3510

**Warranty Email:** CommercialIceWarrantyInquiries@TrueMfg.com

**Technical Phone:** +1 888-783-1429

**Technical Email:** CommercialIce@TrueMfg.com



# THANK YOU

## FOR YOUR PURCHASE

### Congratulations!

The primary purpose of this document is to assist the installation, maintenance, and servicing of your TRUE appliance. This document contains information important to safety, operation, maintenance, and servicing. **DO NOT** discard this document. TRUE is solely the appliance manufacturer. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at [www.truemfg.com/support/service-locator](http://www.truemfg.com/support/service-locator).

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## Preface

The warning, guidelines, and recommendations within this document are meant to prevent appliance damage, injury, or death. Please carefully read all warnings, guidelines, and recommendations before proceeding to ensure the continued safe use and maintenance of your TRUE appliance.

## Signal & Symbol Definitions

Below are symbols you may see in this document. Some symbols may not appear.

Signal Word Definitions	
<b>DANGER!</b>	An imminently hazardous situation which, if not avoided, will result in serious injury or death.
<b>WARNING!</b>	A potentially hazardous situation which, if not avoided, can result in serious injury or death.
<b>CAUTION!</b>	A potentially hazardous situation which, if not avoided, may result in minor or moderate injury; an unsafe practice.
<b>USER ACTION!</b>	User action alert, follow all recommendations to avoid appliance or product damage.
<b>NOTICE!</b>	Important information not related to hazards or risk of personal injury.

Safety Symbols		
	Safety alert; alerts reader to potential physical injury hazards. Obey all safety messages following this symbol to avoid possible injury or death.	
		Flammable material; fire hazard.
	Electrical shock hazard.	
	Tipping hazard; tip-over hazard.	
	Sharp element; cut or sever hazard.	
	Crush or cut hazard.	
	Slippery surface hazard.	

Safety Symbols (cont.)	
	Corrosive Substance hazard.
	Toxic material hazard.

Additional Symbols	
	Mandatory action alert symbol; alerts reader to required or recommended actions. Obey all messages and recommendations following this symbol to avoid appliance or product damage.
	Important information not related to hazards or risk of personal injury.
	Review and understand the installation manual before installing, operating, or servicing.
	Wear protective gloves.
	Wear eye protection.
	DO NOT dispose of with other household waste.

## Important Safety Information

# Important Safety Information

## Basic Safety & Operation Warnings

Follow basic safety precautions, including the following, to reduce risk of personal injury, electric shock, fire, or death.

### ⚠ WARNING!



**Be sure to read and fully understand this document before installing, operating, maintaining, or servicing this ice machine. FAILURE TO DO SO CAN RESULT IN APPLIANCE DAMAGE OR FAILURE, PROPERTY DAMAGE, LOSS OF WARRANTY, SERIOUS INJURY, OR DEATH. Appliance failure, personal injury, or property damage due to improper installation is not covered by warranty.**

- Failure to install, operate, and maintain the ice storage bin as detailed in this document will negatively affect safety, appliance performance, component life, and warranty coverage.
- Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at [www.truemfg.com/support/service-locator](http://www.truemfg.com/support/service-locator). TRUE is solely the appliance manufacturer and is not responsible for installation.
- This appliance is not to be used, cleaned, or maintained by persons (including children) with reduced physical, sensory, or mental capabilities or lack of experience and knowledge, without proper supervision or instruction.
- **DO NOT** install or operate equipment that has been misused, abused, neglected, damaged, or altered/modified from original manufactured specifications.
- **DO NOT** modify or alter the ice storage bin. Improper alterations can result in personal injury, fire, or death.
- The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures.
- Use appropriate tools, safety equipment, and PPE during installation and servicing.
- Only use the appliance for its intended purpose as described in this document. Failure to do so may result in equipment damage, personal injury, or death.
- Keep the area surrounding the ice storage bin clean to avoid appliance damage from debris or pests.
- Maintain all minimum clearances. Your ice machine dictates minimum clearances.
- **DO NOT** use electrical appliances inside the food storage compartments of the appliance unless the appliances are approved by the manufacturer.

### ⓘ USER ACTION!



The ice storage bin must be installed in accordance with all applicable laws, codes, and regulations.

All utility connections and fixtures must be maintained in accordance with all applicable laws, codes, and regulations.

### ⓘ NOTICE!



The manufacturer is not responsible for injury or damage resulting from improper, incorrect, and unreasonable use.

## Important Safety Information (cont.)

### Personal Injury Warnings

⚠ DANGER!	
	<b>DO NOT</b> allow children to play with or in the appliance. Child entrapment or personal injury can occur.
⚠ WARNING!	
	<ul style="list-style-type: none"> <li>Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at <a href="http://www.truemfg.com/support/service-locator">www.truemfg.com/support/service-locator</a>. TRUE is solely the appliance manufacturer and is not responsible for installation.</li> <li>Use appropriate tools, safety equipment, and personal protective equipment (PPE) during installation and servicing.</li> <li><b>Choke Hazard!</b> Ensure all components and fasteners are securely in place after installation. Be sure no objects have fallen into any dispenser unit or ice storage bin; immediately remove any objects.</li> </ul>
	<b>Slippery Surfaces!</b> Moisture from improper drainage can create slippery surfaces near the ice machine. It is your duty to immediately warn your customers of, and dry, the slippery surface. All wet floor areas must be marked with a wet floor sign.
	<ul style="list-style-type: none"> <li>Sharp edges! Take care when moving, installing, cleaning, servicing, and maintaining the ice machine to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components.</li> <li>Stay clear of pinch point areas. Take care closing doors with children nearby.</li> </ul>
	<b>Tip over hazard!</b> Appliance may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.

