



Scotsman
The Ideal Ice®

THE IDEAL ICE

RESOURCE GUIDE

Scotsman
The Ideal Ice®



NOTES

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SCOTSMAN STORY

In a small Minnesota community in the 1950's, Scotsman Ice Systems pioneered the development of affordable, reliable ice-making machines.



Starting with what is now known as the Gourmet Cube, the first flaker machine quickly followed, establishing Scotsman's strong commercial heritage. Our products play a crucial role in the success of business operations for entities such as hotels, hospitals, bars, fast-food outlets, fisheries, and more. Ice forms such as cubes, flakes, nuggets, and gourmet cubes produce quantities from 1 cube at a time to 10 tons of ice in a day. We understand, better than any other company, the critical importance of ice to a business.

In the 1970s, we branched into the residential realm with the introduction of our Gourmet Cube, a truly clear ice form free of impurities. This odorless and taste-free cube quickly became a favorite for premium liquor connoisseurs. Decades later, we once again broke the mold introducing Nugget Ice, The Original Chewable Ice®, thus creating a cult-like following with ice lovers across America.

Our award-winning manufacturing plant located in Fairfax, South Carolina, has been recognized as one of the top 10 best plant operations in the United States. Our commitment to Quality and Performance has enabled us to offer more than 300 models of ice machines, bins, and dispensers that are efficient and easy to maintain. Designed, engineered, and assembled in the United States, we take pride in continuing to provide some of today's most advanced ice machines.

Whether for a business or home, Scotsman offers the most choices in ice forms, proving we have The Ideal Ice®. With more than a million ice machines at work around the world today, Scotsman truly makes Ice The World Demands.

Scotsman Factory, Albert Lea, Minnesota, Early 1960's



Scotsman Factory, Fairfax, South Carolina, 2018



WELBILT / ALI GROUP STORY

About Welbilt:

Welbilt Stove Company was founded in 1929 by the Hirsch Brothers. Over the decades, the company expanded its portfolio through acquisitions, evolving into a diversified foodservice equipment manufacturer. By the 1980s, Welbilt included such high-profile brands as Frymaster, Belshaw and Cleveland Range. In 2000, Welbilt was rebranded as Enodis, and in that same year acquired Scotsman Industries. Scotsman Industries was subsequently acquired by the Ali Group (see below) from Enodis in 2013. After a series of further ownership changes, Enodis reverted to the Welbilt name in 2017. Five years later, Ali Group acquired Welbilt, signaling the start of a new phase of growth and joining a collection of 80 globally recognized brands, including Metro and Edlund. As part of the Ali Group, Scotsman is now part of a distinguished portfolio of premier brands serving the needs of both foodservice and residential customers. In 2024, the North American operations of Ali Group and Welbilt merged to operate under one single brand name: Welbilt.

About Ali Group:

From its origins in 1963 in Italy as a warewashing company called Comenda, the Ali Group has expanded to become the largest global producer of foodservice equipment. Today, with 76 manufacturing sites in 16 countries and more than 14,500 employees, the Ali Group has more than 110 brands to serve its customers on all seven continents.





OVERVIEW

Scotsman®
The Ideal Ice®

RESIDENTIAL ICE MACHINE BASICS

2 TYPES OF ICE

Gourmet Cube

- Clear Ice Cube
- Odorless & taste-free
- Pure, no impurities
- Slow melt
- Won't dilute flavor of drinks



Nugget

- Chewable Ice Form
- Absorbs beverage flavors
- Multipurpose cube form
- Quietest ice-making process
- Customer-favorite



RESIDENTIAL ICE MACHINE CHARACTERISTICS

Exterior Options

- Stainless Steel door front
- Flush installation on most models
- Panel ready models
- Stainless Steel Kickplate standard on outdoor models

Feature Options

- UL certified outdoor approved models
- Factory-installed pump or gravity drain option
- Maintenance reminder on some models



Example of outdoor entertaining area featuring UL certified SRC065.

WHY SCOTSMAN?



Designed, Engineered & Assembled In The USA

At Scotsman, our quality story begins inside our award-winning production facility in South Carolina. With over 85% of our equipment U.S.-based, we're proud to keep things close to home, including partnering with local service and sales support channels.



Certified Product Performance

Scotsman is ISO 9001:2015 certified with 100% of our units being quality checked before leaving the plant. In addition, every ice machine is end-of-line tested and produces ice before leaving our factory in Fairfax, South Carolina.



Comprehensive Resources Scotsman has the tools to help our partners and customers. From sales and training materials on our Distributor Center, to specs, manuals, install tips, and warranty registration on our website. There is even use and care, installation and service videos on our YouTube channel.

RESIDENTIAL ICE MACHINE MODELS

All cabinets are stainless steel & 15" wide with 26 lb ice storage and field reversible doors.

NUGGET – CHEWABLE ICE



SRN110

- 110 lb. daily ice production
- Electronic Controls
- Interior LED Light
- Pump or Gravity Drain
- Indoor/Outdoor
- Stainless Steel Kick Plate
- Accommodates custom panel with flush installation

GOURMET CUBERS – CLEAR ICE



SRC065

- 65 lb. daily ice production
- 24 cubes per batch
- Electronic Controls
- Interior LED Light
- Patented Auto Purge system
- Pump or Gravity Drain
- Indoor/Outdoor
- Stainless Steel Kick Plate
- Accommodates custom panel with flush installation



SRC035

- 35 lb. daily ice production
- 12 cubes per batch
- Toggle Control
- Pump or Gravity Drain
- Stainless Door Kit available**
- Stainless Kick Plate available**
- Accommodates custom panel with flush installation



DRC033

- 30 lb. daily ice production
- 8 cubes per batch
- Knob Control
- Pump or Gravity Drain
- Accommodates a custom overlay panel with factory handle or cabinetry hardware*

*Requires K-Hand trim piece

Daily ice production can fluctuate with changes in air and/or water temperatures. See Spec Sheets for details.

**Please see list of accessories



LIFE DEMANDS ICE

Scotsman®
The Ideal Ice®

Scotsman is more than just great ice machines. We stand behind every product we sell.

Starting with our world-class manufacturing facility in South Carolina and producing reliable products, to our dedicated support network of distributors, dealers and service providers. From beginning to end, we strive to provide our industry and customers with the Ultimate Ice Experience.

Envisioning a suite of indoor or outdoor appliances that includes an ice machine can provide an unexpected luxury. By knowing how and when to recommend ice, our industry partners play a key role by helping ensure the customer is provided with a high-quality experience.

Just like any other appliance, asking key questions to identify wants and needs will determine which ice form and machine will help enhance a client's lifestyle.

IDENTIFYING NEED

Does the client ...

- Enjoy entertaining?
- Have a large family?
- Cook a lot?
- Have a coffee system?
- Have active lifestyles?
- Own a boat or yacht?
- Fish for sport or pleasure?

DETERMINING INSTALLATION OPPORTUNITIES

Does the client have...

- Have a wet bar?
- Butler's Pantry?
- Kitchenette?
- Beverage Center?
- Home gym?
- Outdoor kitchen?
- Undercounter refrigeration?

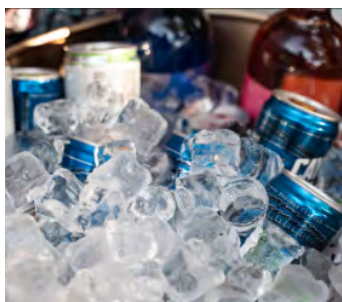


ENTERTAINING & CONVENIENCE

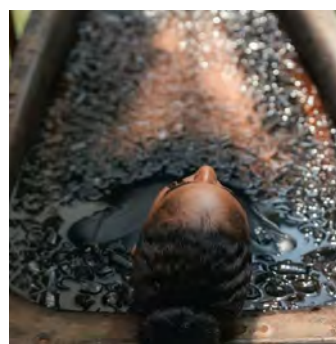
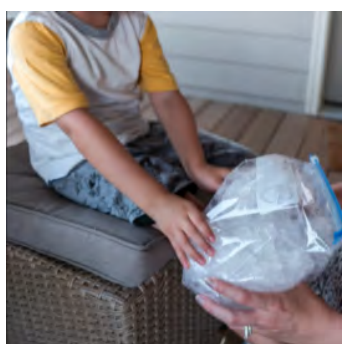
Beverages: From snow cones to cocktails



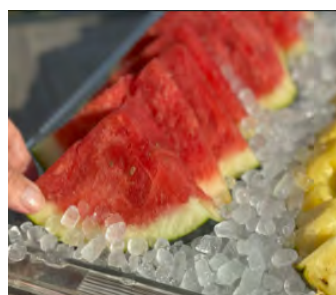
Food Display: Just like the professionals



Therapeutic Uses: Accelerate recovery time



On-the-Go: Pack a cooler for the park, sports game, beach, picnic, etc.





WHAT'S IN THE WATER?

Scotsman
The Ideal Ice®

WHAT'S IN THE WATER?

WHAT'S IN THE WATER?

We are frequently asked about the use of water filters with our ice machines. Why would we talk about water and filtration systems when we manufacture ice machines? Because water and what's in it has a direct impact on the performance and longevity of our products.

Every region throughout the nation and North American continent has different soil. This is obvious, right? Some have high clay content, while others test high for contaminants due to use of pesticides. For example, the US Geological Survey site, www.usgs.gov, reports areas of the Pacific Northwest having heavy fibers and acidic levels. Did you know Texas has over 1,300 different types of soil?

As you can imagine, water characteristics are impacted by what is found in the soil. We consulted the Water Quality Association website, www.wqa.org, to more effectively identify certain attributes of water. Of the 5 categories noted in "Perceptible Water Quality Issues," there are 3 that relate to ice machines:

1. Scale Deposits
2. Bad Taste & Smell
3. Corrosion

Scale deposits create a noticeable build-up and are a sign of hard water. This very common issue can require the use of extra detergents and additives in a dishwasher, like Lemi-Shine. Just like a dishwasher, ice machines, coffee systems, and steam ovens require regular maintenance to remove deposits through a descaling process.

Several smells and tastes can be linked directly to specific contaminants: a rotten egg smell can indicate sulfur; salty or earthy flavors allude to bacteria; chlorine has its own unique taste; water that tastes like turpentine may likely have chemical by-products commonly found in areas surrounding refineries. All these factors mentioned and more can have a direct impact on the flavor of Scotsman Ice.

