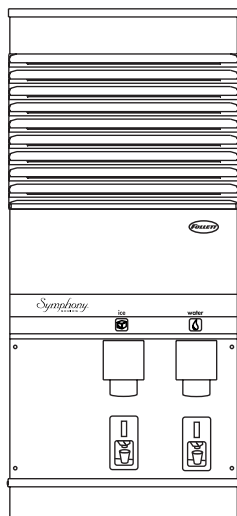


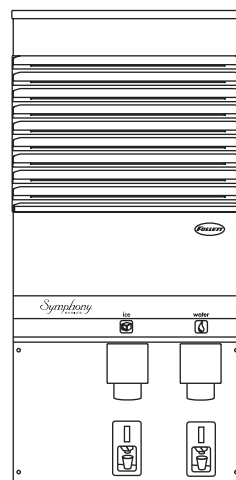
Symphony™ 25 and 50 Series Ice and Water Dispensers

Order parts online
www.follettice.com

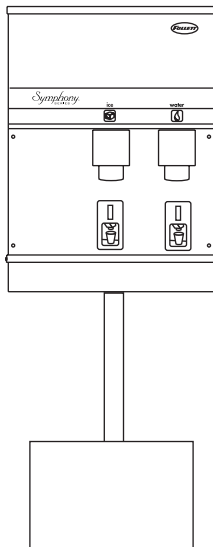
Installation, Operation and Service Manual



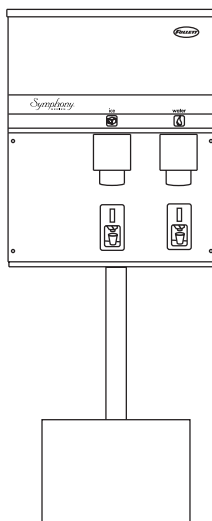
25CT400A/W 50CT400A/W
(shown with SensorSAFE™ accessory)



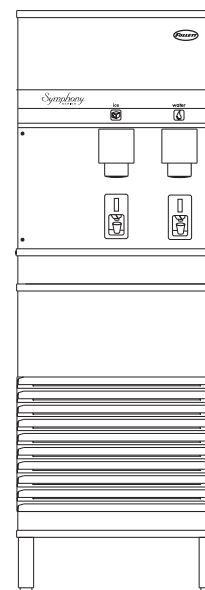
25HT400A/W 50HT400A/W
(shown with SensorSAFE accessory)



25CR400A/W 50CR400A/W



25HR400A/W 50HR400A/W



25FB400A/W 50FB400A/W
(shown with SensorSAFE accessory)

**Following installation, please forward this manual
to the appropriate operations person.**

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Welcome to Follett

Follett equipment enjoys a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this equipment delivers that same degree of service, we ask that you review the installation portion of this manual before beginning to install the unit. Our installation instructions are designed to help you achieve a trouble-free installation. Should you have any questions or require technical help at any time, please call our technical service group toll free at (877) 612-5086 or +1 (610) 252-7301.

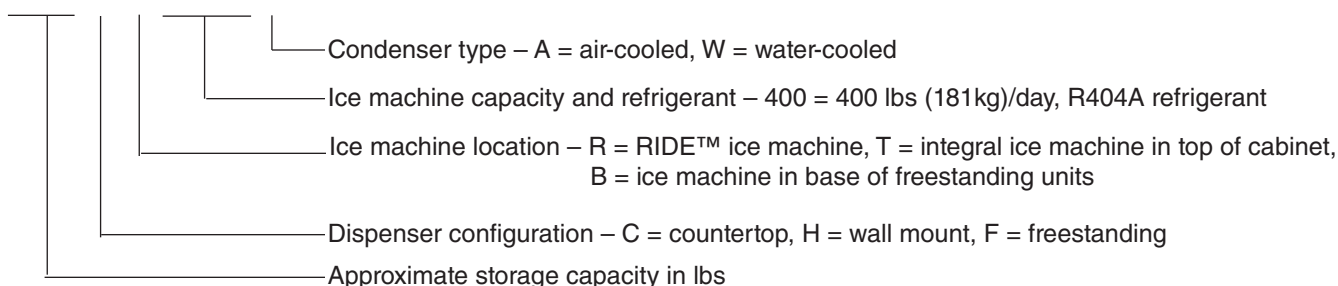
Note: To expedite assistance, all correspondence or communication **MUST** include the model number, serial number and complete and detailed explanation of the problem

Before you begin

After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. If damage is found, notify your shipper immediately and contact Follett Corporation for help in filing a claim, if necessary.

Check your paperwork to determine which model you have. Follett model numbers are designed to provide information about the type and capacity of Follett equipment. Following is an explanation of model numbers:

50CT400A



Important cautions

- Do not tilt any unit further than 30° off vertical during uncrating or installation.
- Dispenser bin area contains mechanical, moving parts. Keep hands and arms clear of this area at all times. If access to this area is required, power to unit must be disconnected first.
- Follett recommends a Follett water filter system be installed in the ice machine inlet water line (standard capacity #00130299, high capacity #00978957, carbonless high capacity #01050442).
- Prior to operation clean and sanitize the dispenser in accordance with instructions found in this manual.
- Ice is slippery. Be sure counters and floors around dispenser are clean, dry and free of ice.

Specifications

Electrical

- Models with RIDE ice machines (25CR400A/W, 50CR400A/W, 25HR400A/W, 50HR400A/W)
Ice machine and dispenser require their own separate, dedicated circuit.

	Ice machine	Max. fuse	Dispenser	Max. fuse
Basic electrical: 115 V/60 Hz/1 phase	11.0A	20A	4.0A	20A
- Freestanding models and models with integral ice machines (25FB400A/W, 50FB400A/W, 25CT400A/W, 50CT400A/W, 25HT400A/W, 50HT400A/W)
Require a dedicated circuit.

	Total system	Max. fuse
Basic electrical: 115V/60Hz/1 phase	14.0A	20A
- Dispensers and RIDE ice machines are supplied with 7-foot power cord with NEMA 5-20 hospital grade plug. Connect to a dedicated 20A circuit fuse or breaker.

Note: It is preferred that circuit be protected by a GFCI.

Ambient

Air temp	+100 F/+38 C max.	+50 F/+10 C min. (best performance below +80 F/+27 C)
Water temp	+90 F/+32 C max.	+40 F/+4 C min. (best performance below +70 F/+21 C)
Water pressure	70 P.S.I. max.	10 P.S.I. min.

Plumbing

	25/50 CR with RIDE ice machine	25/50 HR with RIDE ice machine	25/50 CT with integral ice machine	25/50 HT with integral ice machine	25/50 FB ice machine in base
Dispenser drain	3/4" FPT	3/4" ID tubing	3/4" FPT	3/4" ID tubing	3/4" FPT
Ice machine drain	3/4" MPT	3/4" MPT	—	—	3/4" MPT
Dispenser water inlet	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT
RIDE IM water inlet	3/8" OD push-in	3/8" OD push-in	—	—	—
Cond. inlet – w/c only	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT
Cond. drain – w/c only	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT	3/8" FPT

Note: Water shut-off recommended within 10 feet (3 m) of dispenser. Drain to be hard piped and insulated, and maintain slope of at least 1/4" per foot (6 mm per 30.4 cm run) of slope. All plumbing connections must be made in accordance with local building codes.

