

Scotsman Residential Frequently Asked Questions

Q: Will your products accept a custom panel?

A: Yes! All Scotsman residential ice machines accept custom panels.

Q: If I have a custom panel made for my older model DCE33, can I reuse it on one of your newer SCC or SCN models?

A: Yes, but you would need to buy accessory KDFR.

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

A: 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.

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

A: Yes, we recommend installing an in-line water filter. In-line water filters are available at most hardware stores.

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

A: You can use a gravity model when a drain is accessible in the floor or below the floor where the unit will be installed. Pump models are mostly used in high-rises and homes that are on a slab. Pump models are commonly installed where the only drain available is in a nearby sink and the water must be pushed up.

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

A: Ice machines by their design are very nature create some level of noise. The Scotsman nugget is one of the quietest ice machines available.

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

A: Access warranty information here.

Q: Where can I access the cleaning video for my Scotsman cuber?

A: Access the cuber cleaning video here.