### Ice Storage Bin Disposal Warnings

⚠ DANGER!	
	<b>Risk of fire or explosion!</b> <ul style="list-style-type: none"> <li>Flammable insulation used. Dispose of in accordance with all applicable laws, codes, and regulations. Follow all safety precautions associated with handling flammable refrigerant and insulation.</li> <li><b>DO NOT</b> dispose of your ice storage bin with household waste.</li> </ul>

## About Your Ice Storage Bin & Installation Requirements

# About Your Ice Storage Bin & Installation Requirements

### ! USER ACTION!



TRUE is not responsible for damage incurred during shipment. Always carefully inspect for freight damage before receiving and installing your appliance. If there is damage, note all damage on the delivery receipt, immediately file a claim with the delivery freight carrier, and contact TRUE. **Do not install the appliance or put it in service.**

Thank you for choosing TRUE Manufacturing to meet your ice storage needs. TRUE is solely the appliance manufacturer and is not responsible for installation. The appliance owner is responsible for proper installation and maintaining the ice storage bin as described in the document. Routine care and maintenance procedures are not covered by TRUE's warranty. Visit our website [www.TrueMfg.com](http://www.TrueMfg.com) for manual updates and translations.

TRUE crafts every ice storage bin with state-of-the-art technology to ensure each ice storage bin drains melted ice to perfection. We hope you enjoy your new ice storage bin and continue to rely on TRUE for all your refrigeration needs.

### Ice Storage Bin Specifications

Some things to know about your appliance are as follows:

- This ice storage bin meets NSF 12 guidelines for food storage cleanliness.
- Crafted from high quality materials approved for direct food contact.
- All food zone plastics contain TRUEGuard Antimicrobial to help inhibit biological growth.
- Thick side wall insulation maximizes ice preservation
- Melted ice drains to perfection.
- Patented TRUE Magnascoop can be placed on interior and exterior areas for ergonomic access.
- Slow-closing hinge prevents slamming lids while scooping ice.
- Removable ice baffle provides enhanced cleaning access.
- Ice storage bin is not suitable for outdoor use.
- Ensure the installation location will provide adequate clearances and sufficient airflow for the ice machine.
- Read and follow all warnings and maintenance instructions. Failure to do so may result in damage and may void the warranty on your appliance.
- Do not locate the equipment near any heat source, direct sunlight, areas with high ambient conditions or without proper clearance for ventilation. Placing equipment in these locations will result in reduced capacities, high system pressures and may cause equipment failure.

## About Your Ice Storage Bin & Installation Requirements (cont.)

### Model Nomenclature

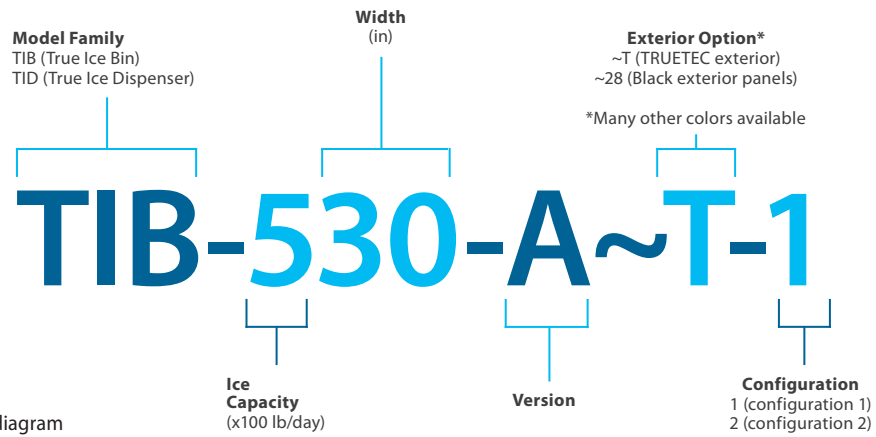
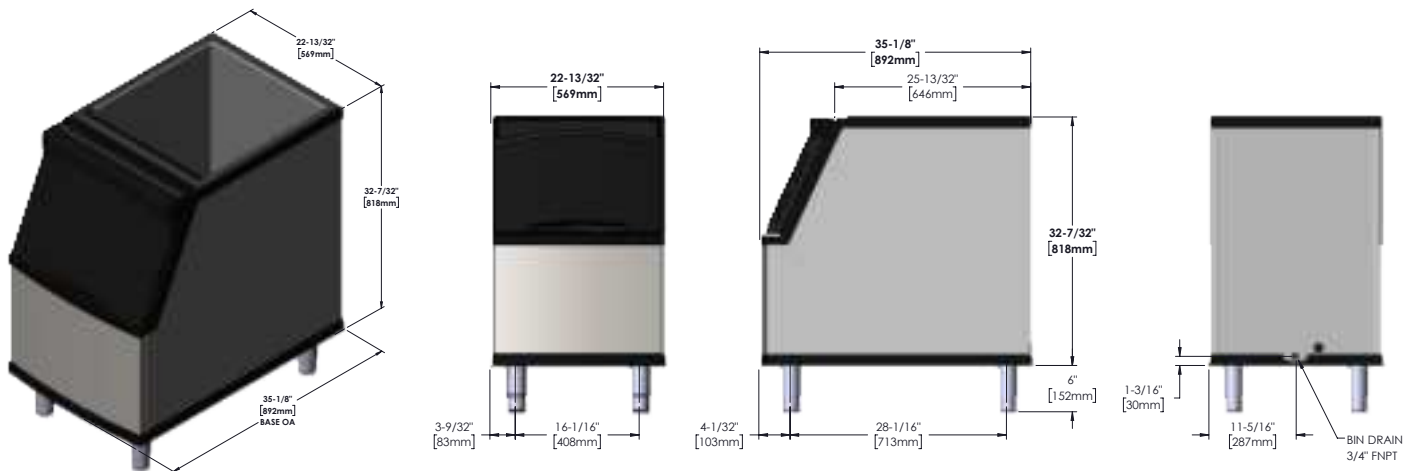