Ventilation clearances

Countertop and wall mount models with RIDE ice machine (25CR400A/W, 50CR400A/W, 25HR400A/W, 50HR400A/W) — none. 12" (305 mm) at top advised for service.

Countertop and wall mount models with integral ice machine (25CT400A/W, 50CT400A/W, 25HT400A/W, 50HT400A/W) — 6" (153 mm) at top. 6" (153 mm) each side advised for service.

Freestanding models (25FB400A/W, 50FB400A/W) — 4" (102 mm) at rear. 12" (305 mm) at top advised for service.

Field wiring for countertop and wall mount dispensers with RIDE technology ice machines



All field wiring must be installed in accordance with NEC and local electrical codes. Field wiring diagram is intended only to aid electrician or technician in understanding how equipment works.

Model	Electrical connection	Circuits required
25FB400A/W, 50FB400A/W	cord & plug provided	115/60/1, 20A max. fuse size
25CT400A/W, 50CT400A/W 25HT400A/W, 50HT400A/W	cord & plug provided	115/60/1, 20A max. fuse size
25CR400A/W, 50CR400A/W 25HR400A/W, 50 HR400A/W	cord & plug provided	115/60/1 dispenser: 20A max. fuse size ice maker: 20A max. fuse size



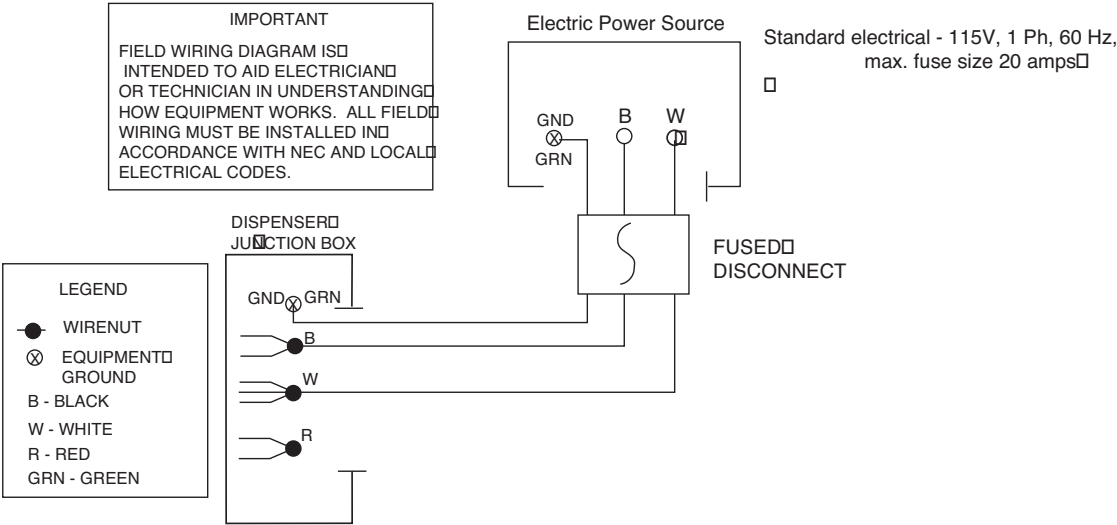
Attention – Should local codes require a hard-wired connection and/or shielded wiring, eliminate the cord and plug(s) and follow the appropriate field wiring diagram on the following page.

See Ice machine Installation and Operation manual for recommended junction box preparation of hard-wired RIDE ice machines.

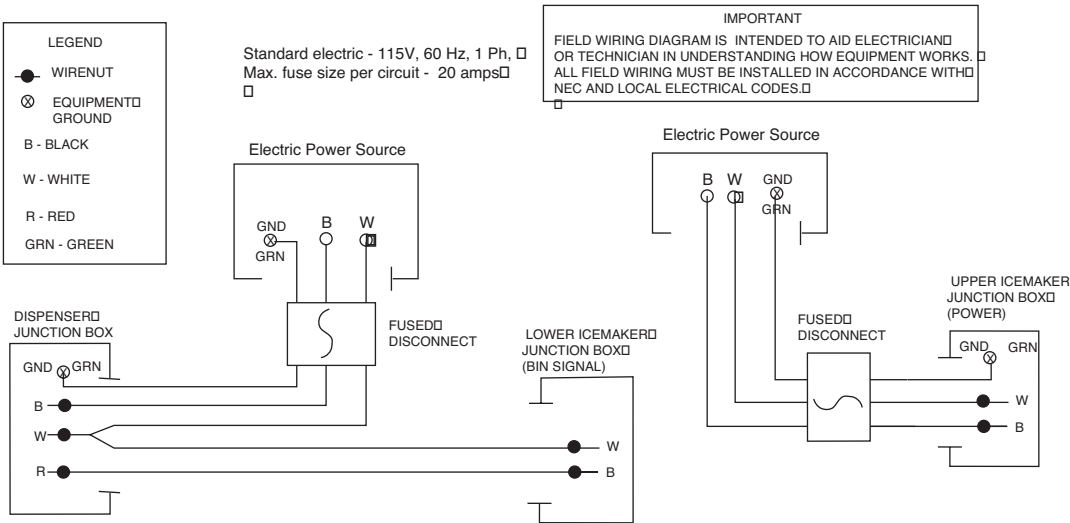
Field Wiring diagrams

(For installations requiring hard-wiring equipment)

Freestanding dispensers, countertop and wall mount dispensers with integral ice machines



Countertop and wall mount dispensers with RIDE ice machines



Installation procedure

Before you begin

- **All dispensers must be installed level in both directions to ensure proper operation**
- **Required ventilation and recommended service clearances:**
 - Countertop and wall mount models with RIDE ice machine (25CR400A/W, 25HR400A/W, 50CR400A/W, 50HR400A/W) — none. 12" (305 mm) at top recommended for service
 - Countertop and wall mount models with integral ice machine (25CT400A/W, 25HT400A/W, 50CT400A/W, 50HT400A/W) — 6" (153 mm) at top. 6" (153 mm) each side recommended for service
 - Freestanding models (25FB400A/W, 50FB400A/W) — 4" (102 mm) at rear. 12" (305 mm) at top recommended for service
- **All countertop dispensers provide the option of taking utilities out the bottom or back of the dispenser.**
See counter cut-out on page 9 (Fig. 2) for bottom exiting utilities on units with and without drain pans. For installations where utilities will exit through back of dispenser, refer to back view drawings.
- **Wall mount models are designed for use above sinks or custom drain pans, and are not normally equipped with integral drain pans.** Front of sink should be a minimum of 23" (584 mm) from back wall. Connection of utilities through the back for wall mount units is the same as shown in drawings for countertop models except that the drain pan is absent.
- **SensorSAFE dispensers are shipped with a plastic, protective film on sensor lenses. For proper operation, plastic film must be removed after installation.**

