



Newair AI-420SS Nugget Ice Maker User Manual

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Newair AI-420SS Nugget Ice Maker



A Name You Can Trust

Trust should be earned and we will earn yours. Customer happiness is the focus of our business. From the factory to the warehouse, from the sales floor to your home, the whole Newair family promises to provide you with innovative products, exceptional service, and support when you need it the most.

Count on Newair

As a proud Newair owner, welcome to our family. There are no robots here, real people shipped your product and real people are here to help you.

Contact Us

Please reach out to our customer service team before making a return to your store of purchase. We are happy to help with any questions or concerns! Mon-Fri from 8-4 PST at:

Call: 1-855-963-9247

Email: support@newair.com

Online: www.newair.com

A team member will respond to you within 24 hours.

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SPECIFICATIONS

| | |
|------------------------|--------------------------------|
| MODEL NO. | AI-420SS |
| VOLTAGE: | 110-120V |
| CURRENT: | 2.3A |
| FREQUENCY: | 60Hz |
| REFRIGERANT: | R600a/1.23 oz |
| DIMENSIONS: | 10.63" W x 15.50" D x 16.33" H |
| CERTIFICATIONS: | cETL/ETL/FDA/BPA Free |

REGISTER YOUR PRODUCT ONLINE

Register Your Newair Product Online Today! Take advantage of all the benefits product registration has to offer:

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Diagnose troubleshooting and service issues faster and more accurately

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Stay up to date for safety, system updates and recall notifications

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SAFETY INFORMATION & WARNINGS

Please read the following instructions carefully before using this ice maker and keep this user manual for future reference. Safety precautions must be followed in order to prevent any hazards. Failure to obey the safety precautions may result in bodily harm and void of the manufacturer's warranty.

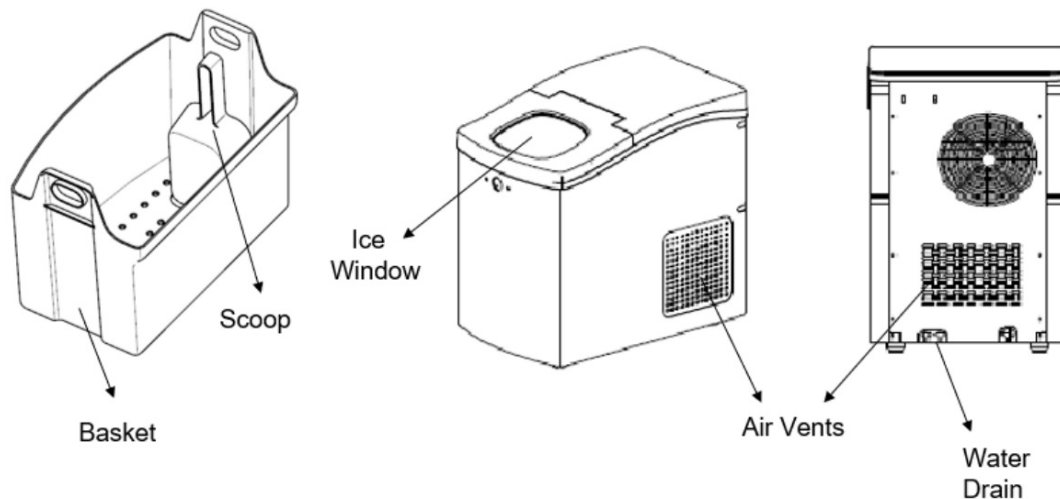
Warning: WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS SHOULD BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, AND HARM TO THE USER AND/OR PROPERTY.

This appliance is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, lack of experience or knowledge of its operation, unless well instructed or under the supervision of a person responsible for their safety with a clear understanding of the hazards involved. The same applies to the cleaning and maintenance of appliances. This product is NOT a toy.

- Do not place hands or objects on or near the ice maker's evaporator when it is in operation.
- Do not operate the appliance if the cord is damaged. If the supply cord is damaged, it must be replaced by the manufacturer in order to avoid hazards.
- Connect ice maker to proper outlets only. There should be no other appliance plugged into the same outlet. Be sure that the plug is fully inserted into the outlet.
- Do not run the cord over carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas and do not submerge in water.
- Unplug the ice maker before cleaning or making repairs.
- Close supervision is required if the appliance is being used near children or pets.
- Do not clean your ice maker with flammable or corrosive fluids, fumes can create a fire hazard or explosion.
- Do not tip over.
- If unit is stored in a very cold environment, allow it to warm to room temperature before use.