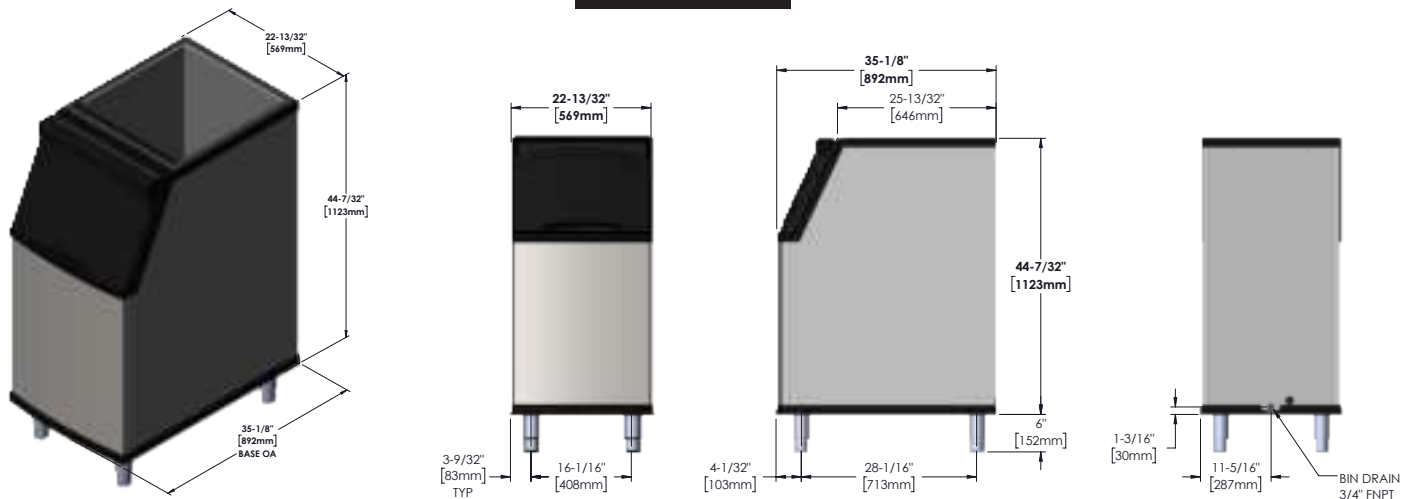
Fig. 1. Model nomenclature diagram

### Plan Views

#### TIB-322

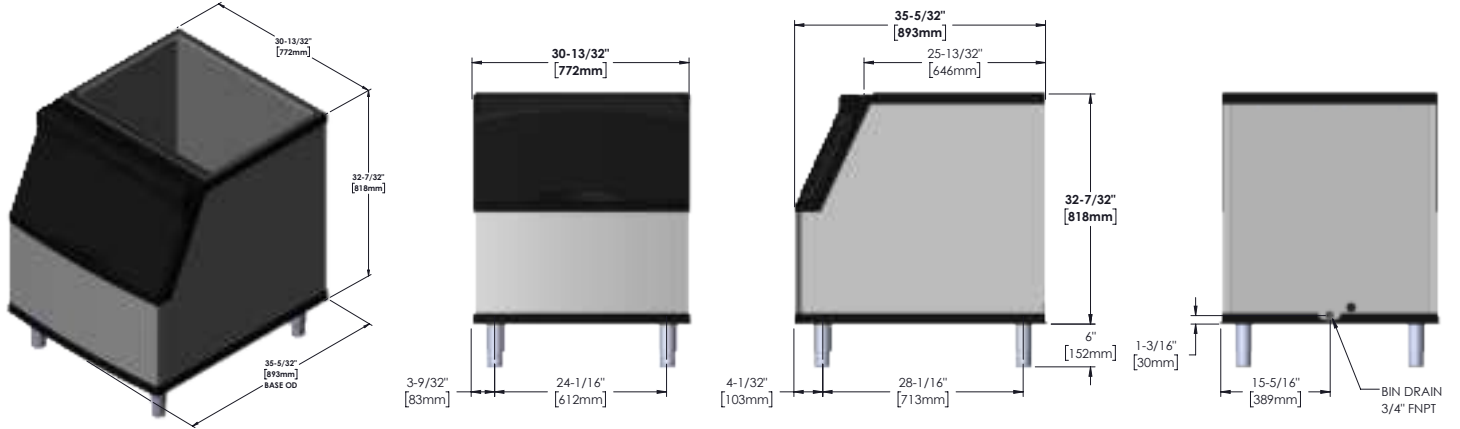


#### TIB-422

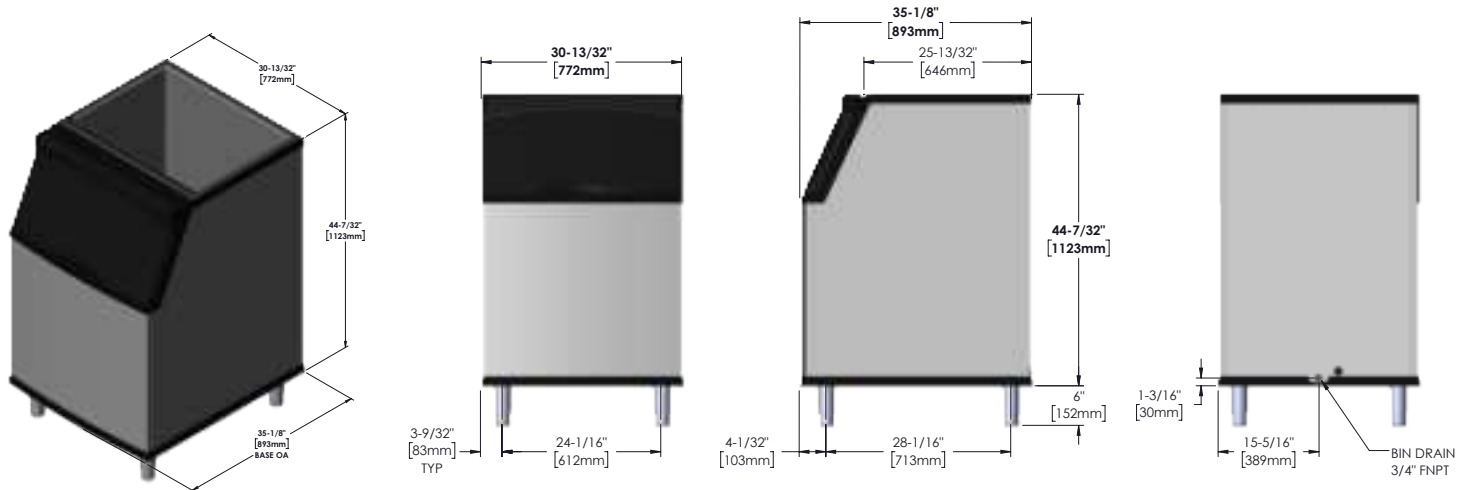


## Plan Views (cont.)

## TIB-430



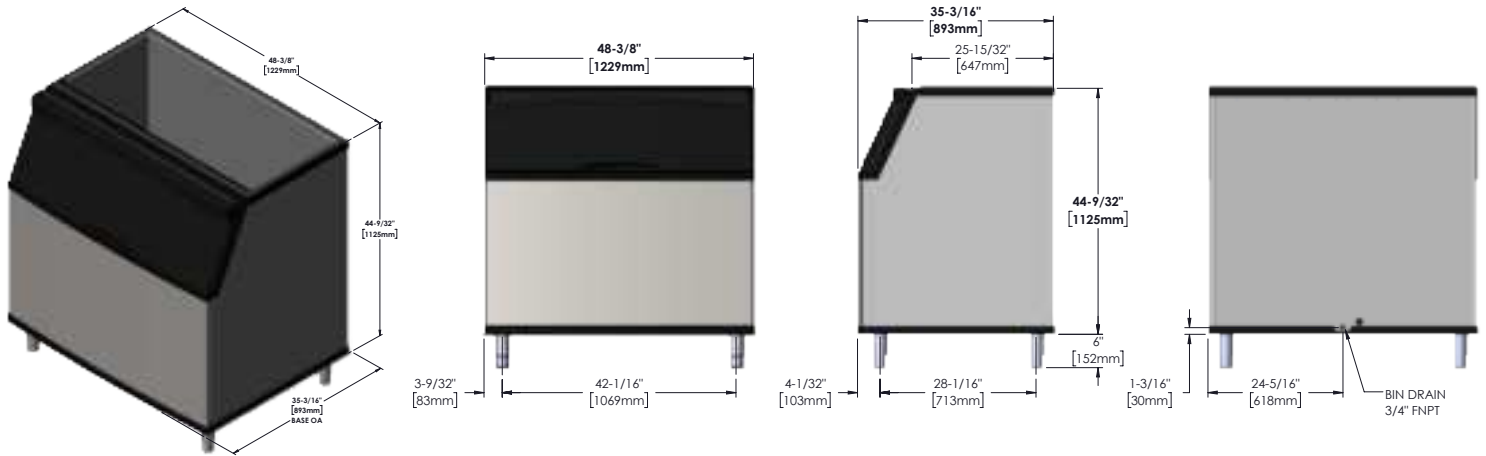
## TIB-530





## Plan Views (cont.)

### TIB-948



## Clearances

Clearances are based on the ice machine, not the ice storage bin.

## About Your Ice Storage Bin & Installation Requirements (cont.)

### Plumbing Connection Requirements

#### ⚠ WARNING!