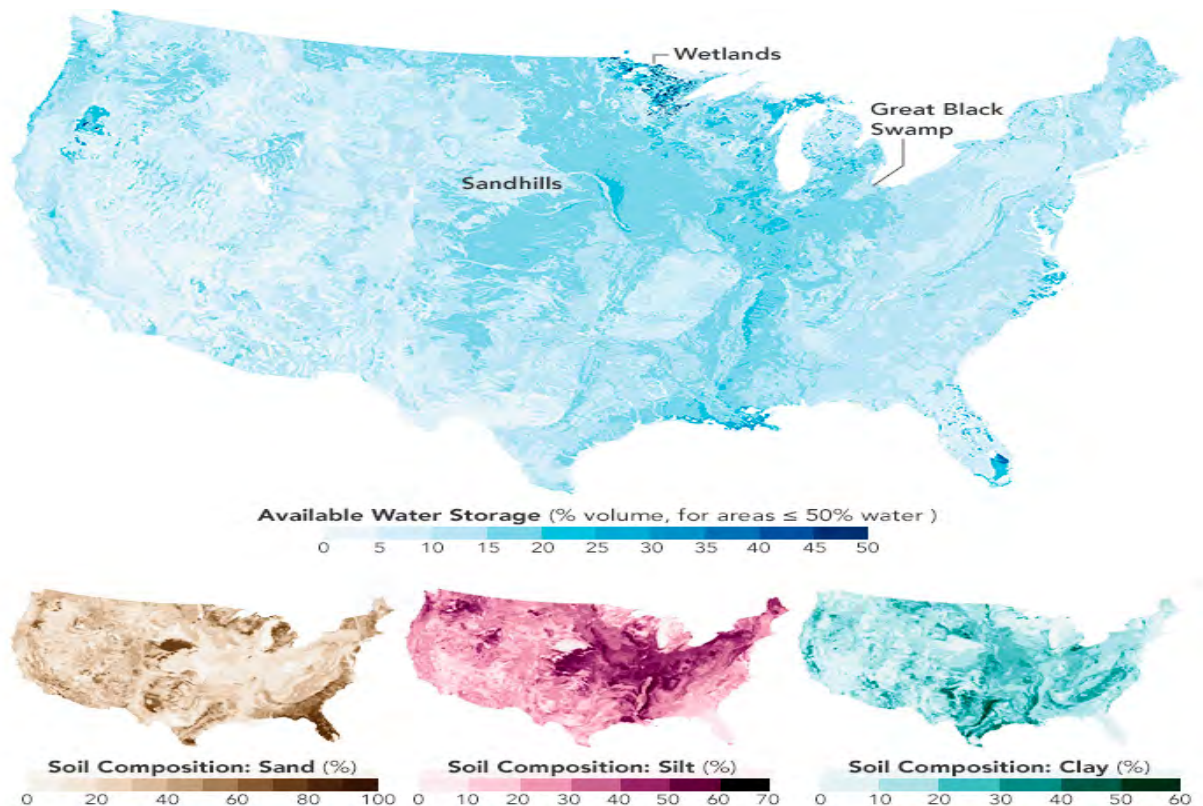
The last issue, corrosion, can be caused by something as simple as a change in the pH levels of the water. Acidity, water temperatures and high mineral concentrations can accelerate corrosion. However, water with a particular pH level moving through copper causes a chemical reaction creating a protective film on the inside. Although all copper tubing eventually corrodes, compared to other metals, it is relatively corrosion resistant. It is even estimated that 85% of US households have copper pipes. At Scotsman, we use copper tubing in our machines as well as on the evaporator plates of our Gourmet Cubers.

As a manufacturer of products used in these varying environments, we are challenged to provide recommendations for the use and care of our products that are relevant en masse. While we do not recommend one specific solution for the treatment of water coming into our machines, we do provide parameters for certain applications in our owner's manuals shipped with the units and available for download at www.scotsmanhomeice.com. Instructions for maintenance are also included in owner manuals. The Distributor Locator on our site lists resources for acquiring the descaling solutions. Many of the companies listed on the Service Locator will also provide cleaning services for a fee.

WHAT'S IN THE WATER?

Ultimately, knowing what is in the local water can help our customers establish an optimal environment for their appliances, while regular maintenance ensures a reliable, longer-lasting ice machine and happy customers. We encourage you to check out the soil and water in your region.

Water Quality Varies by Soil Composition



Resources:

<https://earthobservatory.nasa.gov/images/87220/soil-composition-across-the-us>
https://soilseries.sc.egov.usda.gov/OSD_Docs/S/SANTA_FE.html
www.revealnews.org/article/californias-strawberry-industry-is-hooked-on-dangerous-pesticides
<http://texasalmanac.com/topics/environment/soils-texas>
https://soilseries.sc.egov.usda.gov/OSD_Docs/S/SEATTLE.html
www.wqa.org/Learn-About-Water/Perceptible-Issues
<http://water.usgs.gov/owq/hardness-alkalinity.html#hardness>
www.ehow.com/list_5919527_effects-water-copper-tubing.html
www.nsf.org/consumer-resources/health-and-safety-tips/water-quality-treatment-tips/standards-for-water-treatment-systems/



MACHINE SPECIFICATIONS

Scotsman®
The Ideal Ice®

SRN110 – 110 lb Nugget Ice Machine

Brilliance® Under-Counter Nugget Ice Machine



Features

- 15" cabinet width, produces up to 110 lbs. of nugget ice in 24 hours
- Uses 40% less energy and more than 50% less water than gourmet cube ice machines
- Accepts custom wood panel to match surrounding cabinetry
- Approved for indoor or outdoor use
- Lighted bin
- Concealed door hinge system
- User-friendly control panel informs whether power is on, alerts a no-water condition, and time to clean reminder
- Available with built-in drain pump
- Field reversible door
- **Protected with AgION®, a silver-based antimicrobial compound molded into key ice machine components in order to guard internal surfaces between cleanings.**

24 Hour Ice Production & Storage Capacity

70°F/21°C Air 50°F/10°C Water lb / kg	90°F/32°C Air 70°F/21°C Water lb / kg	Bin Storage Capacity lb / kg
110 / 49.9	80 / 36.3	26 / 12

CERTIFIED
ISO
9001:2015

DESIGNED
ENGINEERED
ASSEMBLED
USA

ETL
c US
Intertek

agion
Nature's antimicrobial

Control Board



Scoop



- Units installed in elevations greater than 3,000 feet or 900 meters above sea level require an altitude adjustment to maintain proper ice level.



Nugget Ice



The Original Chewable Ice™.
Soft ice ideal for beverages
and blended drinks.

Warranty

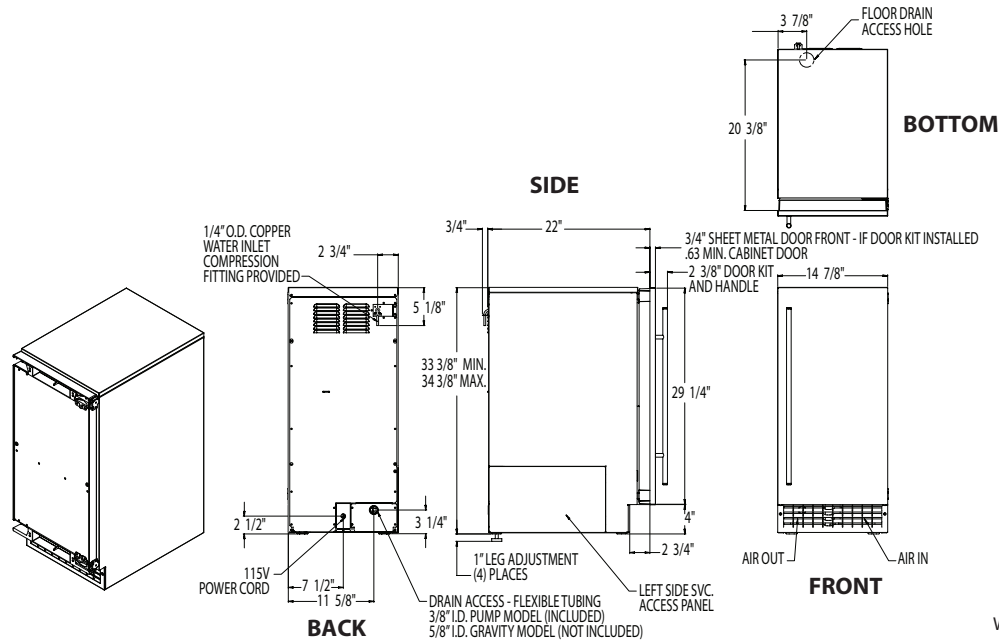
- 2 years parts and labor on all components.
- 5 years parts on the compressor only.

Warranty valid in North America.

SRN110 – 110 lb Nugget Ice Machine

MACHINE SPECIFICATIONS

SRN110 – 110 lb Nugget Ice Machine



Water Supply Line Not Included

All Models

24 Hour Ice Production:
(70° Air/50° Water) 110 lb / 49.9 kg
(90° Air/70° Water) 80 lb / 36.2 kg

Bin Storage Capacity: 26 lb / 12 kg

Condenser Type: Air

Basic Electrical: 15a dedicated circuit required
(Volts/Hz/Phase) 115/60/1

Amps: 5

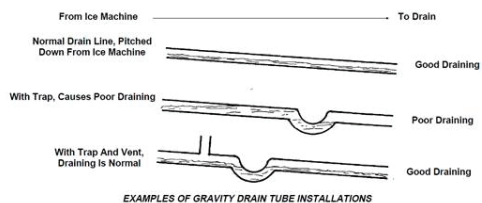
Refrigerant: R290

Dimensions (W x D x H):
Unit (without legs adjusted):
14.875" x 22" x 33.375"
(37.8 x 57.8 x 84.78 cm)

Shipping Carton: 18" x 28" x 38"
(45.7 x 71.1 x 96.5 cm)

Specifications

Model	Finish Cabinet / Front	Drain Type	Shipping Weight lb / kg
SRNG110A-1SU	Stainless Steel / Unfinished	Gravity	124 / 56
SRNG110A-1SS	Stainless Steel / Stainless Steel	Gravity	133 / 60
SRNP110A-1SU	Stainless Steel / Unfinished	Pump	129 / 59
SRNP110A-1SS	Stainless Steel / Stainless Steel	Pump	138 / 63



SRNG: Gravity flow drain tube
SRNP: Built-in pump to expel drain water
which includes 10' drain tube

Accessories

Accessories		Shipping Weight lb / kg
Model	Description	
KDFS	Stainless Steel Door Front Kit	12 / 5.5
KATB	Anti-Tip Bracket Kit	2 / 0.9
KDFR	Retro-Fit Door Front Kit	8 / 3.6
19-0664	Clear One Pre-Mixed Scale Remover	

Operating Requirements

	Minimum	Maximum
Air Temperatures	50°F (10°C)	100°F (38°C)
Water Temperatures	40°F (4.4°C)	90°F (38°C)
Water Pressures	20 PSIG (1 bar)	80 PSIG (5 bar)
Electrical Voltage	-10%	+10%

Machine requires voltage indicated on the rating nameplate. Scotsman SRC065 and SRN110 models are approved for outdoor installations. All products must operate where air temperature does not fall below 50°F and does not exceed 100°F. Extended periods of operation at temperatures exceeding these limitations constitute misuse under the terms of Scotsman Manufacturer's Limited Warranty, resulting in a loss of warranty coverage. Failures caused by improper installation are not considered factory defects. Refer to owner's manual for complete installation requirements. Please note: when installed in a corner, the door swing may be limited due to handle contact with the wall or cabinet face.