Installing freestanding dispensers

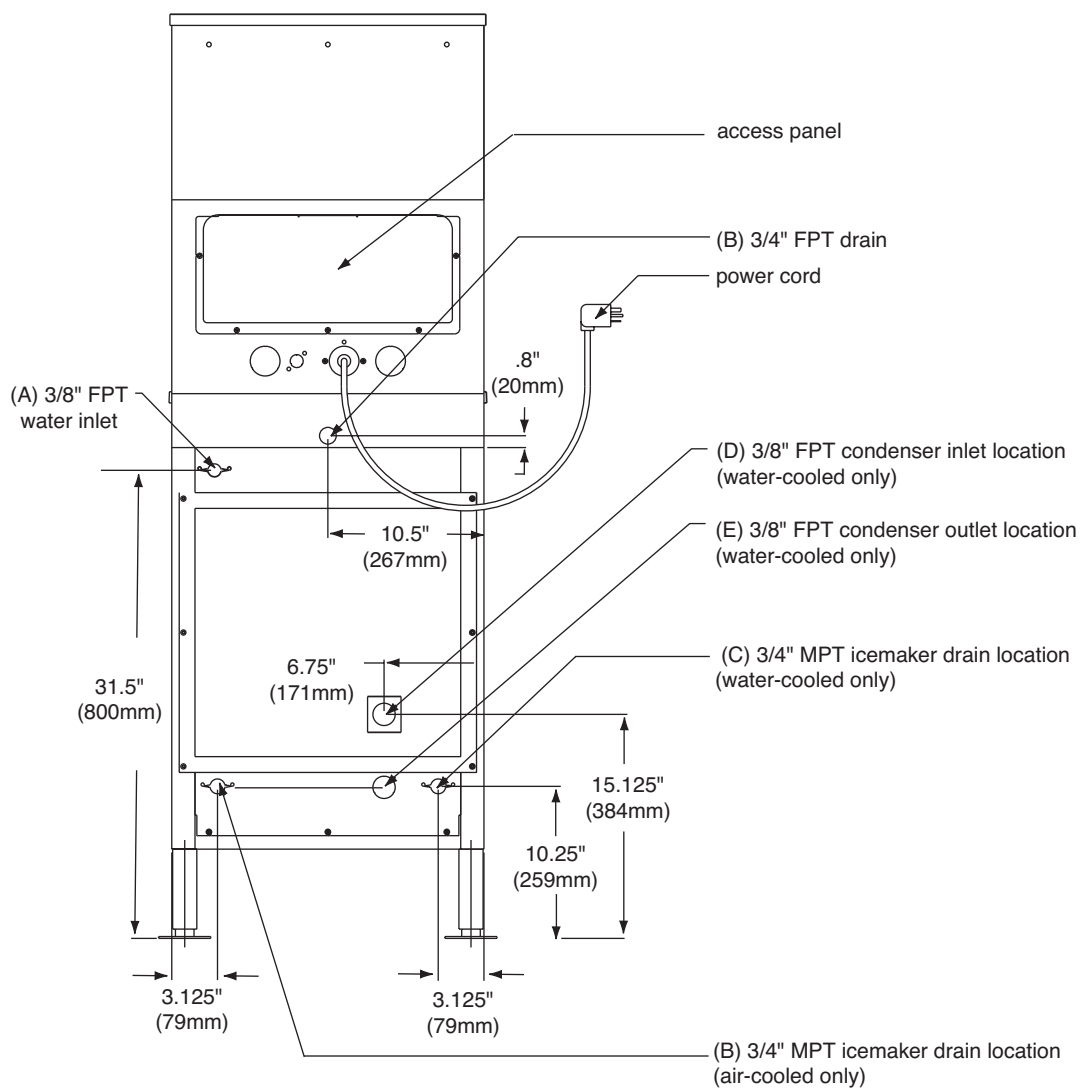
1. Carefully tip dispenser back to expose underside and block up in place.



Do not tilt unit further than 30° off vertical.

2. Remove legs from shipping box (taped to drain pan of dispenser) and screw into dispenser bottom, taking care to seat legs securely against underside of dispenser.
3. Position dispenser in desired location and adjust legs to level in both directions.
4. Connect water supply to 3/8" FPT fitting on back of dispenser (Fig. 1A).
5. Remove 3/4" dispenser drain line plug from back of unit and discard. Connect separate drain lines to 3/4" FPT dispenser drain fitting (Fig. 1B), and 3/4" MPT ice machine drain fitting (Fig. 1C) on back of dispenser.
6. Run drain lines to wall or floor drain. Provide an air break between the drain lines and drain. If ice machine drain fitting is below an intended wall drain, a condensate pump must be used.
7. If ice machine is a water-cooled unit, connect water-cooled condenser supply line to 3/8" FPT condenser inlet fitting on back of dispenser (Fig. 1D).
Note: Do not run condenser supply water through ice machine water filter system.
8. Connect condenser drain line to 3/8" FPT condenser outlet fitting on back of dispenser (Fig. 1E).
Important: Do not connect condenser drain line to any other drain lines.
9. Plug dispenser into 20A rated NEMA 5-20 wall socket.
10. Remove front cover of base section by removing two screws at bottom corners of cover. Allow cover to drop approximately 3/8" (5 mm) and pull forward.
11. Turn on water supply and check that water level in float reservoir (when full) is within 1/4" (6 mm) of mark on side of reservoir, and that float moves freely. Check for leaks.

Fig. 1 – Rear connections, freestanding models



12. Verify that water sensor tabs are immersed in water in reservoir.
13. Remove top front cover by removing two screws at bottom corners of cover. Lift cover slightly and pull forward.
14. If dispenser is equipped with SensorSAFE remove protective plastic coating from dispense sensor labels.
15. Turn on dispenser power and bin signal rocker switches. Check dispenser and ice machine operation.
16. Sanitize ice machine according to instructions in ice machine manual. Discard ice made during sanitizing process.
17. Turn off ice machine bin signal switch.
18. Remove dispenser hopper lid; clean and sanitize dispenser according to instructions beginning on page 16.
19. Turn ice machine bin signal switch on and replace front covers, securing with screws.

Installing countertop dispensers



Dispensers with top mount ice machines cannot be mounted on legs. They must be bolted to counter. Use gloves when lifting ice machine to protect hands from sheet metal edges.

1. Position dispenser in desired location, mark dispenser outline on counter and remove dispenser.
2. Drill four 3/8" (5 mm) holes in counter (Fig. 2) to anchor dispenser to counter.

Follett countertop dispensers can have any or all utilities run directly through counter or out rear of dispenser. For dispensers with any utilities exiting through counter, make counter cut-out (Fig. 2)

3. If ice transport tube will exit out rear of dispenser, remove ice transport tube knock-out (Fig. 5G) from rear of dispenser.

Note: Utility connections can be accessed through front of dispenser by removing stainless steel splash panel, or by removing access panel (Figs. 4, 5) on back of dispenser.

4. If any electric utilities or water line will be connected through rear of dispenser, remove utility knock-out (Figs. 4, 5F) from rear of dispenser and install supplied protective grommet.