Plumbing connections must be in accordance with all applicable laws, codes, and regulations. Failure to meet these requirements can result in appliance damage, property damage, or serious injury.

#### ⓘ USER ACTION!

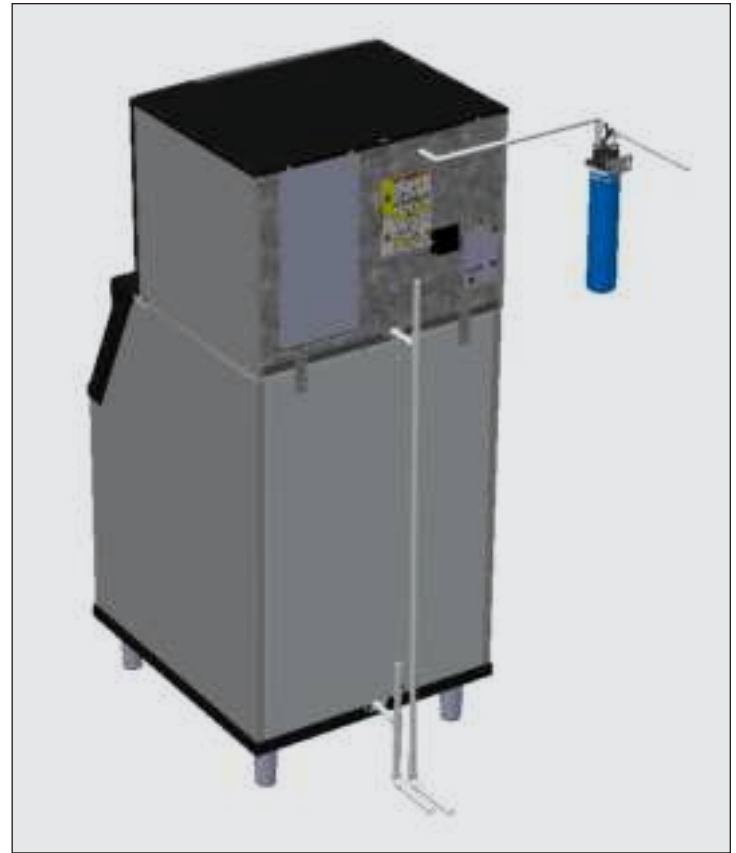


Keep ice storage bin drain lines separate from the ice machine drain lines. See fig. 1.

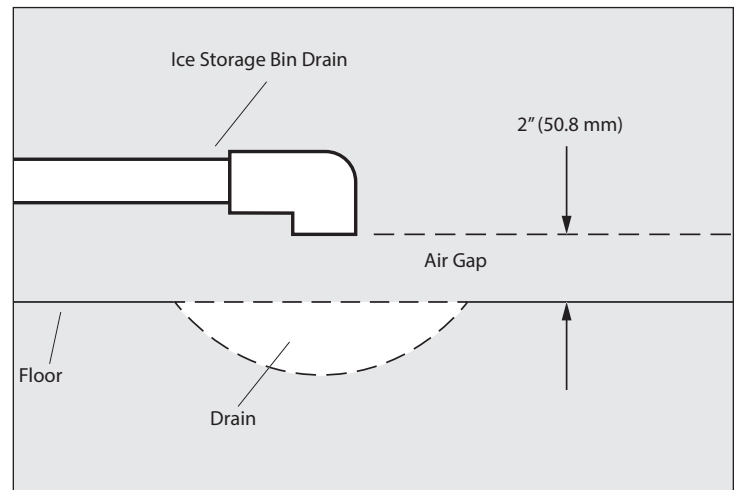
DO NOT directly pipe drain lines to the sewer system. Keep a vertical air gap [2" (50.8 mm) minimum] between the drain line ends and the floor drain. See fig. 2.