- Only fill the appliance with water that is safe to drink.
- Do not place anything in the interior when not in use. The appliance is not designed to store other items.
- Appliance is intended to be used in household and similar applications, such as staff kitchen areas in shops, offices, and other working environments; farm houses and by clients in hotels, motels, and other residential type environments; bed and breakfast type environments; catering and similar non-retail applications.
- To use this product, place it on a flat surface.
- After unpacking the ice maker, DO NOT turn on the Ice Maker. Wait 24 hours to stabilize the refrigerant inside the ice maker before first-time use.
- Please make sure that the rear drain is firmly plugged before adding water to the water tank.
- The ice cubes produced will be relatively small at first. Do not be concerned as this is not a defect. The unit will take a few cycles to produce the intended size.
- Do not use near heat or excessive dust.
- Do not immerse the machine in the water, use it in bathrooms or places where it may be splashed with water.
- Do not dismantle or modify the machine.
- If a problem occurs, stop using the machine immediately.
- Avoid touching any parts involved in ice making, and leave the lid closed while running the ice production cycle.
- To unplug an appliance do so by holding the head of the plug. Never pull by the cord.
- Periodically clean any accumulated dust off the plug head.
- Do not plug in the unit's power cord if your hands are wet.
- Disconnect the power supply and drain out the remaining water from the rear drain if the ice maker will not be used for an extended period.
- We suggest using an ice maker cleaning agent or citric acid to clean the appliance before first use to avoid resulting ice from having dirt and/or odor due to machine components being manipulated during assembly. If not cleaned before use resulting ice may have dirt and/or odor that will disappear after several cycles. DO NOT consume any ice with dirt and/or an odor. This is not a defect.
- Do not alter the cooling circuit (piping).
- Do not tamper with the power cord or power plug.
- Do not use damaged power plugs or loose sockets.
- If the supplied power cord is damaged, please contact customer service. Allow damaged supply cords to be replaced by the manufacturer, service agent, or a similarly qualified person to avoid hazards to yourself.

PARTS LIST



1. **Ice Basket and Scoop:** used for storing and serving the ice.
2. **Ice Window:** this allows you to check how much ice has been produced without having to open the top and let warm air in.
3. **Air Vents:** Located on the back and sides of the unit, these vents help prevent the unit from overheating. Please leave at least six inches of space all around the unit for proper ventilation.
4. **Water Drain:** this allows you to empty the water from the tank easily.
5. **Max Fill Line:** Inside the water tank below the ice tray is a line marking labeled "MAX." Do not fill the water tank above this line.
6. Controls/Indicator Lights:
 - **STANDBY MODE:** Once you plug in your ice maker, a red LED ring will light up to indicate the unit is waiting to produce ice. It will not make batches until the unit has been activated with the power button.
 - **POWER BUTTON:** Press the power button once to turn on your ice maker. Once on, a blue LED ring will light up and the unit will begin to make ice. To turn the unit OFF, hold the power button for 3 seconds. The red LED ring will light up and the ice maker will go back to standby mode.
 - **ICE FULL:** There is an infrared sensor that helps detect when the ice tray is full. When the tray is full, ice production will stop, the unit will turn off, and the "Ice Full" indicator will light up. To restart the ice production process, empty the ice basket, and press the power button twice. The first press of the button will put the ice maker in standby mode, the second will turn the unit on and it will start to make ice again.
 - **ADD WATER:** When the "Add Water" indicator lights up, the unit will turn off and you will need to pour more water into the water tray below the ice basket. After you have refilled the water tray, press the power button twice to restart the ice production process. The unit will continuously produce ice if there is water in the tank and the ice tray is not full.



OPERATING PROCEDURES

UNPACKING YOUR ICE MAKER

1. Remove all exterior and interior packaging. Make sure that the ice basket and ice scoop are included. If any part or accessory is missing, please contact customer service.
2. Clean the interior with lukewarm water and a soft cloth. Remove the ice basket and wash it in warm water.
3. Find a location for your ice maker that is protected from direct sunlight and allows for six inches of space between the back and sides of the ice maker and the wall.

CONNECTING YOUR ICE MAKER

Warning: Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, please do not attempt to use the unit, contact customer service for assistance.

1. This unit should be properly grounded for your safety.
2. Plug the appliance directly into an appropriate 120V AC outlet that is properly installed and grounded in accordance with all local codes and ordinances.

USING YOUR ICE MAKER

1. Press the power button a single time after plugging in the ice maker and it will begin to run.
2. Open the cover, remove the ice basket, and pour water into the tank. Make sure it does not surpass the maximum water level. Place the ice basket back into the unit and close the lid.
3. While the ice maker is on, check the water level indicator periodically. If there is not enough water in the tank to produce ice, the ice maker will stop automatically, and the “Add Water” indicator will light up. Fill water up to the “MAX” line, press the power button to enter standby mode, and press the power button again to resume ice production.
4. The ice maker automatically turns off when the ice basket is full and the “Ice Full” indicator will light up. To

restart ice production, remove the ice from the tray, press the power button to enter standby mode, and press the power button again to resume ice production.