Fig. 2 – Counter cut-out, all models

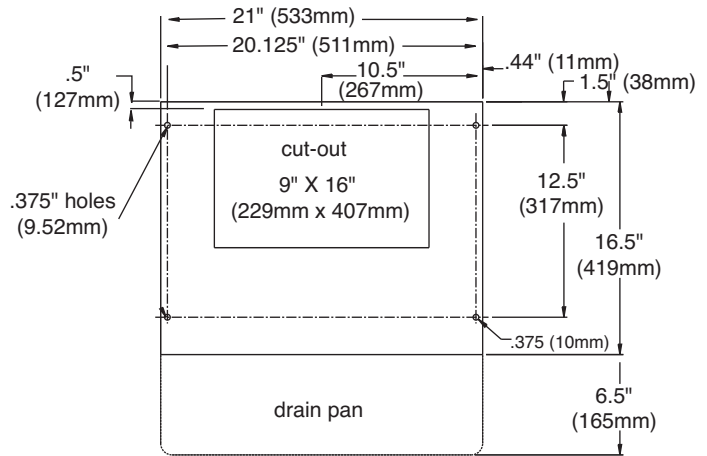
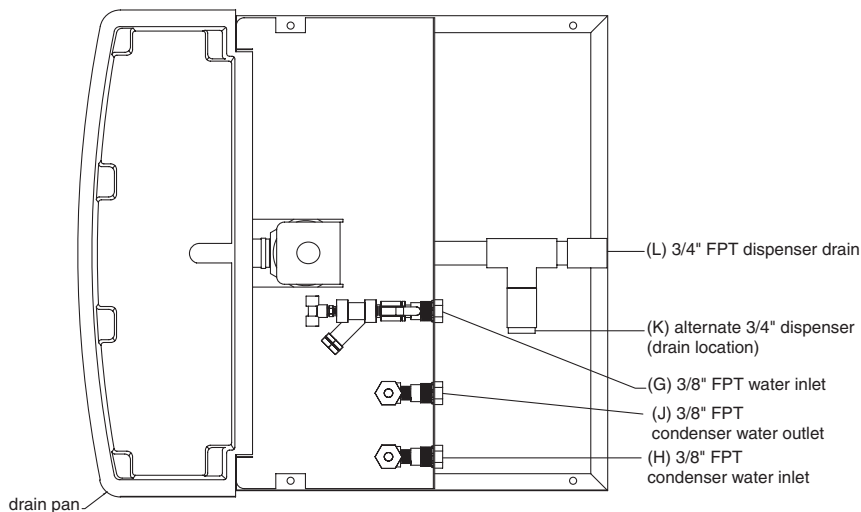


Fig. 3 – Top view, dispenser plumbing connections countertop



5. If power is to be supplied through counter cut-out, complete steps 6-9. If power is to be supplied through rear of dispenser, proceed to step 10.
6. Temporarily remove rear access panel (Figs. 4 and 5) from rear of dispenser.
7. Loosen junction box mounting screws. Lift junction box and power cord up until cord and mounting screws clear notches on rear panel of dispenser. Remove Phillips head screws from right side of junction box.
8. Rotate junction box 90 degrees so that screw holes on right side of junction box align with holes on rear dispenser panel. Resecure junction box to dispenser using Phillips head screws.
9. Place power cord inside dispenser and replace access panel (Figs. 4, 5) to rear of dispenser.
Note: For dispensers to be installed with utilities connected through rear of dispenser, it may be easier to make preliminary connections before dispenser is set in place.
10. Apply a thick bead, approximately, 1/4" (6 mm) diameter, of NSF listed silicone sealant (Dow-Corning RTV-732 or equivalent) 1/4" (6 mm) inside marked outline of dispenser.
11. Carefully position dispenser on counter.
12. Remove four screws securing splash panel to front of dispenser and gently lay splash panel on counter. (Water line to solenoid valve can be disconnected from water inlet valve by pushing on ring at end of inlet fitting while pulling on tubing.)
13. Secure dispenser to counter with four 3/8" bolts (supplied by others).
14. Smooth excess sealant around outside of dispenser.
15. Run water supply line from back of dispenser through utility knock-out (Figs. 4, 5F) or up through counter cut-out. Connect water supply line to 3/8" FPT fitting on (Fig. 3G) utility flange at bottom of dispenser.
16. Remove 3/4" drain connection plug from either fitting at rear of dispenser (Fig. 3L) or internal fitting (Fig. 3K), as appropriate. Connect and run a dedicated drain line to wall or floor drain. An air break should be provided.
17. Proceed with either RIDE or top-mounted ice machine connection instructions, as appropriate.

Fig. 4 – Rear connections, countertop models with integral ice machines

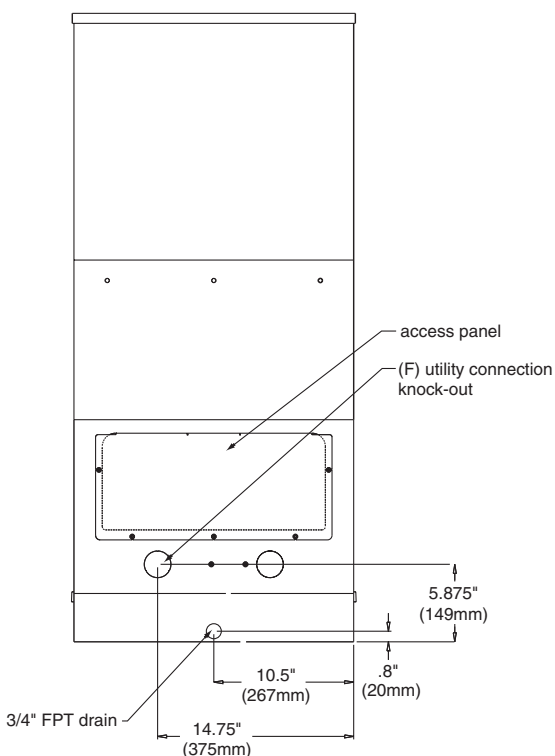
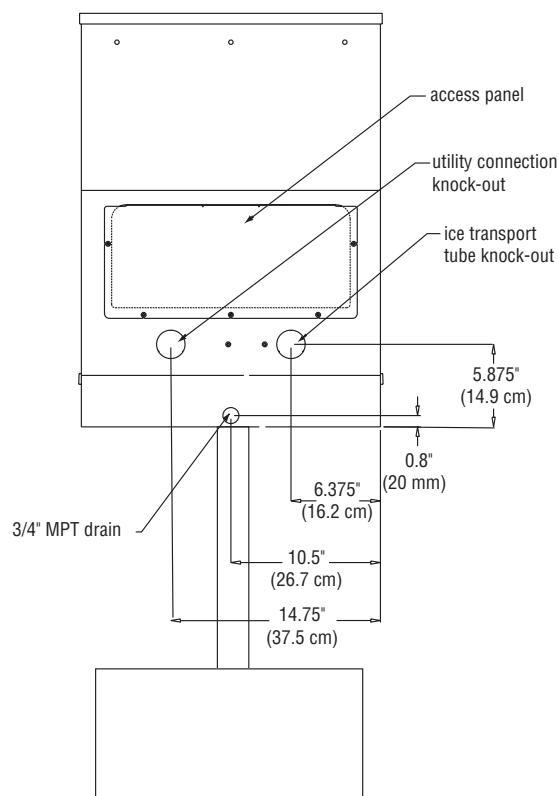


Fig. 5 – Rear connections, countertop models with RIDE ice machines



Installing wall mount dispensers



Wall and fasteners must be of sufficient strength to carry weight of unit. Hardware for this is not included.

1. Install supplied wall bracket with six 3/8" diameter fasteners as shown in Fig. 7.

Note: Three holes are available at each fastening site to allow capture of studs/support within wall.

Steps 2 - 3 are required for models with integral ice machine only (25HT400A/W and 50HT400A/W).