### Plumbing Connections

Drain Connection	3/4" Female NPT Fitting
------------------	-------------------------



**Fig. 1.** Ice storage bin plumbing connection example with ice machine installed. Your application configuration may differ.



**Fig. 2.** Always install drain lines with a 2" (50.8 mm) vertical air gap between the floor and the line's end. Figure is not to scale.

## Installation & Setup

# Installation & Setup

### ⚠ WARNING!



**WARNING!** The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures.



Use appropriate tools, safety equipment, and PPE during installation and servicing.



**Tip over hazard!** Ice storage bin may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on the appliance.



**Sharp Edges!** Take care when moving, installing, cleaning, servicing, and maintaining the ice storage bin to avoid cuts. Be sure to take care when reaching under the ice storage bin or handling metal components.



**Only qualified technicians** should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at [www.truemfg.com/support/service-locator](http://www.truemfg.com/support/service-locator).

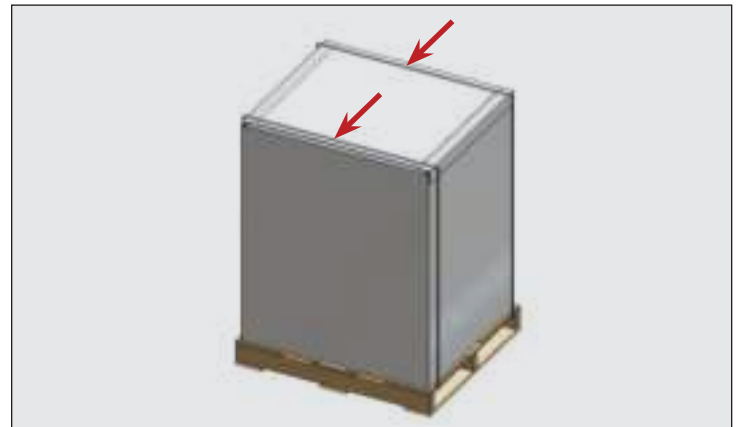
### Uncrating

### ⓘ USER ACTION!



- If the appliance is damaged, note all damage on the delivery receipt, immediately file a claim with the delivery freight carrier, and contact TRUE. **DO NOT install the appliance or put it in service.**

- Move the appliance as close as possible to the final installation location.
- Cut the straps. See fig. 1.
- Remove the exterior packaging.



**Fig. 1.** Packaged ice storage bin. Cut the indicated straps.

## Installation & Setup (cont.)

### Leg Installation

#### ⚠ WARNING!



Lifting assistance required! Bin weight exceeds 80 lb (36.3 kg). Team lift or use a lifting device. Always use proper lifting techniques or personal injury may occur.

#### 📢 USER ACTION!



TRUE recommends leveling the ice storage bin before installing ice making equipment.

1. Locate the legs packaged inside the bin.
2. Position floor protection behind the ice storage bin.
3. Carefully lay the ice storage bin on the floor protection.
4. Install the legs into the threaded holes in the ice storage bin's bottom. See fig. 1.
5. Carefully lift the bin upright.

### Leveling

Check the bin's level front-to-back and side-to-side. Adjust the legs as needed. See fig. 1.

- Clockwise turn: Raises the bin
- Counterclockwise turn: Lowers the bin

### Ice Level Sensor Dimensions (for True Cubed Ice Machine)

See table for empty bin distance (EBD) and full bin distance (FBD) settings for your TCIM. Your TCIM reads EBD and FBD in centimeters. See "Ice Level Sensor Setup" in your TCIM Install Manual to adjust the setting.



**Fig. 1.** Installed legs in the ice storage bin.



**Fig. 1.** Turn the legs to adjust the level.

### TCIM EBD & FBD Settings

Storage Bin	EBD	FBD
TIB-322	77 cm	30 cm
TIB-422	108 cm	20 cm
TIB-430	77 cm	30 cm
TIB-530	108 cm	20 cm
TIB-948	108 cm	20 cm

## Installation & Setup (cont.)

### Ice Scoop Positioning

The ice scoop magnetically adheres to the ice storage bin. See figs. 1-3.



**Fig. 1.** The ice scoop magnetically sticks to the ice storage bin.



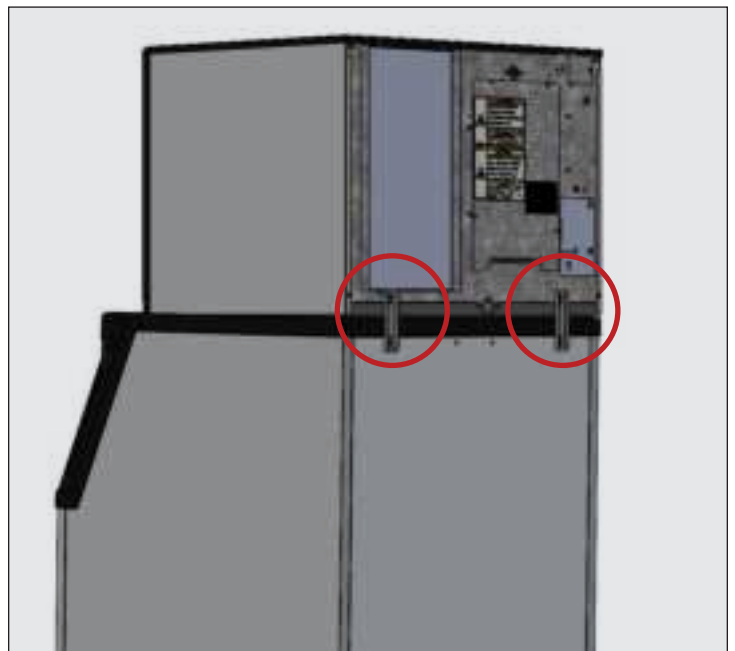
**Fig. 2.** Interior ice scoop stick zone. Other side not shown.



**Fig. 3.** Exterior ice scoop stick zone. Other side not shown.

### Bin Bracket Install

Secure your ice machine to your ice storage bin! Always install the bin brackets. See fig. 1.