SRC065 – 65 lb Gourmet Clear Ice Machine

Brilliance™ Under-Counter Gourmet Ice Machine

SRC065 – 65 lb Gourmet Clear Ice Machine



Features

- 15" cabinet width
- Produces up to 65 lbs. of gourmet ice in 24 hours
- User-friendly control panel informs whether power is on, alerts a no-water condition, and time to clean reminder
- Uses less energy and water compared to 30 lb models
- Indoor & Outdoor rated
- Accepts custom wood panels to match existing cabinetry
- Lighted bin
- Concealed Door Hinge System
- Available with built-in drain pump
- Field reversible door

24 Hour Ice Production & Storage Capacity

70°F/21°C Air 50°F/10°C Water lb / kg	90°F/32°C Air 70°F/21°C Water lb / kg	Bin Storage Capacity lb / kg
65 / 29	49 / 22.2	26 / 12



Control Board



Water Sensor



Scoop



- Units installed in elevations greater than 6,000 feet or 1,800 meters above sea level require an altitude adjustment to maintain proper ice level.

Gourmet Clear Ice



Gourmet Cube
1" x 1 1/4" x 1 1/4"
(2.54 x 2.86 x 3.18 cm)

Large, slow-melting ice form, ideal for mixed drinks.

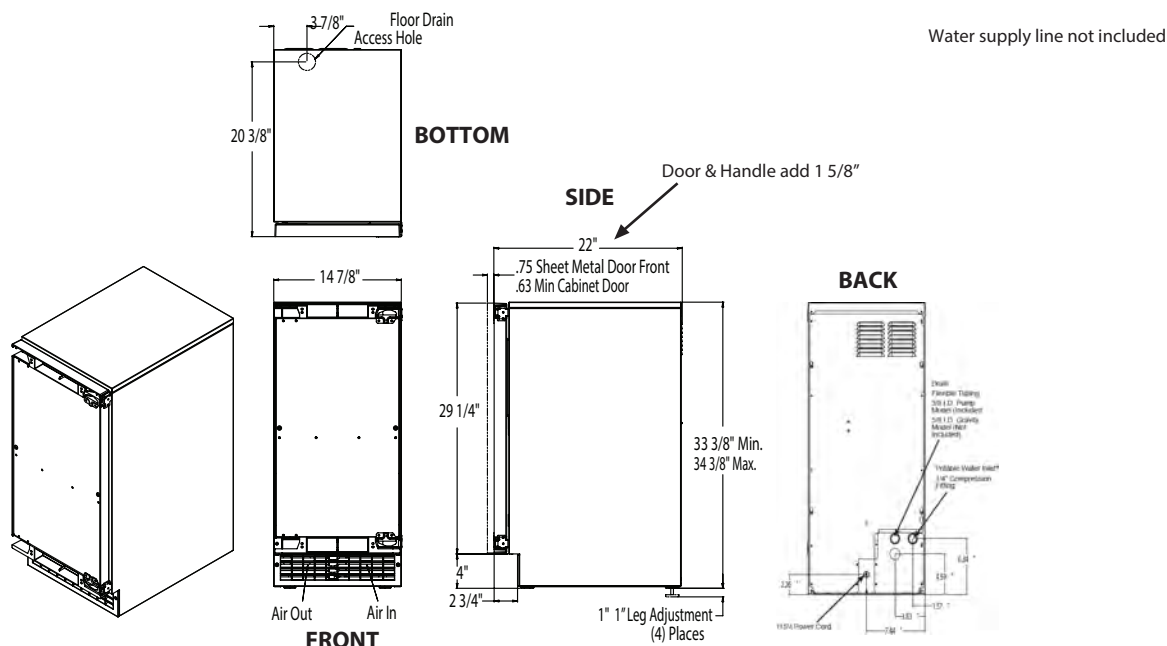
Warranty

- 1 years parts and labor on all components.
- 5 years parts on the compressor only.

Warranty valid in North America.

MACHINE SPECIFICATIONS

SRC065 - 65 lb Gourmet Clear Ice Machine



All Models

24 Hour Ice Production:

(70° Air/50° Water) 65 lb / 29 kg
(90° Air/70° Water) 49 lb / 22.2 kg

Bin Storage Capacity: 26 lb / 12 kg

Condenser Type: Air

Basic Electrical: 15a dedicated circuit required
(Volts/Hz/Phase) 115/60/1

Amps: 5

Maximum Fuse Size: 15

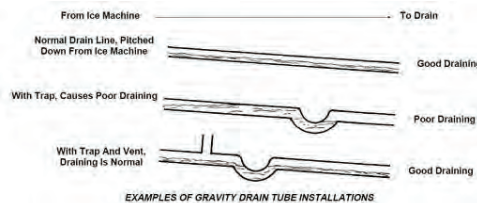
Refrigerant: R290

Dimensions (W x D x H):
Unit (without legs adjusted):
14.875" x 22" x 33.375"
(37.8 x 55.9 x 84.78 cm)

Shipping Carton:
18" x 28" x 38"
(45.7 x 71.1 x 96.5 cm)

Specifications

Model	Finish Cabinet / Front	Drain Type	Shipping Weight lb / kg
SRCG065A-1SU	Stainless Steel / Unfinished	Gravity	113 / 51
SRCP065A-1SU	Stainless Steel / Unfinished	Pump	118 / 54
SRCG065A-1SS	Stainless Steel / Stainless Steel	Gravity	122 / 55
SRCP065A-1SS	Stainless Steel / Stainless Steel	Pump	127 / 58



SRCP: Built-in pump to expel drain water
which includes 10' drain tube

Accessories

Model	Description	Shipping Weight lb / kg
KDFS	Stainless Steel Door Front Kit	12 / 5.5
KSSKP	Stainless Steel Kick Plate Cover	5 / 2.26
KATB	Anti-Tip Bracket Kit	2 / 0.9
KDFR	Retro-Fit Door Front Kit	8 / 3.6
19-0653	Clear One Concentrated Scale Remover	

Operating Requirements

	Minimum	Maximum
Air Temperatures	50°F (10°C)	100°F (38°C)
Water Temperatures	40°F (4.4°C)	100°F (38°C)
Water Pressures	20 PSIG (1 bar)	80 PSIG (5 bar)
Electrical Voltage	-10%	+10%

Machine requires voltage indicated on the rating nameplate. Scotsman SRC065 and SRN110 models are approved for outdoor installations. All products must operate where air temperature does not fall below 50°F and does not exceed 100°F. Extended periods of operation at temperatures exceeding these limitations constitute misuse under the terms of Scotsman Manufacturer's Limited Warranty, resulting in a loss of warranty coverage. Failures caused by improper installation are not considered factory defects. Refer to owner's manual for complete installation requirements. Please note: when installed in a corner, the door swing may be limited due to handle contact with the wall or cabinet face.

SRC035 – 35 lb Gourmet Clear Ice Machine

Brilliance™ Under-Counter Gourmet Ice Machine



Features

- 15" cabinet width
- Produces up to 35 lbs. of gourmet ice in 24 hours
- Comes with unfinished front panel which can be finished with locally supplied custom wood front panel or Scotsman® front panel stainless steel kit KDFS
- Articulating door hinge system
- Available with built-in drain pump
- Field reversible door

INDOOR ONLY

24 Hour Ice Production & Storage Capacity

70°F/21°C Air 50°F/10°C Water lb / kg	90°F/32°C Air 70°F/21°C Water lb / kg	Bin Storage Capacity lb / kg
35 / 15.9	16 / 7.2	26 / 12

- Units installed in regions of extreme weather conditions may not reach production capacities.
- Units installed in elevations greater than 6,000 feet or 1,800 meters above sea level require an altitude adjustment to maintain proper ice level.



Gourmet Clear Ice



Large, slow-melting ice form, ideal for mixed drinks.

Gourmet Cube
1" x 1 1/8" x 1 1/4"
(2.54 x 2.86 x 3.18 cm)

Warranty

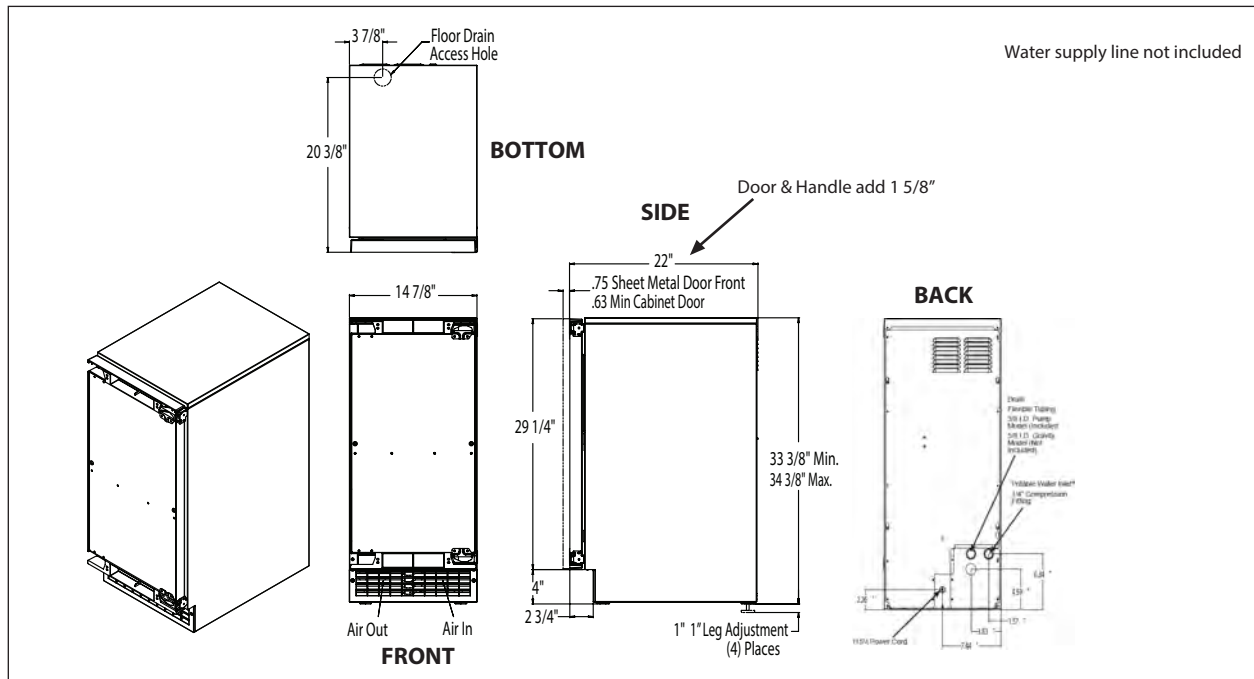
- 1 years parts and labor on all components.
- 5 years parts on the compressor only.