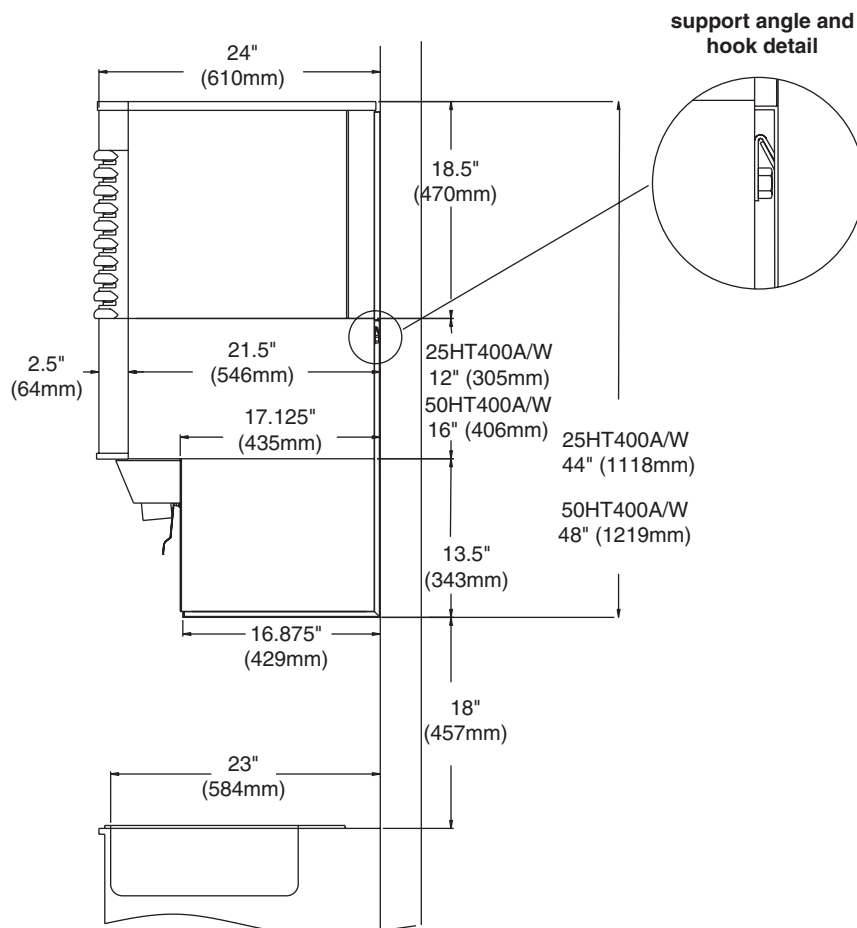
2. For models with integral ice machine, use straight edge to position filler strip flush with top edge of wall bracket.
3. Fasten filler strip to wall as shown in Fig. 8.
4. For all models, cut utility hole in wall (Figs. 7 and 8) using wall bracket as template.
5. Lift dispenser onto wall bracket, positioning unit so that hook on back of dispenser is captured by wall bracket support angle (Fig. 6, hook detail).



Do not rest dispenser weight on bottom front edge of wall bracket.

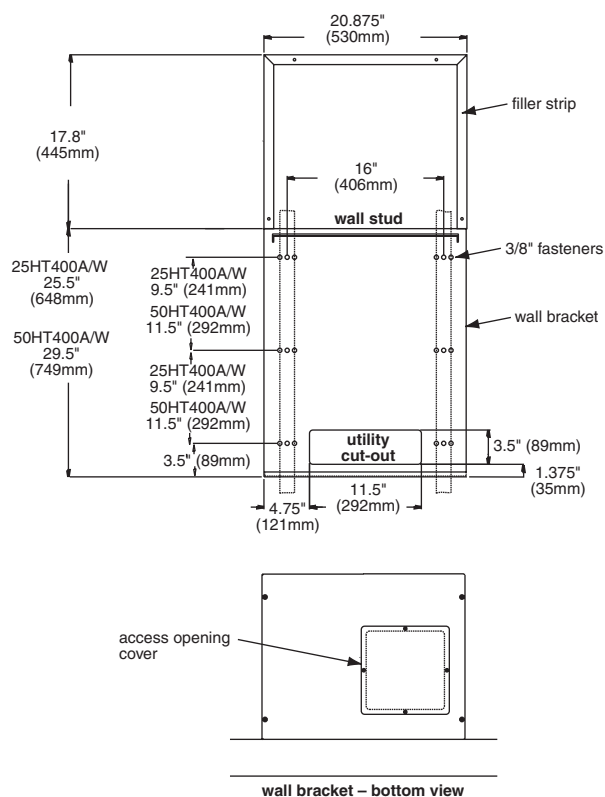
6. Install four 1/4-20 screws through bottom of wall bracket into bottom of dispenser to secure dispenser to bracket.
7. Remove splash panel. Water line to solenoid valve can be disconnected from water inlet valve by pushing on ring at end of inlet fitting while pulling on tubing.

Fig. 6 – Side view and angle detail for wall mount units without drain pan with integral ice machine (in top of cabinet). Wall mount units with RIDE ice machines will not require installation of a filler strip.



- Fig. 7 – Mounting dimensions for wall mount units without drain pan with RIDE ice machine**

Fig. 8 – Mounting dimensions with wall mount units without drain pan with integral ice machine



Installing RIDE ice machines

Models 25CR400A/W, 50CR400A/W, 25HR400A/W, 50HR400A/W



See Ice machine Installation Manual (form #208600) for critical installation instructions for RIDE ice machines. Failure to comply with these instructions will result in poor performance and void warranty.

1. Install RIDE ice machine following instructions in ice machine manual.
2. Run uninsulated ice transport tube from dispenser through ice transport tube knock-out (Fig. 5G) or through counter opening to ice machine.
3. Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers before making connection to ease assembly and prevent coupler edge from cutting inner wall of tube.
4. Insulate ice transport tube by sliding insulation over tube.
5. Adjust insulation to cover all exposed ice transport tubing including tubing inside dispenser cabinet.
6. Check that insulated ice transport tube runs continuously uphill (with no dips) from ice machine to dispenser.
7. Run bin signal wire from dispenser through utility knockout (Fig. 5F) or counter cut-out to ice machine and connect bin signal wire (two-conductor twist lock) to bin signal plug on ice machine.
8. Plug dispenser power cord into 20A rated NEMA 5-20 wall socket.
9. Turn on dispenser water supply and check for leaks. Replace splash panel.
10. If dispenser is equipped with SensorSAFE remove protective plastic coating from dispenser lenses.
11. Remove top front cover by removing two screws at bottom corners of cover. Lift cover slightly and pull forward. Turn on power and bin signal rocker switches. Replace front cover and secure with screws. Test operation.
12. Clean and sanitize ice machine following instructions in ice machine manual. Discard ice made during sanitizing process.
13. Clean and sanitize dispenser hopper following instructions on page 16. Installation is complete.