**Fig. 1.** Installed bin brackets.

## Installation & Setup (cont.)

### Bin Adapters (Optional)

Bin adapters cover the opening when the ice storage bin is wider than the ice machine. See examples of possible configurations below. To purchase, contact TRUE Parts Department at 800-424-8783 or [partsinquiries@truemfg.com](mailto:partsinquiries@truemfg.com). See available options below.

Bin Adapter Size	Kit Part #
4"	228243
8"	228242
18"	228244

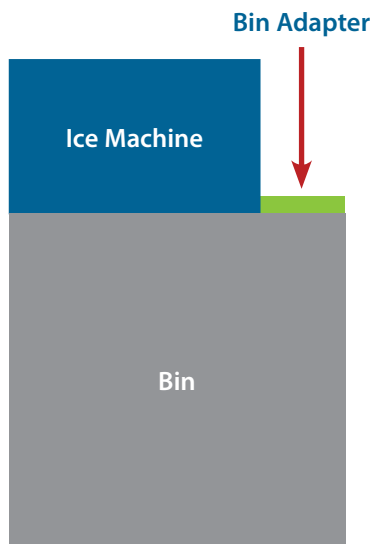


Fig. 1. Ice machine on one side of the bin.

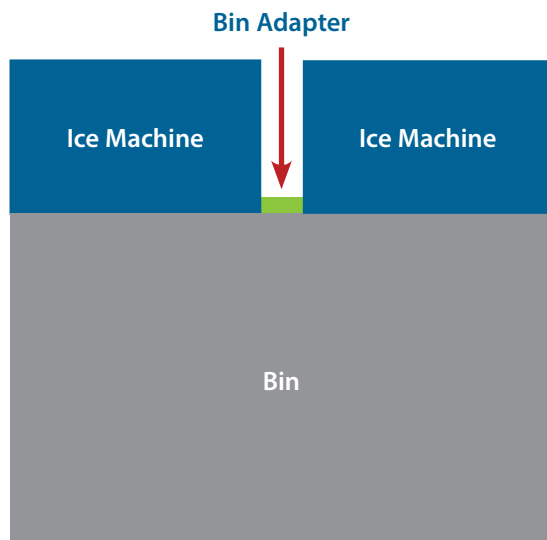





Fig. 2. Ice machines installed on both sides of the bin.

### Initial Sanitizing

**⚠ DANGER!**


**Highly Corrosive Cleaning Chemicals.**

Avoid Contact With Eyes And Skin.

Wear Rubber Gloves And Eye Protection When Handling.

1. Prepare a solution of 1.5 fl oz (44 mL) chlorine bleach (5.25% sodium hypochlorite) to 3 gal. (11.4 L) of warm water.
2. Remove the baffle. See "Baffle Removal" (pg. 21).
3. With the sanitizing solution, sanitize the ice scoop, the baffle, and the interior surfaces of the ice storage bin.

**⚠ WARNING!**



**DO NOT** rinse the sanitized areas/parts after sanitizing. Let them air dry.

4. Let the sanitized surfaces air dry. Then reinstall the baffle.

## Ice Storage Bin Operation

# Ice Storage Bin Operation

### ⚠ WARNING!



**Slippery Surfaces!** Always install the ice storage bin with the baffle. The baffle prevents ice from falling out of the bin while the bin door is open. Failure to do so can cause slip hazard.

### ! USER ACTION!



Verify the level of the bin before operation to ensure the water drains properly.

### Door Operation

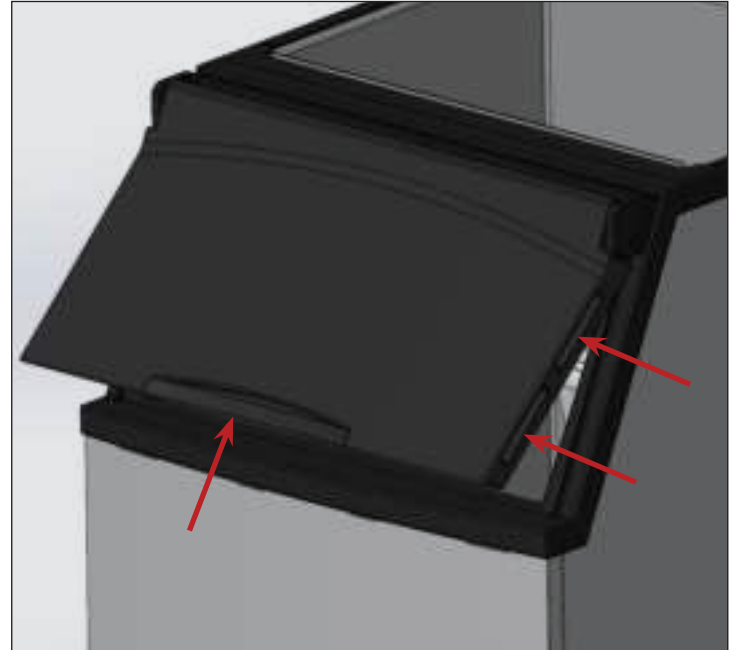
### ! NOTICE!



Ambient temperature affects door closing speed. If there is resistance opening the door or the door rubs against brackets, see troubleshooting section.

Your bin door has a slow-close hinge feature. Always lightly push to close the bin door; do not force the door closed. The door will stay in position when open.

See door handle locations in fig. 1.



**Fig. 1.** Door handle locations; other side not shown

## Ice Storage Bin Operation (cont.)

### Baffle Operation

#### ⚠ WARNING!



**Slippery Surfaces!** Always install the ice storage bin with the baffle. The baffle prevents ice from falling out of the bin while the bin door is open. Failure to do so can cause slip hazard.