Warranty valid in North America.

SRC035 – 35 lb Gourmet Clear Ice Machine

MACHINE SPECIFICATIONS

SRC035 - 35 lb Gourmet Clear Ice Machine



All Models

24 Hour Ice Production:
(70° Air/50° Water) 35 lb / 15.9 kg
(90° Air/70° Water) 16 lb / 7.2 kg

Bin Storage Capacity: 26 lb / 12 kg

Condenser Type: Air

Basic Electrical: (Volts/Hz/Phase)	15a dedicated circuit required 115/60/1
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Amps: 5

Maximum Fuse Size: 15

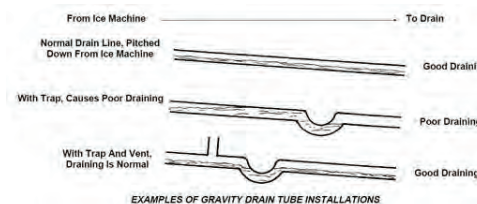
Refrigerant: R290

Dimensions (W x D x H):
Unit (without legs):
14.875" x 22" x 33.375"
(37.8 x 55.9 x 84.78 cm)

Shipping Carton:
18" x 28" x 38"
(45.7 x 71.1 x 96.5 cm)

Specifications

Specifications		Finish Cabinet / Front	Drain Type	Shipping Weight lb / kg
Indoor	Model	Stainless Steel / Unfinished	Gravity	113 / 51
	SRCG035A-1SU SRCP035A-1SU	Stainless Steel / Unfinished	Pump	118 / 54



SRCP: Built-in pump to expel drain water
which includes 10' drain tube

Accessories

Model	Description	Shipping Weight lb / kg
KDFS	Stainless Steel Door Front Kit	12 / 5.5
KSSKP	Stainless Steel Kick Plate Cover	5 / 2.26
KATB	Anti-Tip Bracket Kit	2 / 0.9
KDFR	Retro-Fit Door Front Kit	8 / 3.6
19-0653	Clear One Concentrated Scale Remover	

Operating Requirements

	Minimum	Maximum
Air Temperatures	50°F (10°C)	100°F (38°C)
Water Temperatures	40°F (4.4°C)	100°F (38°C)
Water Pressures	20 PSIG (1 bar)	80 PSIG (5 bar)
Electrical Voltage	-10%	+10%

Machine requires voltage indicated on the rating nameplate. Scotsman SRC065 and SRN110 models are approved for outdoor installations. All products must operate where air temperature does not fall below 50°F and does not exceed 100°F. Extended periods of operation at temperatures exceeding these limitations constitute misuse under the terms of Scotsman Manufacturer's Limited Warranty, resulting in a loss of warranty coverage. Failures caused by improper installation are not considered factory defects. Refer to owner's manual for complete installation requirements. Please note: when installed in a corner, the door swing may be limited due to handle contact with the wall or cabinet face.

DRC033 - 30 lb Gourmet Clear Ice Machine

Legacy Under-Counter Gourmet Ice Machine



Features

- 15" cabinet width
- Produces up to 30 lbs. of gourmet ice in 24 hours
- Maintains ideal bin capacity with automatic shut-off and restart
- Accepts custom wood panels to match your decor
- Aluminum door with brushed stainless steel finish and matching exposed door frame
- Available with built-in drain pump
- Available in stainless steel finish only
- Field reversible door
- Stainless wrap-around door with towel bar handle available as an accessory (KSS model)

INDOOR ONLY

24 Hour Ice Production & Storage Capacity

70°F/21°C Air 50°F/10°C Water lb / kg	90°F/32°C Air 70°F/21°C Water lb / kg	Bin Storage Capacity lb / kg
30 / 13.6	16 / 7.2	26 / 12

- Units installed in regions of extreme weather conditions may not reach production capacities.
- Units installed in elevations greater than 6,000 feet or 1,800 meters above sea level require an altitude adjustment to maintain proper ice level.



Gourmet Clear Ice



Gourmet Cube
1" x 1 1/8" x 1 1/4"
(2.54 x 2.86 x 3.18 cm)

Large, slow-melting ice form, ideal for beverages.

Warranty

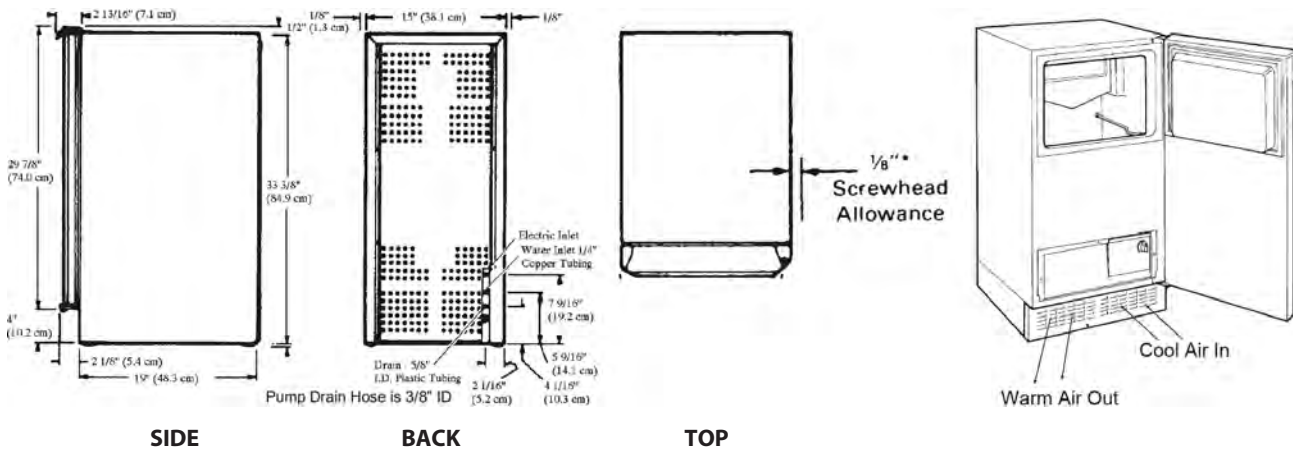
- 1 years parts and labor on all components.
- 5 years parts on the compressor only.

Warranty valid in North America.

DRC033 – 30 lb Gourmet Clear Ice Machine

MACHINE SPECIFICATIONS

DRC033 – 30 lb Gourmet Clear Ice Machine



- Water supply line not included.
- Pump model: 3/8" drain line "included"
- Gravity model: 5/8" drain line "yield supplied"

All Models

24 Hour Ice Production:
(70° Air/50° Water) 30 lb / 13.6 kg
(90° Air/70° Water) 16 lb / 7.2 kg

Bin Storage Capacity: 26 lb / 12 kg

Condenser Type: Air

Basic Electrical: 15a dedicated circuit required
(Volts/Hz/Phase) 115/60/1

Amps: 3.6

Maximum Fuse Size: 15

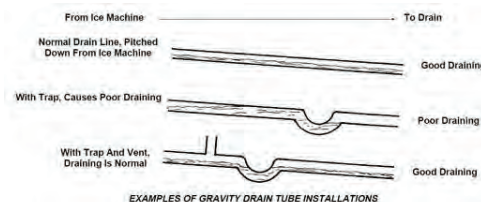
Refrigerant: R290

Dimensions (W x D x H):
Unit (without legs adjusted):
15" x 22.8125" x 33.875"
(38.1 x 57.94 x 86.04 cm)

Shipping Carton: 18" x 28" x 38"
(45.7 x 71.1 x 96.5 cm)

Specifications

	Model	Finish Cabinet / Front	Drain Type	Shipping Weight lb / kg
Indoor	DRCG033A-1SS	Stainless Steel / Aluminum	Gravity	83 / 38
	DRCP033A-1SS	Stainless Steel / Aluminum	Pump	88 / 40



DRCG033A-1SS: Gravity flow drain tube
DRCP033A-1SS: Built-in pump to expel
drain water which includes 10' drain tube

EXAMPLES OF GRAVITY DRAIN TUBE INSTALLATIONS

Accessories

Model	Description	Shipping Weight lb / kg
KHAND	Custom Handle Trim Piece (Top)	1 / 0.45
KSS	Wrap Around Stainless Steel Door Sleeve Kit	12 / 5.5
SS-33	Stainless Steel Front Panel Kit	9/4
19-0653	Clear One Concentrated Scale Remover	

Operating Requirements

	Minimum	Maximum
Air Temperatures	50°F (10°C)	100°F (38°C)
Water Temperatures	40°F (4.4°C)	100°F (38°C)
Water Pressures	20 PSIG (1.4 bar)	80 PSIG (5.5 bar)
Electrical Voltage	-10%	+10%

Machine requires voltage indicated on the rating nameplate. Scotsman SRC065 and SRN110 models are approved for outdoor installations. All products must operate where air temperature does not fall below 50°F and does not exceed 100°F. Extended periods of operation at temperatures exceeding these limitations constitute misuse under the terms of Scotsman Manufacturer's Limited Warranty, resulting in a loss of warranty coverage. Failures caused by improper installation are not considered factory defects. Refer to owner's manual for all installation requirements. Please note: when installed in a corner, the door swing may be limited due to handle contact with the wall or cabinet face.



