

MANITOWOC Troubleshooting

Problem	Possible Cause	Action
Ice machine does not operate.	No electrical power to the ice machine and/or condensing unit.	Replace the fuse/reset the breaker/turn on the main switch.
	High pressure cutout tripping.	Clean condenser coil.
	Energy Saver or other field entered programming is stopping ice machine.	Reset to factory defaults.
	Water curtain off or stuck open.	Water curtain must be installed and swinging freely.
	Ice machine is not turned on.	Press power button, display must indicate "Making Ice".
	IB Models Only - Dispenser ice level thermostat is open.	Adjust thermostat to maintain correct dispenser level.
Ice machine stops, and can be restarted by pressing the power switch.	Service Fault feature stopping the ice machine.	Refer to "Service Faults" on
Ice machine does not release ice or is slow to harvest.	Ice machine is dirty.	Clean and sanitize the ice machine.
	Ice machine is not level.	Level the ice machine.
	Low air temperature around ice machine head section.	Air temperature must be at least 35° (2°C).
	Fan cycle control does not deenergize condenser fan motor.	Call for service.
	Water regulating valve incorrectly adjusted or will not close.	Check for water at condenser drain outlet in harvest cycle. Contact a qualified service company to adjust/replace valve if water is present.
Ice machine does not cycle into harvest mode.	The six-minute freeze time lock-in has not expired yet.	Wait for the freeze lock-in to expire.
	Ice thickness probe is dirty.	Clean and sanitize the ice machine.
	Ice thickness probe is disconnected.	Connect the probe to the control board.
	Ice thickness probe is out of adjustment.	Adjust the ice thickness probe.
	Uneven ice fill (thin at the top of evaporator).	Verify sufficient water level in sump trough. Contact a qualified service company to check refrigeration system.
Ice quality is poor (soft or not clear).	Poor incoming water quality.	Contact a qualified service company to test the quality of the incoming water and make appropriate filter recommendations.
	Water filtration is poor.	Replace the filter.
	Ice machine is dirty.	Clean and sanitize the ice machine.
	Water dump valve is not working.	Disassemble and clean the water dump valve.
	Water softener is working improperly .	Repair the water softener.
Ice machine produces shallow or incomplete cubes, or the ice fill pattern on the evaporator is incomplete.	Ice thickness probe is out of adjustment.	Adjust the ice thickness probe.
	Water trough level is too low.	Check the water level probe position.
	Water inlet valve filter screen is dirty.	Remove the water inlet valve and clean the filter screen.
	Water filtration is poor.	Replace the filter.
	Hot incoming water.	Connect the ice machine to a cold water supply.
	Water inlet valve is not working.	Replace the water inlet valve.
	Incorrect incoming water pressure.	Water pressure must be 20 psi - 80 psi (140 kPa - 550 kPa).
Ice machine is not level.	Level the ice machine.	
Low ice capacity.	Water inlet valve filter screen is dirty.	Remove the water inlet valve and clean the filter screen.
	Incoming water supply is shut off.	Open the water service valve.
	Water inlet valve stuck open or leaking.	Press the power button and turn off the ice machine, if water continues to enter water trough, replace the water inlet valve.
	The condenser is dirty.	Clean the condenser.
	High air temperature entering condenser.	Refer to minimum/maximum air temperature chart for your model
	The harvest assist air compressor is not functioning.	Call for service.