5. Change the water in the tank every 24 hours to ensure a reasonable hygiene level. If the unit is not in use for a few days, drain all the water in the tank reservoir and refill it before operating again.
6. The ice maker will automatically defrost the evaporator every 2 hours of operation to prevent ice build-up. After 5 minutes, the ice maker will resume operation for another 2 hours.

NOTE: Certain noises are normal when operating this ice maker: a clicking sound when the machine is turned on or off, a bubbling, gurgling, or knocking sound when the refrigerant is circulating through the pipes, or a loud clink sound when ice cubes are dropped into the basket.

CLEANING & MAINTENANCE

This ice maker comes with a self-cleaning function and it is strongly recommended that you use the function to clean your unit before you use it for the first time.

Operating the self-cleaning function:

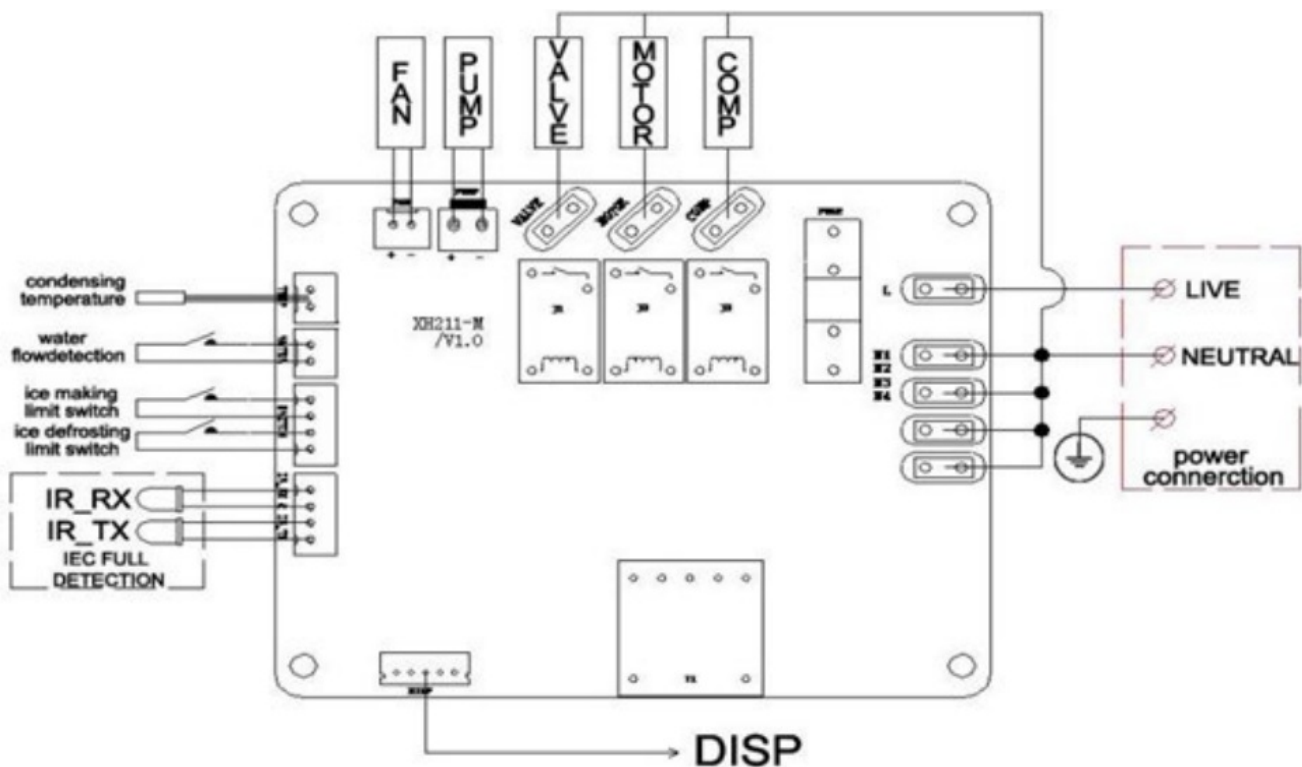
1. Plug in the unit and keep it in standby mode (a red LED ring will light up).
2. Hold the power button for 3 seconds to start the self-cleaning process. A blue and purple LED ring will start flashing.
3. Let the cleaning process run for at least 30 seconds.
4. Hold the power button for 3 seconds to stop the self-cleaning process.