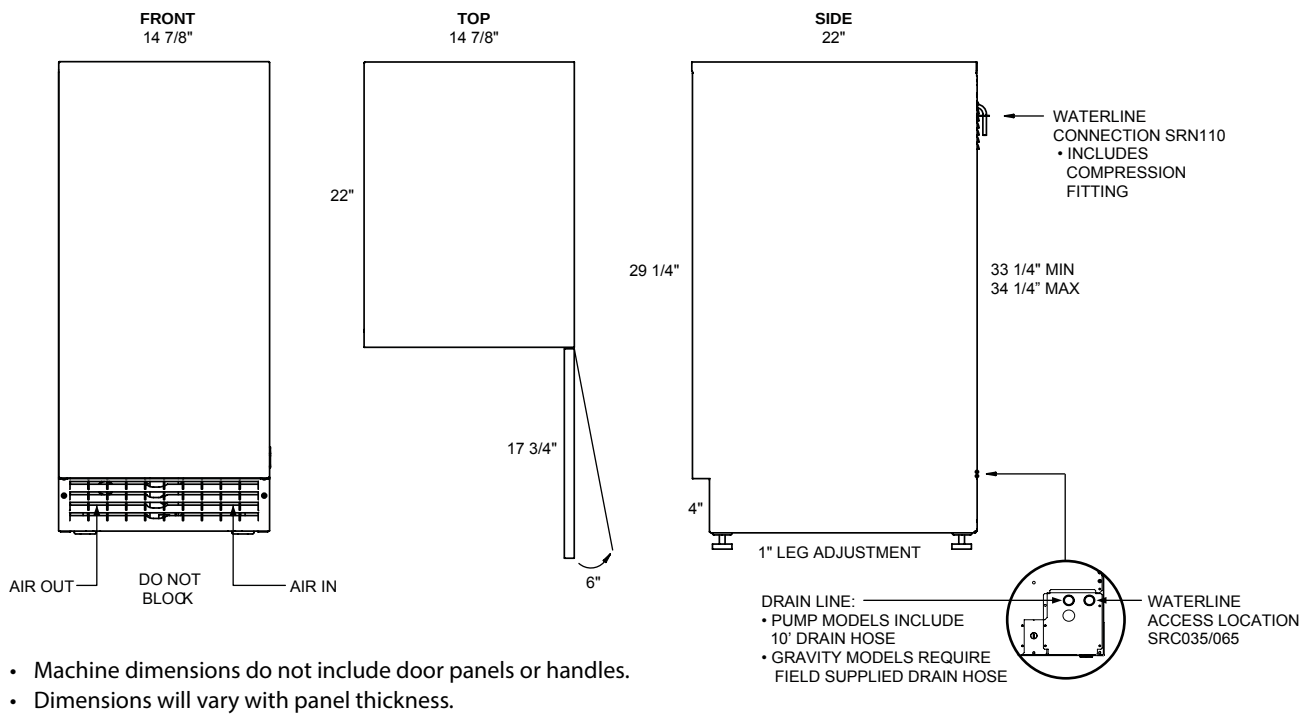
CABINET CUT-OUT GUIDELINES

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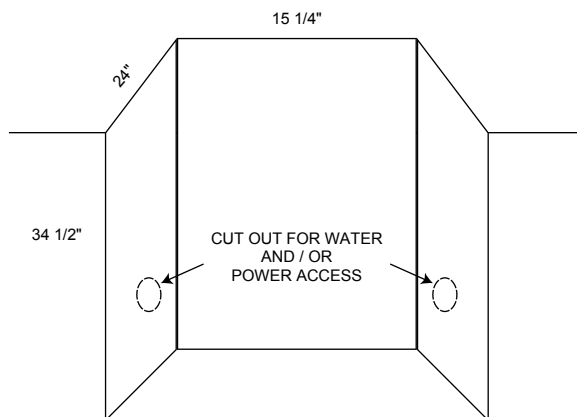
Cabinet Cut-Out Guidelines

Brilliance Under-Counter Gourmet Ice Machines

Machine Dimensions



Opening Dimensions



- Floor drain for gravity units must be within 4' of the machine.
- No additional clearance is needed for ventilation.
- Water shut off in adjacent cabinet recommended.

SPECIFICATIONS

WIDTH	14 7/8"
DEPTH	22"
HEIGHT	33 1/4" - 34 1/4"
OPENING WIDTH	15 1/4"
OPENING DEPTH	24"
OPENING HEIGHT	34 1/4"
HINGE WEIGHT CAPACITY	15 LBS
PANEL THICKNESS	5/8" - 3/4"

Installation Notes

- Do not kink drain line or place excess hose inside machine.
- Do not obstruct kickplate with any type of custom toekick or oversized door panel.
- Unit should be on a dedicated circuit.
- GFCI outlet not recommended for indoor models and may cause product malfunctions.



DOOR PANEL INSTRUCTIONS

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DOOR PANEL INSTRUCTIONS

CUSTOM PANEL INSTRUCTIONS FOR BRILLIANCE MODELS SRN110, SRC065 & SRC035

A custom panel of wood or other material not exceeding 15 lbs. can be attached to the door. Attachment is from the ice side of the door. Holes are provided in the door for this purpose.

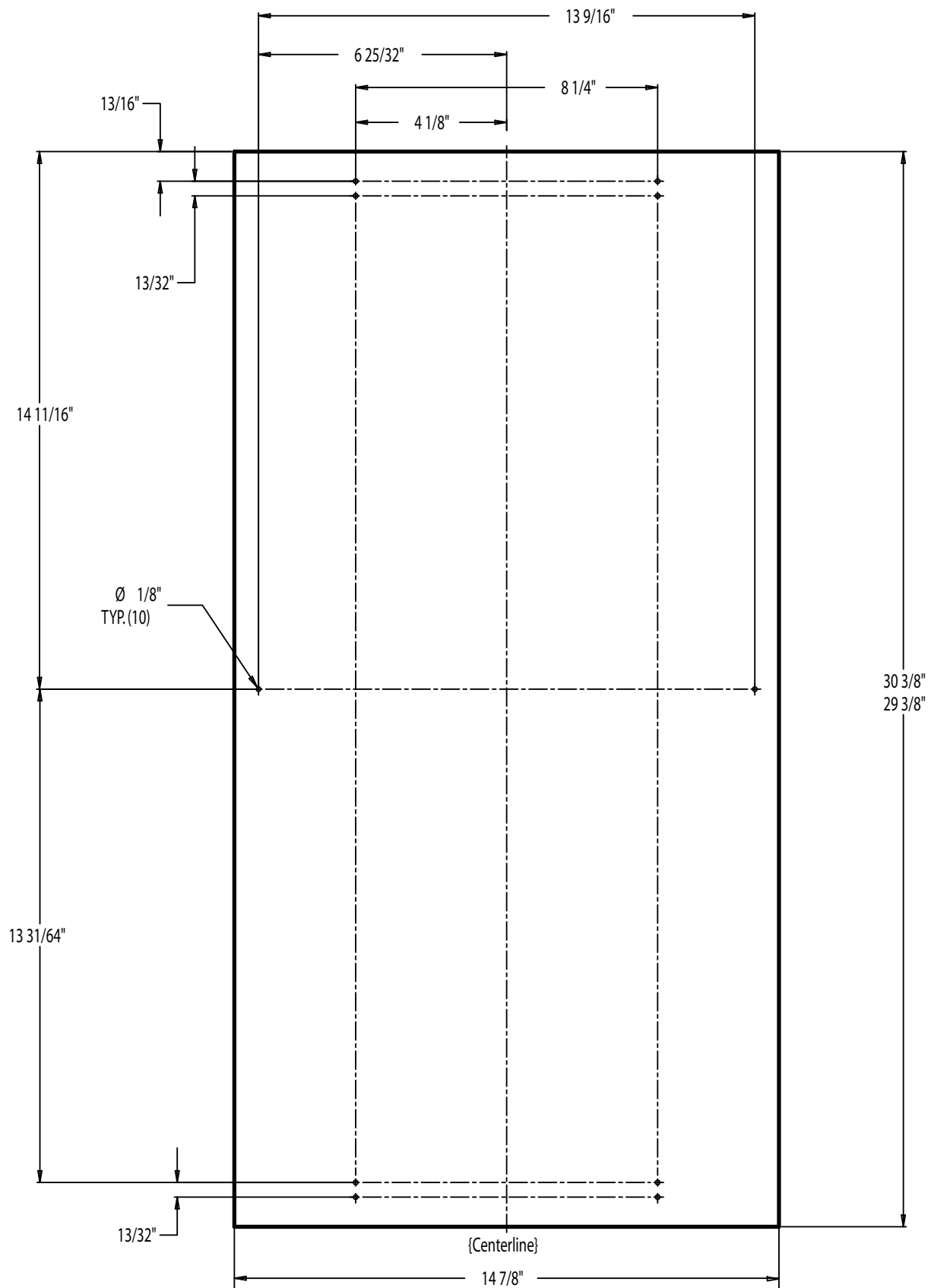
- Panel width: 14 7/8"
- Panel height: Between 29 3/8" and 30 3/8"
- Panel thickness: 5/8" to 3/4"

To create and attach a custom panel:

- 1 Measure overall height of cabinet opening where ice machine will be (floor to bottom of countertop edge).
- 2 Determine desired kickplate space (from bottom of door to floor). This could be equal to the adjacent cabinet's kickplate space or another space the user wants.
- 3 Subtract kickplate space from cabinet opening.
- 4 Subtract 1/8" or more for clearance space between top of door and bottom of countertop edge from cabinet opening. This is the maximum door length.
- 5 Cut panel to width.
- 6 Cut panel to length (cabinet space - kickplate space - top clearance = length).
- 7 Determine top of panel.
- 8 Mark hole locations using dimensions on the drawing on page 2 of these instructions. Drawing assumes top of panel will be flush with top of door. Measure hole locations from the top of the panel.
- 9 Drill pilot holes for wood screws. Use drill stop to prevent drilling through the panel.
- 10 Mount panel to door using wood screws or supplied panel mounting screws.

Note: When installed, ice machine must be adjusted for height to position top of door to desired clearance.

DOOR PANEL INSTRUCTIONS



DOOR PANEL INSTRUCTIONS

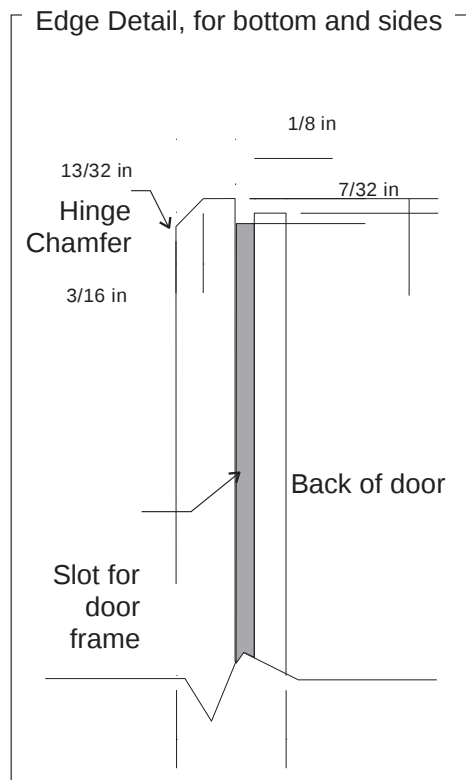
CUSTOM OVERLAY PANEL INSTRUCTIONS FOR MODEL DRC033

To make a drop in door panel that covers the door and the front of its aluminum edge, add the KHAND to cover the top edge and a cabinet pull that matches the pulls on surrounding cabinets to better blend in with the existing cabinet

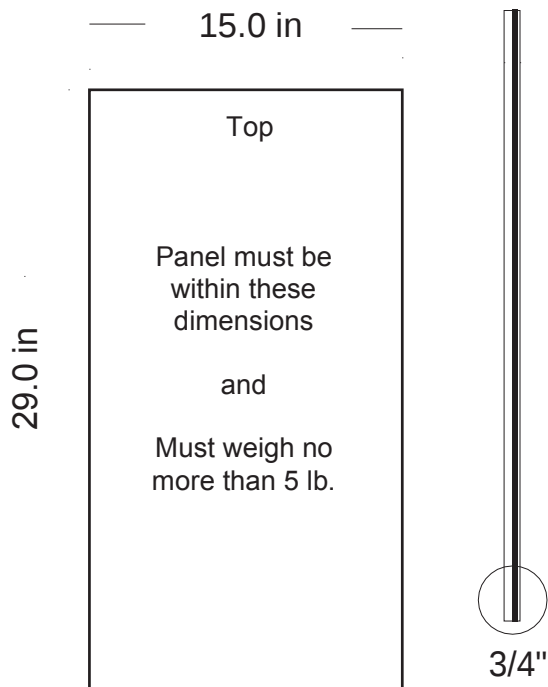
Cut the filler panel to the dimensions shown. Apply the edge det the bottom, left and right sides.