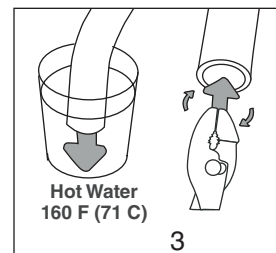
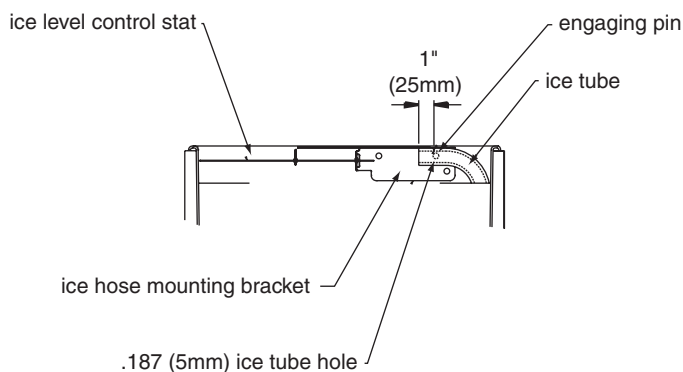


Fig. 9 – Ice transport tube and ice level control stat mounting for freestanding dispensers and countertop units with RIDE ice machine



Installing top mount ice machines

Models 25CT400A/W, 50CT400A/W, 25HT400A/W, 50HT400A/W



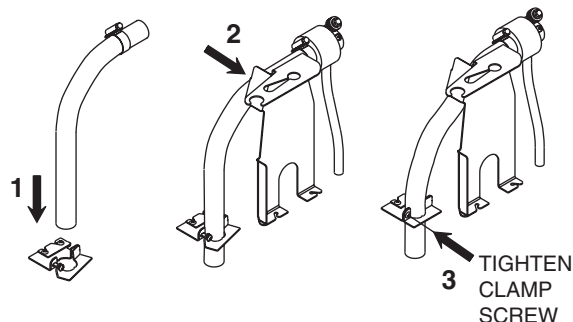
Dispensers with top mount ice machines cannot be mounted on legs. They must be bolted to counter. Use gloves when lifting ice machine to protect hands from sheet metal edges.

1. On dispensers equipped with top-mounted, water-cooled ice machines, feed condenser supply and drain lines from back through utility knock-out (Fig. 4F) or through counter, as appropriate. Connect condenser supply line to inlet fitting (Fig. 3H) on utility flange at bottom of dispenser. Connect condenser drain line to outlet fitting (Fig. 3J) on utility flange at bottom of dispenser.

Note: Do not run condenser supply water through ice machine water filter system. Do not connect condenser drain line to any other drain lines.

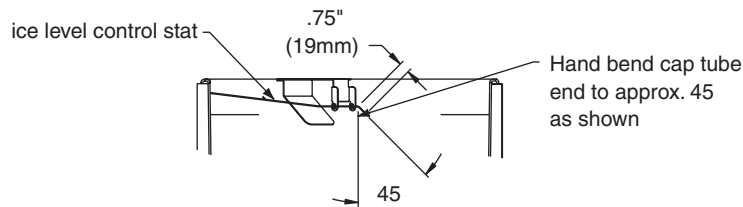
2. Remove dispenser top front cover by removing two screws at bottom corners of cover, lifting cover slightly and pulling forward.
3. Remove ice machine compartment top and side panels.
4. Remove ice machine hold-down bracket from front of ice machine compartment.
5. Lift ice machine onto dispenser top and slide ice machine completely into position, compressor end first. Front of ice machine base must be flush with front of dispenser.
6. Reinstall hold down bracket on front of ice machine with power cord and bin signal cords in notch. Do not cut or pinch cords.
7. Insert loose end of ice transport tube through bracket on ice machine base into hopper access hole. Be sure that transport tube is secured under retainer on float reservoir bracket (Step 2, Fig. 10). Tighten transport tube clamp screw to secure ice transport tube.

Fig. 10 – Ice transport tube



8. Connect plastic water supply line to fitting at top of float reservoir.
9. Connect vinyl drain from dispenser securely to 120° elbow on ice machine drain line.
10. Connect ice machine two-lead bin signal twist lock plug, and three-lead power twist-lock plug, to dispenser twist-lock connectors.
11. On dispensers equipped with water-cooled ice machines, connect condenser water supply and drain lines to condenser fittings on ice machine.
12. Turn on water supply and check for leaks. Check that water level in float reservoir (when full) is within 1/4" (6 mm) of mark on side of reservoir, and that float moves freely. Verify that water sensor tabs are immersed in water in reservoir. Replace splash panel.
13. Plug dispenser power cord into 20A rated NEMA 5-20 wall socket.
14. If dispenser is equipped with SensorSAFE remote protective plastic coating from dispense sensor labels.
15. Turn on power and bin signal rocker switches and test operation.
16. Clean and sanitize ice machine following instructions in ice machine manual.
17. Remove dispenser hopper access lid and clean and sanitize dispenser according to instructions on page 16.
18. Replace front cover and secure with screws. Installation is complete.

Fig. 11 – Ice transport tube and ice level control stat mounting units with top-mounted ice machines



User information

How the dispenser works

Follett's 25 and 50 automatic load ice and water dispensers receive ice from Follett's 400 lb (181kg)/day ice machine located in the dispenser base, in the cabinet top or in a remote location up to 20 ft (6m) away. Ice produced is stored in the bin section of the dispenser. When the dispense lever is pushed, the wheel motor is energized, causing the wheel to turn. This moves ice to the dispense chute where it drops by gravity into the container held below the chute.

In Follett's continuous icemaking process, water freezes to the inside walls of the stainless steel evaporator. A rotating stainless steel auger carries the ice to the top of the evaporator where it is compressed and extruded through a nozzle on the outlet port. The ice is then pushed through a tube to the dispenser bin. When the storage area is full, a bin stat opens and shuts the ice machine off to avoid over-filling of the bin. The ice machine will restart after 20 minutes if the bin is calling for ice.

How the SensorSAFE accessory works

Follett's SensorSAFE accessory maximizes sanitation and minimizes the possibility of cross-contamination by eliminating physical contact between the cup or container and dispenser. Sensors in the panel use reflected infrared light to detect the presence of the container and send a signal to a control board which then activates the appropriate components for ice or water dispensing.

The SensorSAFE package includes a cleaning switch under the left side of the front cover which temporarily shuts off dispensing to allow cleaning of the panel and lenses. If the switch is not turned back on after cleaning, the dispenser automatically resets after two minutes for normal operation.

SensorSAFE also includes a time limit safety feature which automatically stops ice dispensing after one minute of continuous dispensing. Dispensing can be resumed by moving the container away from the dispenser and returning it to the activation zone.

How the chilled water accessory works

Follett's chilled water accessory uses ice from the dispenser's storage hopper to chill incoming water supplied to the water station. The water chiller assembly is located in the dispenser cabinet under the storage hopper. As ice is dispensed it is automatically fed into the water chiller assembly to chill the water coil inside the assembly.

Cleaning/descaling and sanitizing

Periodic cleaning/descaling and sanitizing of Follett's ice and water dispenser and ice machine system is required to ensure peak performance and delivery of clean, sanitary ice. The recommended cleaning procedures that follow should be performed at least as frequently as recommended and more often if environmental conditions dictate.

Follett recommends sanitizing the pressurized water lines prior to cleaning/descaling and sanitizing the ice machine/dispenser. Follett offers two kits: order P/N 01089572 when a Follett filter system with a pre-filter bowl is present, or P/N 01089580 when a Follett filter system is not present. Follow the instructions provided with the respective kits to sanitize the pressurized water lines immediately before cleaning/descaling and sanitizing the ice machine/dispenser.