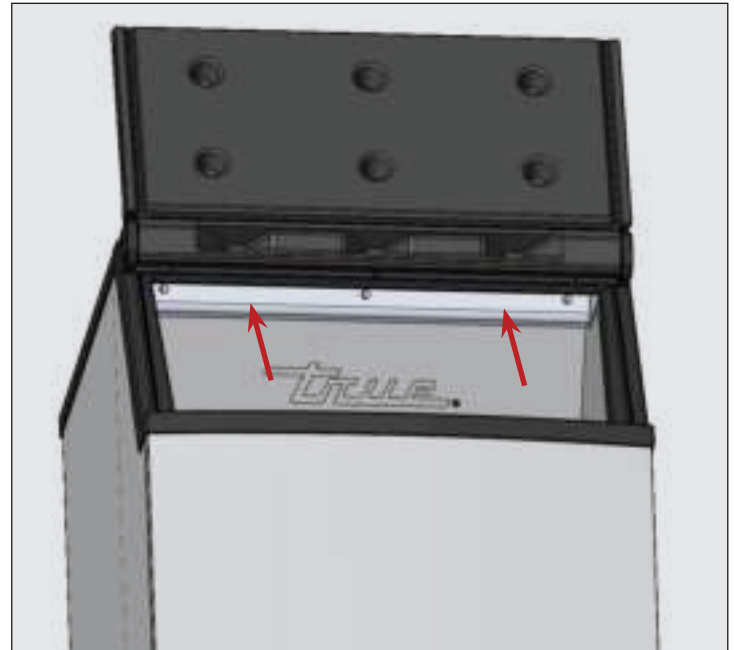
#### ⓘ USER ACTION!



Be sure to routinely inspect the tightness of the baffle screws

The baffle comes installed. See fig. 1.

If removed for cleaning, always reinstall the baffle before resuming operation.



**Fig. 1.** Installed baffle.



## Maintenance & Servicing

# Maintenance & Servicing

⚠ WARNING!	
	<p>Only qualified technicians should install and service the ice machine. For assistance finding a qualified technician, please visit our Service Company Locator at <a href="http://www.truemfg.com/support/service-locator">www.truemfg.com/support/service-locator</a>.</p> <p>TRUE is solely the appliance manufacturer and is not responsible for installation, service, and routine maintenance.</p> <p>Turn off and lockout all utilities (gas, electric, water) according to approved practices during maintenance or servicing.</p>
	<p>The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures.</p>
	<p>Use appropriate tools, safety equipment, and PPE during installation and servicing.</p>
	<p><b>Sharp Edges!</b> Take care when moving, installing, cleaning, servicing, and maintaining the ice machine to avoid cuts. Be sure to take care when reaching under the ice machine or handling metal components.</p> <p>Stay clear of pinch point areas, such as the space between appliance doors and surrounding cabinetry. Take care closing doors with children nearby.</p>

⚠ WARNING!	
	<p><b>Tip over hazard!</b> Ice machine may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.</p> <p>Two or more people are required to move this equipment to prevent tipping.</p>

! USER ACTION!	
	<p>Do not use power cleaning equipment, steel wool, scrapers or wire brushes on stainless steel or painted surfaces.</p>

! NOTICE!	
	<p>The appliance owner is responsible for maintaining the ice storage bin as described in this document. Routine care and maintenance procedures are not covered by TRUE's warranty.</p>

## Component Replacement

! USER ACTION!	
	<p>Replace components with original equipment manufacturer (OEM) components. Use of non-OEM components may void TRUE's warranty.</p>

For original equipment manufacturer (OEM) replacement parts, please contact our Parts Department at 800-424-8783 or [PartsInquiries@TrueMfg.com](mailto:PartsInquiries@TrueMfg.com).

## Maintenance & Servicing (cont.)

### Recommended Cleaning Frequency

#### ! USER ACTION!



Do not use power cleaning equipment, steel wool, scrapers or wire brushes on stainless steel or painted surfaces.

#### ! NOTICE!



The appliance owner is responsible for maintaining the ice storage bin as described in this document. Routine care and maintenance procedures are not covered by TRUE's warranty.

It is the User's responsibility to keep the ice machine and ice storage bin (or dispenser if applicable) in a sanitary condition in accordance with the instructions in this manual.

The maintenance schedule below is a guideline. More frequent maintenance may be required depending on water quality, environment, and local sanitation regulations.

#### Recommended Cleaning Schedule

Frequency	Component	Task
Daily	Ice Scoop	Clean with sanitizer or neutral cleaner and rinse thoroughly.
Bi-Annually	Ice Machine and Bin (or dispenser, if applicable)	Descaling and Sanitizing Procedure.

## Maintenance & Servicing (cont.)

### Exterior Surfaces

For plastic or powder-coated parts, use warm soapy water to clean. **DO NOT** use stainless steel cleaners or similar solvents.

### Descaling and Sanitizing

#### ⚠ DANGER!



Highly corrosive cleaning chemicals.



Avoid contact with eyes and skin.



Wear rubber gloves and eye protection when handling.

#### ⚠ WARNING!



Toxic material hazard! DO NOT mix descaler with sanitizer. Harmful fumes may be generated.

#### ⓘ USER ACTION!



True recommends using True Ice Machine Descaler. To purchase, contact True Parts Department at 800-424-8783 or [partsinquiries@truemfg.com](mailto:partsinquiries@truemfg.com). If using a non-TRUE descaler (Nickel-safe) recommended dilution for soaking parts is 3 fl oz (88.7 mL) per 1 gal (3.78 L).

Use of non-recommended descaler may void warranty.

#### Descaling

1. Prepare a solution of 10 fl oz (296 mL) TRUE ice machine descaler to 1 gal (3.8 L) of warm water.

#### NOTICE >

In cases where scale build up is particularly heavy, substitute equal amounts ice machine descaler and warm water.

2. Remove the baffle. See "Baffle Removal" (pg. 21).
3. With the descaling solution and a soft nylon bristle brush, cloth, or sponge, thoroughly clean the ice scoop, the baffle, and the interior surfaces of the ice storage bin.
4. Thoroughly rinse all descaled surfaces with clean water before proceeding to "Sanitizing."

#### Sanitizing

1. Prepare a solution of 1.5 fl oz (44 mL) chlorine bleach (5.25% sodium hypochlorite) to 3 gal. (11.4 L) of warm water.
2. Remove the baffle. See "Baffle Removal" (pg. 21).
3. With the sanitizing solution, sanitize the ice scoop, the baffle, and the interior surfaces of the ice storage bin

#### ⚠ WARNING!



**DO NOT** rinse the sanitized areas/parts after sanitizing. Let them air dry.

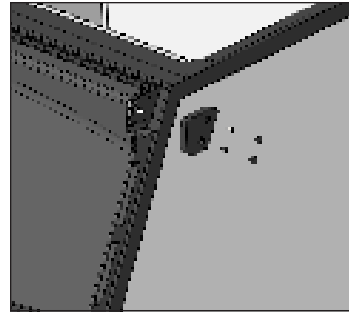
4. Let the sanitized surfaces air dry. Then reinstall the baffle.