The following directions are for a 3/4" x 15" w x 29" h panel door blank:

- 1 From the back side of the door cut a 1/16" w x 11/32" h rabbet on both sides and the bottom edge of the panel.
- 2 Set the saw blade to 1/4" height and cut groove in the edge of the door 7/32" from the back of the door.
- 3 On the hinge side of the door cut a 45-degree chamfer on with either a saw or a router.



BOTTOM VIEW



FRONT VIEW

SIDE VIEW

Custom Cabinet Door Insert for Models DCE33 or Compan



KHAND

DOOR PANEL INSTRUCTIONS

KDFR KIT

Instructions for reusing an existing wood overlay door panel from a DCE33/DRC035 onto a Brilliance model. Our ice machines are supplied without a conventional door covering which can also be decorated also to the user's preference. These options include being able to reuse an overlay door panel from a prior DCE/DRC model.

Retro-fit Door Kit Includes:

- Framed panel assembly
- Extra door handle for panels without knob
- Machine screws

Door Panel Assembly:

- 1 Remove the door handle/cover from the top of the framed assembly. **Do NOT take frame apart.**
- 2 Remove door panel from prior unit's door.
- 3 Slide recycled door panel into channels in door frame assembly.
- 4 Re-attach handle/top cover plate. Use handle type if no knob is on door panel.

To attach to the ice machine door:

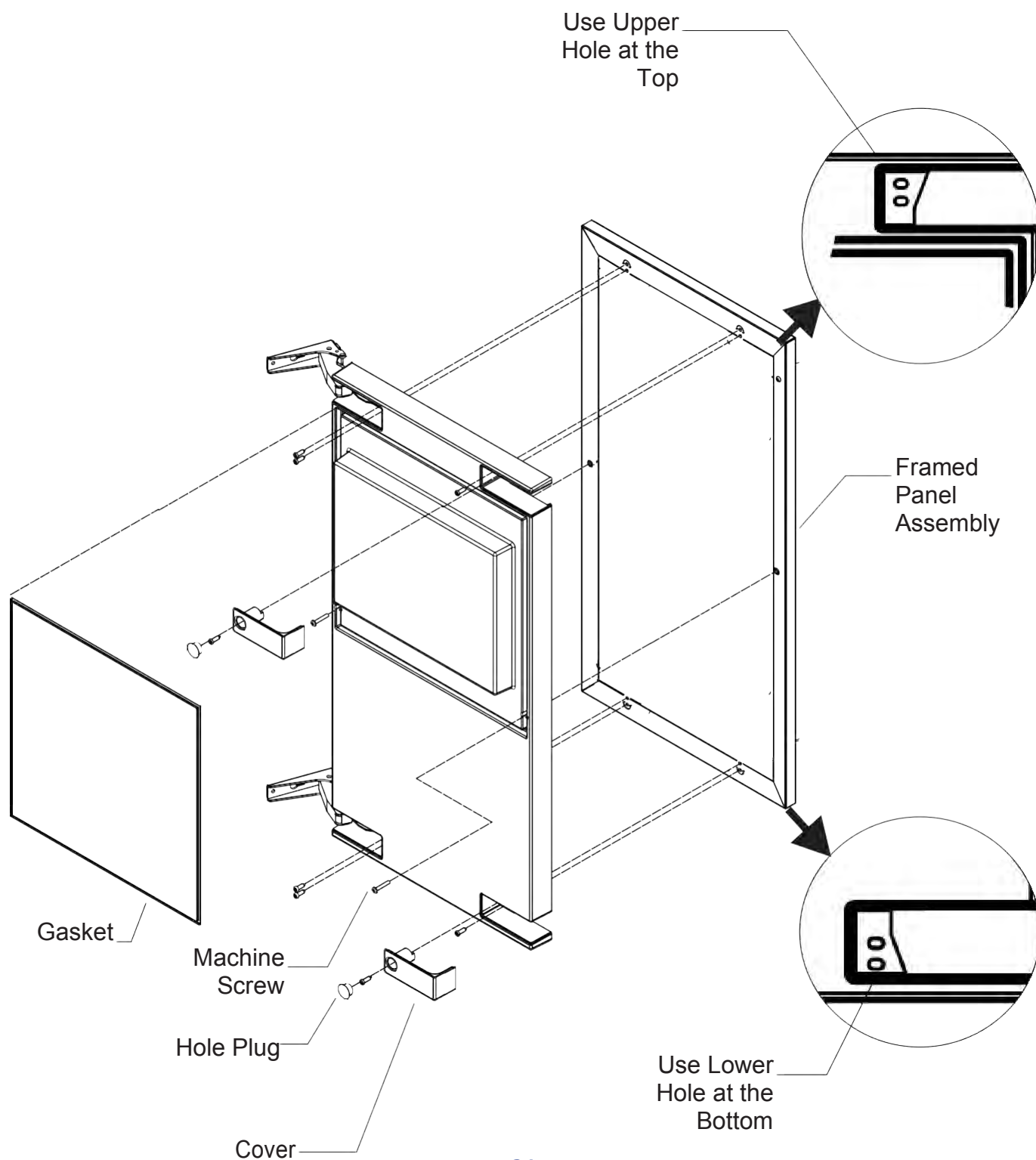
Note: If door swing is to be changed, it must be done before panel is attached.

The panel will be held on by 8 machine screws.

- 1 Remove the gasket and retain for later use.
- 2 Place the framed panel assembly onto the outside of the door and secure it to the door using two machine screws, located at the left center and right center. Keep screws loose until all screws are used and then tighten all.
- 3 Fasten the panel to the door using the kit's screws. In the hinge areas, use the outermost (top and bottom) screw holes; leave the other hole open.
- 4 Place the covers over the hinge areas, and secure each cover to the door using a kit screw. Do not use screws from the hardware packed with the unit.
- 5 Insert hole plug over screw installed in previous step.
- 6 Return the gasket to its original position.

DOOR PANEL INSTRUCTIONS

DIAGRAM FOR REUSING AN EXISTING DOOR PANEL FROM DCE33/DRC033 ON A BRILLIANCE MODEL



DOOR PANEL INSTRUCTIONS

KSS INSTRUCTIONS FOR MODEL DRC033

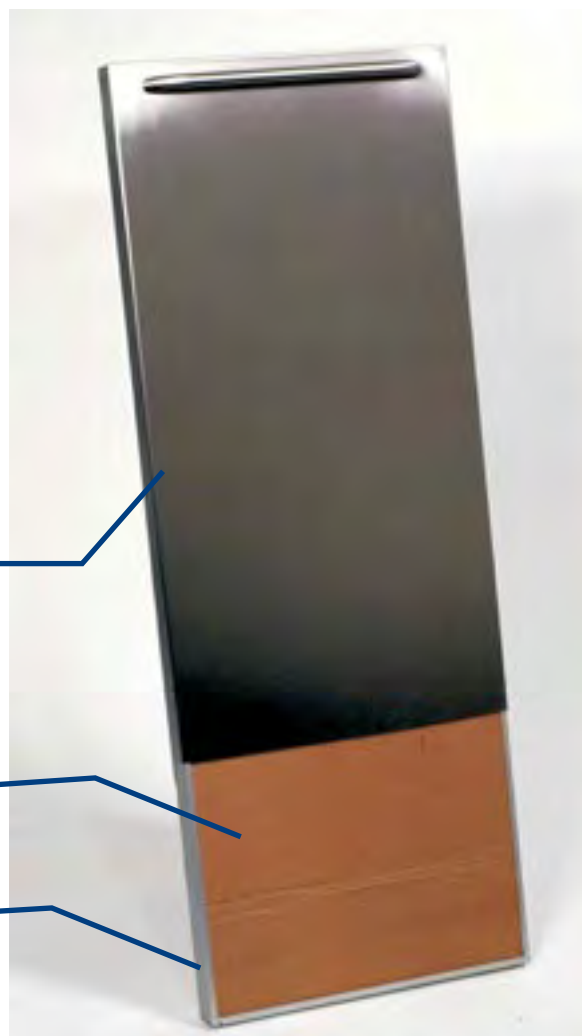
For the Change to a Stainless-Steel, Wrap-Around Door

- ❶ Remove the original door: Open the door and remove the three screws holding the lower hinge to the cabinet. Note: Save all screws for re-use.
- ❷ With the door open enough to see both screws at the top door hinge, remove the two screws. The door is now free of the cabinet.
- ❸ Remove both hinges from the door and cabinet.
- ❹ Remove the door handle from the top of the door.
- ❺ Remove filler plate from the top of the door.
- ❻ Attach new door handle to the stainless-steel wrapper using the two pan-head screws from the kit.
- ❼ Place cardboard from kit onto channels of original door.
- ❽ Slip the door wrapper over the original door. Be sure it is seated firmly and covers the old door completely.
- ❾ Attach the new top hinge to the cabinet (use the original screws).
- ❿ Attach the new bottom hinge to the door (use the original screws).
- ⓫ Secure the door to the cabinet, bottom hinge first.
- ⓬ Insert machine screws from the kit into top of door where hinge is not attached.