Cleaning the exterior and interior:

1. Remove the ice basket.
2. Turn the drain cap to drain out any water left in the tank.
3. Clean the interior with diluted detergent, warm water, and a soft cloth.
4. The outside of the ice maker should be cleaned regularly with diluted detergent and warm water.
5. Dry the interior and exterior with a soft cloth.
6. Close the drain cap.

To maintain the integrity of your ice maker, run the self-cleaning process before each new use. Clean the interior and exterior frequently to remove any built-up debris or dust particles from storage.

ELECTRICAL SCHEMATIC DIAGRAM



TROUBLESHOOTING

| Problem | Possible Causes | Solution |
|---|--------------------------------|---|
| “Add Water” indicator is on. | Water level is low. | Turn unit OFF, fill the water tank, and turn unit ON again. |
| “Ice Full” indicator is on. | The ice basket is full. | Remove ice from the basket. |
| | The ice sensor is broken. | Turn unit OFF and ON again to see if ice production restarts. If not, contact customer service. |
| | The ice scoop is stuck. | Check if ice scoop is blocking the sensor, if it is, remove and rearrange. |
| “Ice Full” and “Add Water” indicators are on at the same time. | Ice is jammed inside the unit. | Turn unit OFF and wait 30 minutes for it to unclog before turning it back ON. |
| Ice Maker starts making noises through the cycle. | Ice is jammed inside the unit. | Turn unit OFF and wait 30 minutes for it to unclog before turning it back ON. |

| | | |
|--|---|--|
| Ice cubes stick together . | The ice making cycle is too long. | Stop the ice maker and restart when the current ice blocks melt and fall off. Turn the unit back on. |
| | Part of the evaporator rods in the ice box are too large. | Change the water in the reservoir. |
| | The water temperature in the inner tank is too high. | Use colder water to fill the tank. |
| Ice is full but the light is off. | The location of the ice maker is too close to a light source and it affects the infrared detection. | Move the ice maker near a darker location. |
| Ice making cycle is normal but there is no ice. | Ambient temperature or water temperature is too high. | Try to keep the ice maker out of heat near 90 degrees and fill the tank with cold water. |
| | Refrigerant liquid leakage. | Contact customer service. |
| | The pipe in the cooling system is blocked. | Contact customer service. |

LIMITED MANUFACTURER'S WARRANTY

This appliance is covered by a limited manufacturer's warranty. For one year from the original date of purchase, the manufacturer will repair or replace any parts of this appliance that prove to be defective in materials and workmanship, provided the appliance has been used under normal operating conditions as intended by the manufacturer.

Warranty Terms:

During the first year, any components of this appliance found to be defective due to materials or workmanship will be repaired or replaced, at the manufacturer's discretion, at no charge to the original purchaser. The purchaser will be responsible for any removal or transportation costs.

Warranty Exclusions:

The warranty will not apply if the damage is caused by any of the following:


- Power failure
- Damage in transit or when moving the appliance
- An improper power supply such as low voltage, defective household wiring or inadequate fuses
- Accident, alteration, misuse or abuse of the appliance such as using non-approved accessories, inadequate air circulation in the room or abnormal operating conditions (extreme temperatures)
- Use in commercial or industrial applications
- Fire, water damage, theft, war, riot, hostility or acts of God such as hurricanes, floods, etc.
- Use of force or damage caused by external influences

- Partially or completely dismantled appliances
- Excess wear and tear by the user

Obtaining Service:

When making a warranty claim, please have the original bill of purchase with the purchase date available. Once confirmed that your appliance is eligible for warranty service, all repairs will be performed by a Newair™ authorized repair facility. The purchaser will be responsible for any removal or transportation costs. Replacement parts and/or units will be new, re-manufactured or refurbished and is subject to the manufacturer's discretion. For technical support and warranty service, please email support@newair.com.

Documents / Resources

| | |
|---|---|
|  <p>The image shows the cover of the Newair AI-420SS Nugget Ice Maker Owner's Manual. It features the Newair logo at the top, followed by the model number AI-420SS. Below this, the product name 'Nugget Ice Maker' is written in English, French ('Machine À Glace Pépité'), and Spanish ('Máquina de Pepitas de Hielo'). A line drawing of the ice maker is in the center. At the bottom, it says 'OWNER'S MANUAL', 'Manuel de l'utilisateur', and 'Manual del Proprietario'.</p> | <p>Newair AI-420SS Nugget Ice Maker [pdf] User Manual AI-420SS, Nugget Ice Maker, Ice Maker</p> |
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References

- [Product Registration – NewAir](#)
- [Newair | Best Compact Appliances for the Home, Office & More – NewAir](#)