Cleaning of the condenser can usually be performed by facility personnel. Cleaning/descaling and sanitizing of the ice machine system should be performed by your facility's trained maintenance staff or a Follett authorized service agent.

Regardless of who performs the cleaning, it is the operator's responsibility to see that this cleaning is performed according to the schedule below. Service problems resulting from lack of preventive maintenance will not be covered under the Follett warranty.

Recommended cleaning/descaling and sanitizing intervals*

Symphony	Frequency
Drain Line	weekly
Drain Pan/Drip Pan	weekly
Exterior	as needed
Condenser	monthly (air-cooled only)
Dispenser and Components	semi-annually
Ice Machine	semi-annually
Chilled Water Accessory	semi-annually
Transport Tube	semi-annually
Ice Storage Area/Bin	semi-annually

* Ice machine and dispenser must be cleaned and sanitized prior to start-up.

Weekly



CAUTION!

- Do not use solvents, abrasive cleaners, metal scrapers or sharp objects to clean any part of the dispenser.

Dispenser drain pan and drain line

- Pour 1 gal. (3.8 L) of hot tap water into drain pan to flush drains.

Splash panel front, SensorSAFE infrared dispensing

- Deactivate dispensing by pressing and releasing clean switch located on left side of unit under top front cover.
- Clean lens and splash panel front using a soft cloth and mild, non-abrasive, non-chlorine based cleaner.
- Reactivate dispensing by pressing and releasing clean switch again.

Monthly



CAUTION!

- Do not use solvents, abrasive cleaners, metal scrapers or sharp objects to clean any part of the dispenser.

Condenser (air-cooled ice machine only)

- Use a vacuum cleaner or stiff brush to carefully clean condenser coils of lint and debris to ensure optimal performance.

Semi-Annually (more often if conditions dictate)

- A cleaning/descaling and sanitizing procedure should always include both the ice machine and dispenser; ice machine should be cleaned and sanitized first, followed by the dispenser.
- Icemaking system can be cleaned/descaled in place.

To ensure that your ice machine and dispenser are cleaned/descaled and sanitized properly, proceed as follows:

- Clean/descale the ice machine
- Sanitize the ice machine
- Clean/descale the dispenser
- Sanitize the dispenser



CAUTION!

- Wear rubber gloves and safety goggles (or face shield) when handling cleaner or sanitizer mixtures.
- Use only Follett approved cleaners.
- It is a violation of Federal law to use Solution A or Solution B in a manner inconsistent with their labeling.
- Do not use solvents, abrasive cleaners, metal scrapers or sharp objects to clean any part of the dispenser.

Solution A: Following manufacturer's instructions, mix cleaning solution of 1 gal. (3.8 L) 120 F (49 C) water and 7 oz. (198 g) (one 7 oz. packet) of Follett SafeCLEAN™ ice machine cleaner/descaler (P/N 00132001).

Solution B: Following manufacturer's instructions, mix a sanitizing solution of 1 gal. (3.8 L) 120 F (49 C) water and 1.6 oz. (47 ml) Nu-Calgon IMS-II Sanitizer (P/N 00979674).

Clean/descale and sanitize ice machine (if applicable)

- Units with ice machines require ice machine cleaning/descaling and sanitizing at least every 6 months, and more often if conditions dictate. Cleaning/descaling and sanitizing the ice machine will result in better performance and extend ice machine life. Refer to Ice Machine Operation and Service Manual for specific instructions.

Clean/descale dispenser

1. Remove *and discard* all ice from storage hopper.
2. Ensure power is disconnected. Working inside storage area, remove center thumbscrew from dispense wheel, tilt wheel up toward back to clear baffle and disengage wheel from motor shaft.
3. Remove dispense chutes.
4. Thoroughly wipe lid, dispense wheel, baffle and dispense chutes with cloth soaked in **Solution A**.
5. Wipe all bin surfaces (including the area under dispense wheel) with a damp cloth wrung out in **Solution A**.

Note: To avoid possible damage to dispense motor assembly, use only a *damp* cloth to clean the storage bin. Do not allow water to run through bottom of bin area.

6. Remove grille and wash with **Solution A**. Rinse thoroughly with clean water.
7. Rinse all above items with damp cloth wrung out in clear water.

Sanitize dispenser

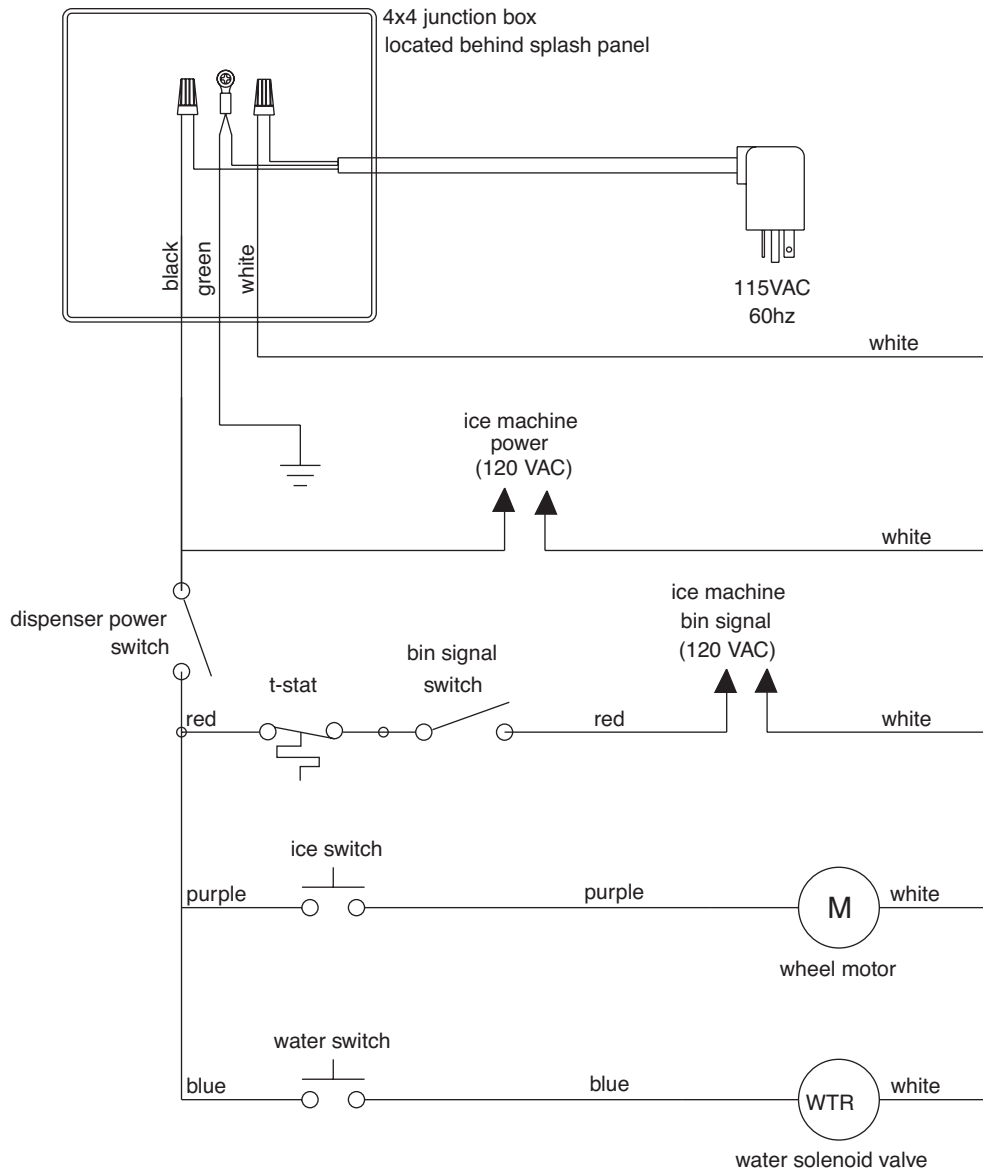
8. Wipe all above items with damp cloth wrung out in **Solution B** to sanitize. Do not rinse.
9. Reinstall all parts and replace any panels removed prior to cleaning.
10. Pour 1 gal. (3.8 L) of hot tap water into drain pan to flush drains.
11. If the dispenser is equipped with a Chilled Water Accessory continue to Step 11.1; if not, skip to Step 12.
 - 11.1 Remove four screws securing splash panel.
 - 11.2 Disconnect 3/4" (19 mm) drain line from bottom of chilled water canister.
 - 11.3 Loosen (do not remove) screw securing front bracket of chilled water canister to bottom of dispenser hopper.
 - 11.4 Rotate canister clockwise to release front bracket, then pull canister forward to disengage rear bracket.
 - 11.5 Remove chilled water coil from canister and clean with cloth wrung out in **Solution A**.
 - 11.6 Wipe inside of chilled water canister with cloth wrung out in **Solution A**.
 - 11.7 Rinse all above items with damp cloth wrung out in clear water.
 - 11.8 Sanitize all above items with damp cloth wrung out in **Solution B**. Do not rinse.
 - 11.9 Reinstall chilled water coil into canister (rubber alignment grommet on coil tubing must be located outside chilled water canister to hold coil securely against canister wall).
 - 11.10 Reinstall chilled water assembly on dispenser and tighten screw securing front bracket.
 - 11.11 Reconnect 3/4" (19 mm) drain line to chilled water canister.
 - 11.12 Reinstall splash panel and top front cover.
12. If so equipped, turn ice machine ON and begin to make ice (ice machine should start immediately with power and bin signal supplied).
13. After approximately 30 minutes, test dispenser for proper dispensing.