Stainless
Steel Wrap

Cardboard

Original
Door





INSTALLATION INSTRUCTIONS

Scotsman®
The Ideal Ice®

INSTALLATION INSTRUCTIONS

QUICK START GUIDE: MODEL SRN110

- ❶ Inspect cabinet opening for water, drain and electrical connections. 1/4" water line is required for supply. Drain tubing will be 5/8" ID gravity fed (not supplied) or 3/8" ID for a pump model (supplied). Electrical requirement is 15a dedicated circuit.
- ❷ Remove the service access panel: one screw in the center of the black plastic handle. See Figure 1
- ❸ Remove drain access panel: five screws on the rear of the machine.
 - A. Route the 1/4" water supply line to the water inlet tube on the top rear of the machine and make the final connection. Turn on supply water to verify the fitting is not leaking.
 - B. Route the drain tubing to either the pump discharge elbow or the barbed gravity fed elbow. Be sure nothing is kinked, and excess slack is removed.
- ❹ Be sure the electrical connection is secure into the wall outlet.
- ❺ Add approximately 2-3 quarts of water to the bin and inspect for proper drainage and verify no drain leaks. If the water does not drain stop and verify tubing is not restricted. The service panel can be re-secured.
- ❻ Slide the machine into location or cavity being cautious not to allow for any kinks to occur in the inlet and drain tubing.
- ❼ Adjust the machine to level using the leg levelers.
- ❽ The hinges have an anchor point for securing the unit to the adjacent cabinet if desired. Install the included hinge cover kits and drain plug.
- ❾ Check for drain plug is properly installed. See Figure 2
- ❿ Turn the machine on and allow it to make ice for approximately 15-20 min the machine should steadily drop firm nugget ice into the storage bin. Remove the service access panel: one screw in the center of the black plastic handle. See Figure 1

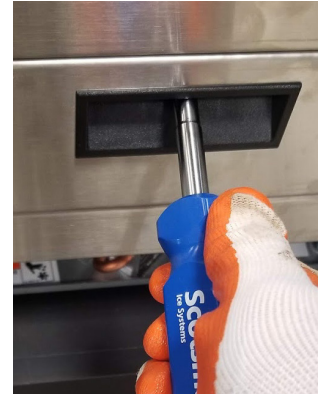


Figure 1



Figure 2

Check to be sure all water and drain connections are leak free.

If the machine has not produced ice within 35 minutes, review troubleshooting tips. If the issue is not resolved, contact technical service at 800-533-6006 for assistance.

See owners manual for detailed installation instructions.

INSTALLATION INSTRUCTIONS

QUICK START GUIDE : MODELS SRC035/065

- ❶ Inspect cabinet opening for water, drain and electrical connections. 1/4" water line is required for supply. Drain tubing will be 5/8" ID gravity fed or 3/8" ID for a pump model. Electrical requirement is 15a dedicated circuit.
- ❷ Remove the service access panel: one screw in the center of the black plastic handle. See Figure 1
- ❸ Remove drain access panel: five screws on the rear of the machine.
 - A. Route water supply tubing to the water inlet solenoid at the front of the unit behind the service access panel. This will be a male threaded fitting. See Figure 2
 - B. Route the drain tubing to either the pump discharge elbow or the barbed gravity fed elbow. Be sure nothing is kinked, and excess slack is removed.
- ❹ Be sure the electrical connection is secure into the wall outlet.
- ❺ Slide the machine into location or cavity being cautious not to allow for any kinks to occur in the inlet and drain tubing.
- ❻ Adjust the machine to level using the leg levelers.
- ❼ The hinges have an anchor point for securing the unit to the adjacent cabinet if desired. Install the included hinge cover kits.
- ❽ Install the drain plug that is shipped in the bin. See Figure 3
- ❾ Add approximately 2-3 quarts of water to the bin and inspect for proper drainage and verify no drain leaks. If the water does not drain stop and verify tubing is not restricted.
- ❿ Turn the machine on and allow it to make ice for approximately 30-35 minutes to verify ice is being produced and water is draining freely. Be sure to check the cube size and adjust if needed.

Check to be sure all water and drain connections are leak free.

If the machine has not produced ice within 35 minutes, review troubleshooting tips. If the issue is not resolved, contact technical service at 800-533-6006 for assistance.

See owners manual for detailed installation instructions.

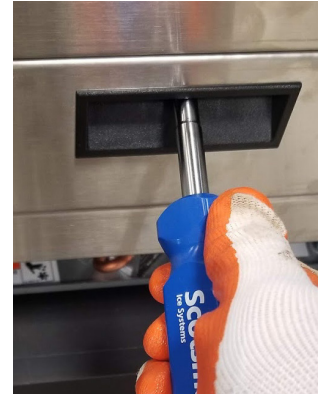


Figure 1



Figure 2



Figure 3

TROUBLESHOOTING TIPS

- 1** Machine is plugged in and will not turn on or power up
 - Be sure the plug is secured into the outlet
 - Check circuit breaker and confirm there is power to the outlet
 - Check to confirm machine is on a dedicated circuit
- 2** **Cube Machines:**

Machine is running but is only circulating water (no ice after 45 minutes of run time)

 - Turn unit off
 - Remove the lower service access and verify the condenser is free from obstruction
 - In the bin remove
 - Curtain
 - Upper plastic access panel (two silver thumb screws)
 - Spray assembly should be removed and reseated into the gasket
 - Verify rubber plug is in place at the bottom of the reservoir from underneath
 - Attempt to run machine again for 30 minutes to verify production
- 3** **Nugget Machines:**

Machine is running but the check water light is on and no ice is being made

 - In the bin remove
 - Plastic access panel (two silver thumb screws)
 - Check for water in reservoir
 - If reservoir is empty
 - Verify water is turned on to the machine
 - Turn unit off
 - Check for obstruction in the inlet water valve
 - Remove obstruction and purge water line
 - Reconnect and turn unit back on
 - Attempt to run machine again for up to 30 minutes to verify production
- 4** Machine makes ice, but the ice is poor quality
 - Verify the water supply is proper and all valves fully opened
 - Verify water pressure is within the 20-80 PSI guidelines
 - Verify the system is not piped through a water softening system
 - Verify the correct voltage is supplied to the ice maker
- 5** Ice machine runs even when turned off
 - Verify there is not any blockage or kinks in the drain hose

INSTALLATION CHECKLIST

Water supply

- ☐ Has the unit been connected to the proper water supply?
- ☐ Has the water supply been sufficiently purged prior to connection?
- ☐ Is the water supply turned on?
- ☐ Has the water been checked for any extenuating conditions?
 - Temperatures below or exceeding specified requirements: Min. 40°F (4.4°C) Max. 90°F (38°C)
 - Customer supplied water filtration or treatment systems
 - PSI: Min. 20 (1.4 bar) Max. 80 (5.5 bar)
- ☐ Have the water supply and connections been checked for leaks?
- ☐ Has the unit been adjusted for altitude, if applicable?
 - SRN110: Elevations greater than 3,000 feet or 900 meters
 - SRC065/035 & DRC033: Elevations greater than 6,000 feet or 1,800 meters above sea level

Drain

- ☐ Has the unit been connected to a drain?
- ☐ Has the drain been tested for unobstructed flow?
- ☐ Have the drain connections been tested for leaks?

Electrical

- ☐ Has the unit been connected to the proper electrical supply?
 - 15a dedicated circuit

Other

- ☐ Have all the packing materials and protective film been removed from the machine?
- ☐ Has the unit been leveled?
- ☐ Has the finished outer door panel been properly installed, if applicable?
- ☐ Is the kickplate free from any obstruction to the airflow?
- ☐ Has the unit been turned on and working properly?
- ☐ Has the unit made a batch of ice?
- ☐ Have the hinge covers and socket covers been installed?
- ☐ Has the paperwork from the installation packet or User's Manual been stored in a safe place or reviewed with the customer?



ACCESSORIES

Scotsman®
The Ideal Ice®

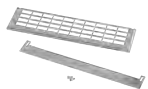
MODEL - BRILLIANCE SERIES SRC035/065 & SRN110



Part #	Description
KDFS	Stainless Steel Door Front Kit Vertical Handle



KDFR	Retro-fit Door Front Kit Custom Panel from DCE/DRC unit retro-fit onto Brilliance Series unit
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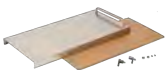
KSSKP	Stainless Steel Kick Plate Cover
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KATB	Anti-tip Bracket
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MODEL - LEGACY DRC033



Part #	Description
SS-33	Stainless Steel Panel Insert Kit



KSS	Stainless Steel Wrap Around Door Sleeve Horizontal Handle
-----	---



Khand	Top Handle Trim Piece
-------	------------------------------

CLEANING

GOURMET CUBE - MODELS DRC033, SRC035/65



Part #	Description
19-0653	Clear One Concentrated Scale Remover

NUGGET - MODEL SRN110



Part #	Description
19-0664	Clear One Pre-Mixed Scale Remover



CLEANING & DESCALING

Scotsman
The Ideal Ice®

SRN110 Descaling Instructions

Ice Making System/Water Reservoir

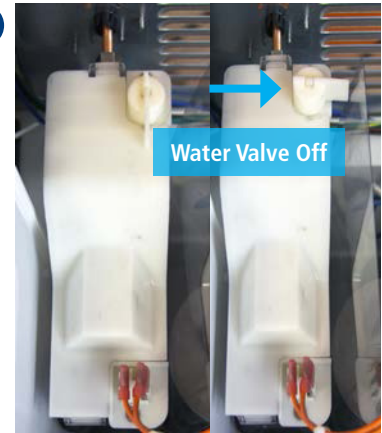
- 1 Turn machine off
- 2 Remove all ice from the bin
- 3 Remove scoop and fold metal bar flush to bin wall
- 4 Remove back panel by loosening thumb screws
- 5 Locate water valve On/Off knob. Turn the water Off by turning the water valve to the right
- 6 Push tab on front edge of reservoir and remove the cover
- 7 Pull drain hose to drain system and reattach
- 8 Add pre-mixed Scotsman Scale Remover into reservoir until full (Approximately 8 oz.)
- 9 Push and hold both ON/Off and Clean buttons for 5 seconds:
 - Time to Clean light will begin to blink
 - Auger motor only will operate for 10 minutes
 - Compressor will turn on
- 10 Allow compressor to run and continue to add remaining solution maintaining level at 1/2 full while unit makes ice
 - Compressor will shut off after approximately 40 minutes
- 11 Once all 16oz of solution has been used, push reservoir cover down and turn water back on by returning the valve to its original position
- 12 Pull drain hose to drain system and then reattach
- 13 Return reservoir cover and back panel
- 14 Clean bin by mixing some cleaner with hot water and scrub remaining scale
- 15 Rinse bin with hot water
- 16 Push and release On/Off to restart

Regular descaling and sanitizing of the bin and drain system is required

STEP 4



STEP 5



STEP 6



STEP 8



Part#19-0664 Clear One Pre-Mixed Scale Remover with Special Bottle



Scan QR Code for Cleaning Video

SRC065 Descaling Instructions

Ice Making System

- 1 Turn machine off
- 2 Remove all ice from the bin
- 3 Press and hold On/Off button until green light turns off
- 4 Press and hold ON/Off button and Clean button for 5 seconds (lights will blink)
- 5 Pour 8 oz. "Clear 1" Scale Remover into reservoir
- 6 Turn machine on and run for approximately 30 minutes
- 7 Press and release On/Off button to begin flushing the solution
- 8 Allow machine to run for 30 minutes more
- 9 Press and release On/Off button to stop the process
- 10 Clean bin by mixing some cleaner with hot water and scrub remaining scale
- 11 Press and release On/Off to restart