## Maintenance & Servicing (cont.)

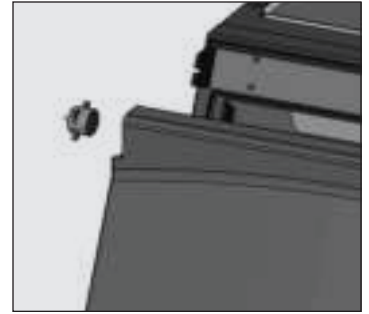
### Door Removal

1. Remove the door bracket end caps. See fig. 1.
2. Pull the door forward.

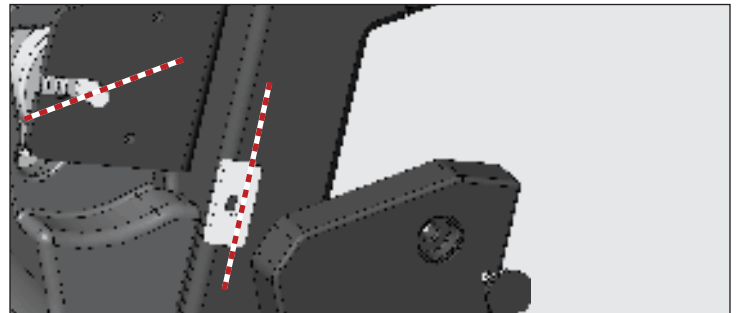
**NOTICE >** Dampers are held in place by the door bracket end caps and may fall out at this time. See fig. 2. When reinstalling the damper, be sure the shaft's flattened edge aligns with the flattened edge inside the door bracket end cap. See fig. 3.



**Fig. 1.** Exploded view of door bracket end cap, screws, and screw caps.



**Fig. 2.** With the door bracket end cap removed, the damper sits freely in the door.



**Fig. 3.** Align the flattened edges (indicated by dotted lines) of the damper and the door bracket end cap during reinstallation.

## Maintenance & Servicing (cont.)

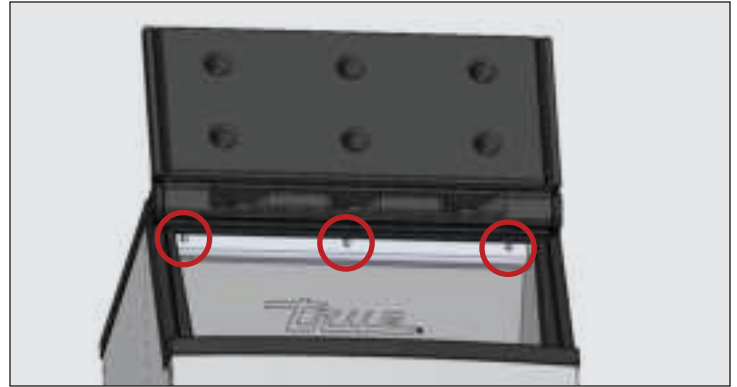
### ⚠ WARNING!



When servicing and maintaining, **DO NOT** drop baffle screws in the ice storage bin. Be sure to tighten the baffle screws during reinstallation.

### Baffle Removal

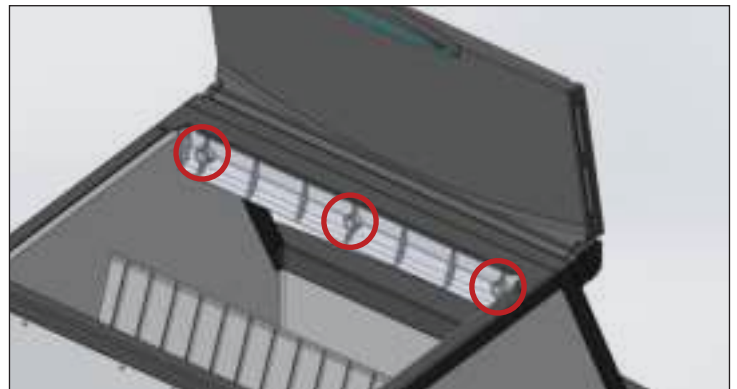
1. Remove the baffle screws. See fig. 1.
2. Slide the baffle towards the bin rear. Then, lower the baffle and pull the baffle forward. See figs. 2–3.



**Fig. 1.** Baffle thumbscrew locations.



**Fig. 2.** Slide the baffle backwards to remove it.



**Fig. 3.** Baffle installation slots. Top rear view.

## Maintenance & Servicing (cont.)

### Troubleshooting

Before contacting a service provider, please check the items below.

For original equipment manufacturer (OEM) replacement parts, please contact our Parts Department at 800-424-8783 or [PartsInquiries@TrueMfg.com](mailto:PartsInquiries@TrueMfg.com).

General Troubleshooting Chart		
Problem	Possible Cause	Possible Remedy
Water in bottom of bin	Drain incorrectly installed	Drain must be open site with an air gap and correct pitch
	Ice machine and bin do not have separate drains	Correct drain installation
	Drain obstructed	Clear drain
Ice in bin does not drop	Ice forming ice bridge	Break up ice bridge with paddle
		Verify water does not leak from the ice machine into the bin
Ice falls on floor when bin door is opened	Baffle is incorrectly positioned	Readjust baffle
Ice in bin is congealed and will not break up	Bin is not emptied regularly	Regularly empty bin to remove congealed ice
		Verify water does not leak from the ice machine into the bin
		If the issue does not resolve, lower the ice level sensor setting; See your ice machine manual
Door closes too fast	Ambient temperature too high	Lower ambient temperature
	Exceeded mechanical life of hinges	Replace hinges
Door closes too slow	Ambient temperature too low	Raise ambient temperature
	Door rubs against door bracket	Replace door bracket
Ice scoop does not stick	Scoop may not have magnets	Verify scoop has magnets; If not, replace scoop
	Trying to stick scoop outside of stick zones	Verify stick zone locations

## Warranty Information (USA & Canada Only)

# Warranty Information

To view and download the  
Warranty Information for USA & Canada,  
please scan the QR code below.