Regular descaling and sanitizing of the bin and drain system is required



Part #19-0653 Clear One
Concentrated Scale Remover



Scan QR Code for Cleaning Video

SRC035 Descaling Instructions

Ice Making System

- 1 Turn machine off
- 2 Remove all ice from the bin
- 3 Pour 8 oz. Scotsman "Clear 1" Scale Remover into the reservoir
- 4 Turn machine on and let run for 2 hours
- 5 Pour hot water into the bin to melt any ice that has formed. Ice will likely look frosty and white
- 6 Clean bin by mixing some cleaner with hot water and scrub remaining scale remover
- 7 Rinse bin with hot water
- 8 Turn machine on to restart

Regular descaling and sanitizing of the bin and drain system is required



Part #19-0653 Clear One
Concentrated Scale Remover



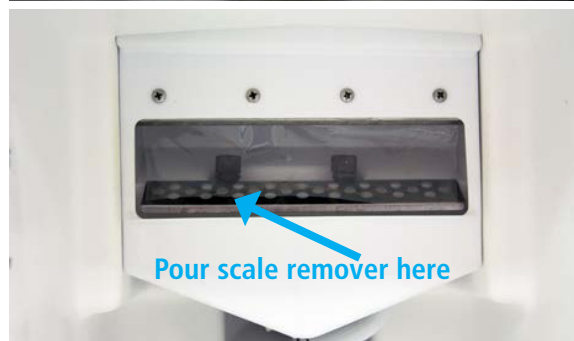
Scan QR Code for Cleaning Video

DRC033 Descaling Instructions

Ice Making System

- 1 Turn knob to the off position
- 2 Remove all ice from the bin
- 3 Pour 4 oz. Scotsman "Clear 1" Scale Remover into the reservoir
- 4 Turn machine on and let run for 2 hours
- 5 Pour hot water into the bin to melt any ice that has formed. Ice will likely look frosty and white
- 6 Clean bin by mixing some cleaner with hot water and scrub remaining scale remover
- 7 Rinse bin with hot water
- 8 Turn knob clockwise to restart

Regular descaling and sanitizing of the bin and drain system is required



Scan QR Code for Cleaning Video



Part #19-0653 Clear One
Concentrated Scale Remover

Descaling & Sanitizing Instructions – All Pump Models

Drain Pump System

- 1 Clean the bin liner of mineral scale by using any leftover descaling solution to scrub the scale off the liner. If none is left over, mix a solution of 2.5 ounces of Clear One Concentrated Scale Remover and 1 quart of water
- 2 After ice melts, pour 1 qt. of water down the bin drain until the pump turns on. Once pump turns on IMMEDIATELY stop
- 3 Once pump shuts off, add a mixture of 10 oz of water and 4 oz of descaling solution to bin drain. If the pump cycles during this process, then repeat step 2; making sure to stop pouring as soon as the pump turns on. Then repeat step 3
- 4 Let machine sit in off state for 1/2 an hour
- 5 Rinse the liner with hot water
- 6 Create a solution of sanitizer by mixing 1 gallon (4 liters) of clean, warm potable water (105-115°F) with 1.6 oz of locally approved sanitizer and sanitize the bin interior and flush the drain
- 7 Pour 1 qt. of water down the bin drain until the pump turns on. Once pump turns on IMMEDIATELY stop
- 8 Once the pump shuts off, mix 13 oz of clean, warm potable water (105-115°F) with 1 oz of locally approved sanitizer to sanitize the bin interior. If the pump cycles during this process, then repeat step 7; making sure to stop pouring as soon as the pump turns on. Then repeat step 8
- 9 Let machine sit in off state for 10 minutes
- 10 Rinse the liner with hot water
- 11 Push and release the On/Off button to restart ice making



**Part #19-0653 Clear One
Concentrated Scale Remover**



SERVICE & WARRANTY

Scotsman
The Ideal Ice®

Residential Products

Manufacturer's Limited Warranty

Scotsman warrants to the original purchaser–user that any Scotsman brand residential product of its manufacture will be free from defects in material and workmanship when shipped from the factory, and will perform adequately under normal use if properly installed and maintained in accordance with the published manual. This warranty is valid in the United States, Canada and Puerto Rico.

Starting Time: This product warranty begins with the date of the original installation if the installation is reported to Scotsman on the warranty registration form furnished with the product, or on the Scotsman website, www.scotsmanhomeice.com. Customers registering online have 180 days from the date of shipment from the factory to do so. For registrations beyond 180 days, proof of purchase is required. If no installation date is reported, the warranty will begin 90 days from the date of shipment from the factory.

Warranty Period:

Model	Parts and Labor	Compressor (labor not included)
DRC, SRC, DCE, SCC	1 year	Additional 4 years
SRN, SCN	2 years	Additional 3 years

Scotsman obligations are limited to repairing or replacing, at Scotsman's option, any component found to be defective in material or workmanship during the warranty period. Warranty replacement parts (including compressors) must be obtained from a Scotsman Residential Parts Distributor or from a service company that has been approved by either Scotsman or your local Scotsman Residential Parts Distributor to provide warranty parts. Charges for labor (except labor performed pursuant to the limited warranty), travel, and freight charges from returned equipment or parts are not covered.

During the limited labor warranty period, Scotsman will provide reimbursement for labor costs required to repair or replace any Scotsman component that fails due to a factory defect in material or workmanship. To qualify for reimbursement, labor must be performed during the warranty period by a Scotsman Distributor or service company that has been approved by either Scotsman's Residential Equipment or Parts Distributor or Scotsman, and will be limited to current normal and customary labor rates then in effect for the servicing of major home appliances in the area in which product is installed. The labor warranty covers straight time labor charges only, and does not cover charges for travel time or mileage, or premium charges.

This warranty does not include parts or labor coverage for component failure or other damage resulting from:

- Electrical power or water supply failure to the product for any reason
- Operation of the product beyond the specifications or under the adverse conditions stated in the manual
- Drain line malfunctions as stated in the manual
- Failure to clean and maintain the product as described in the manual

No component or assembly that has been subject to accident, alteration or misuse, or that has not been installed or serviced in accordance with the published manual, or that is from a product from which the serial number has been altered or removed, will be covered by this warranty.

To make a claim, the original purchaser must provide purchase information (including the date of installation, model and serial numbers) to the dealer from whom the product was purchased, your local distributor of Scotsman Residential Products or a service company that has been approved by Scotsman to handle claims. The owner of the product will be responsible for the costs of repair until Scotsman's Residential Service Department has confirmed that warranty coverage exists.

This warranty is in lieu of all other express warranties or guarantees of any kind. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED.

IN NO EVENT SHALL SCOTSMAN BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL DAMAGES OR SPECIAL DAMAGES, INCLUDING, WITHOUT LIMITATION ANY DAMAGE TO ANY FOODS, BEVERAGES OR OTHER ITEMS PLACED IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty will last or exclusions of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

TECHNICAL SUPPORT REQUEST FORM

Scotsman®
The Ideal Ice®

www.scotsmanhomeice.com

Date*

Attention: Team Home Ice

Email: Team.homeice@scotsman-ice.com

Phone: 844-Ideal Ice / 844-433-2542

From:

Name* _____ Title _____

Distributor _____ Email _____

Cell _____

* Required Information

Please be sure to complete the form before submitting so that your concern can be handled promptly

Customer Information

Name* _____

Address* _____

City, State Zip* _____

Home Phone _____

Cell Phone _____

Email _____

Product Information

Model #* _____

Serial #* _____

Date of Purchase _____

Dealer _____

Salesperson _____

Phone _____

Email _____

Installer Name _____

Date of Installation _____

Description of Current Issue

Has a local servicer been involved? Yes No

Servicing Company _____

Contact Person _____

Date of Service _____

Service History _____

Action Request* _____



FREQUENTLY ASKED QUESTIONS

Scotsman®
The Ideal Ice®

FREQUENTLY ASKED QUESTIONS

Will your products accept a custom panel?

Yes! All Scotsman residential ice machines accept custom panels.

If I have a custom panel made for my older model Legacy DCE/DRC, can I reuse it on one of the Brilliance SRC or SRN models?

Yes, but you would need to buy the accessory KDFR.
<https://scotsmanhomeice.com/products/accessories/>.

Some ice cubes are smaller than others. Is that normal?

Because our units have insulated storage bins that are not refrigerated, it is normal to see the cubes change shape and get smaller inside the bin.

Should I use a filter when installing one of your ice machines?

Water filters improve water quality. We suggest using a water test kit to make an informed decision on which filtration is best for your home.

How do I know whether to buy a gravity model or a pump model?

You can use a gravity model when there is a floor drain. Pump models are commonly installed where the drain available is in a nearby sink and/or the water needs assistance to move through the drain line and evacuate the tube.

I heard that Scotsman ice machines are loud. Is this true?

Ice machines, by their design, naturally create some level of noise. The Scotsman nugget is one of the quietest ice machines available.

Where can I locate warranty information for my Scotsman ice machine?

Access warranty information here: <https://scotsmanhomeice.com/warranty/>.

Where can I access the cleaning video for my Scotsman ice machine?

Cleaning videos are available in the Resource Center of the website.
<https://portal.scotsmanhomeice.com> and on our Scotsman Home Ice YouTube channel.
<https://www.youtube.com/c/scotsmanhomeice>.

Where can I see and / or buy an ice machine?

Click on our Where to Buy feature at the top of the website.
<https://locators.scotsman-ice.com/Residential/ResidentialAuthorizedDealer>.

FREQUENTLY ASKED QUESTIONS

How can I find service for my ice machine?

Click on our Find Service at the top of the website.
<https://locators.scotsman-ice.com/Residential/ResidentialService>.

How much ice does it make?

Ice production varies by model. Refer to our website.
<https://scotsmanhomeice.com> and click on PRODUCTS for model specifications.

How often should I clean / sanitize my ice machine?

At a minimum, it is recommended to thoroughly clean and sanitize your ice machine every six (6) months. This may vary depending on the local water quality. Cleaning instructions and videos are available on our website in the Downloads section of Products, in the video instructions tab in the Resource Center, and on our YouTube Channel.

What should I consider when deciding where to install my ice machine?

The most important considerations are:

- Potable inlet water source with dedicated shut-off valve.
- Drain accessibility to determine if a gravity drain or drain pump assist model is needed.
- Dedicated 15 amp circuit specific to the ice machine.
- How to minimize the noise impact in the home.

Visit the Blog section on our website for these and other topics to enhance your overall Scotsman Ice Machine ownership experience.
<https://scotsmanhomeice.com/blog>.



THE IDEAL ICE

RESOURCE GUIDE

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