Service information

Wiring diagrams

How unit works — lever models

The dispense wheel motor is energized through the power and ice dispense switches. The water solenoid valve is energized through the power and water dispense switches. The ice machine receives the bin signal through the power switch, the normally closed bin thermostat and the ice machine switch. When the bin level thermostat is calling for ice, a 115v bin signal is applied to the bin signal terminals on the ice machine circuit board. When ice builds up around the bin thermostat, the contacts open, cutting the bin signal to the ice machine.

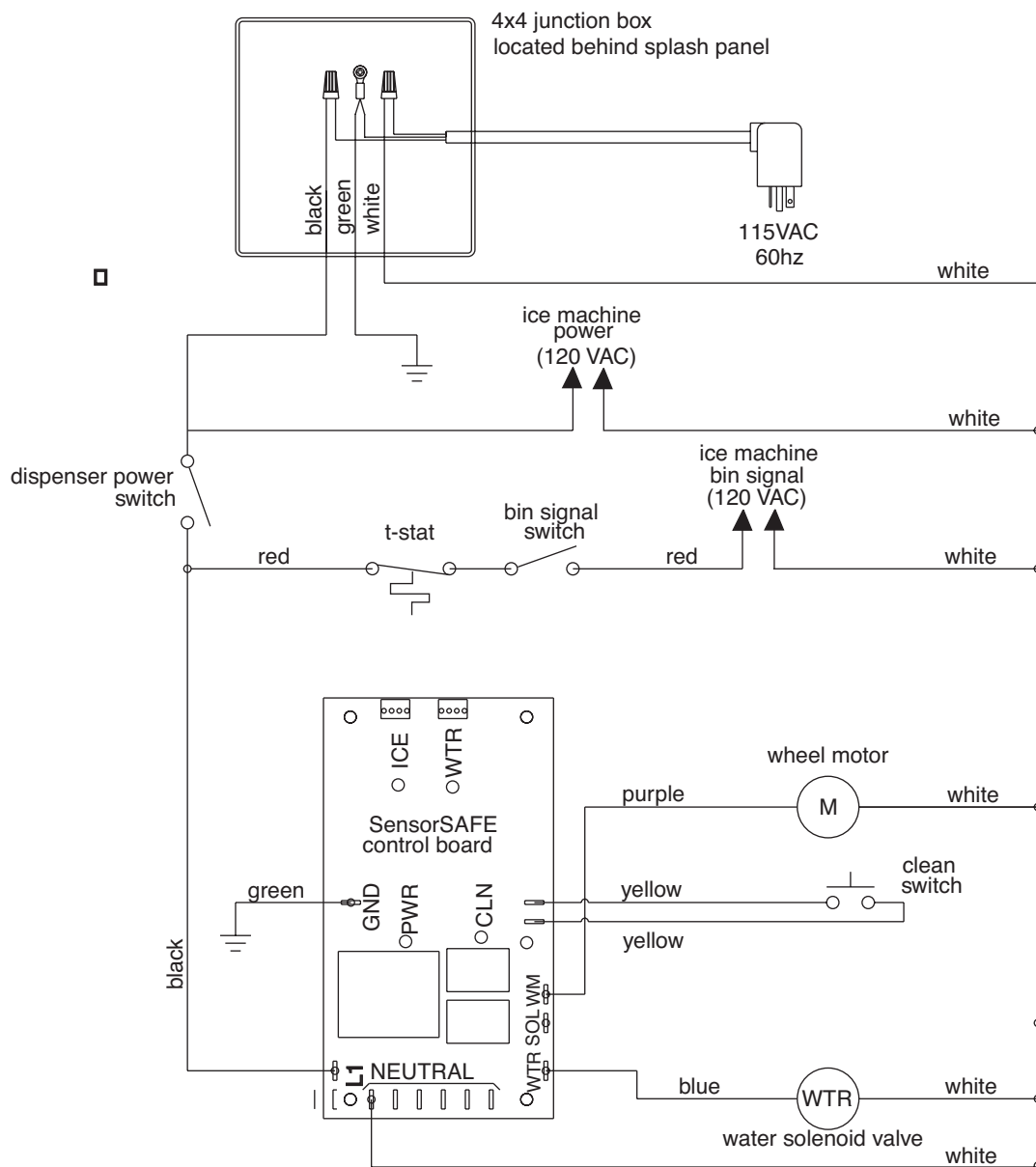


How unit works — SensorSAFE models

SensorSAFE models provide “touchless” ice and water dispensing. When a container is placed within the actuation zone below the ice or water chute on SensorSAFE dispenser models, an infrared signal reflects off the container and is detected by the sensor. The sensor then sends a signal to the control board to activate the appropriate components to dispense ice or water. LEDs on the board indicate when the board is receiving a signal from the sensors.

A safety, shut-off feature automatically shuts off dispensing after one minute of continuous activation. Dispensing can be restarted by moving the container away and then returning it to the actuation zone.

Dispensing can be temporarily suspended for cleaning by depressing and releasing the clean switch, located under the left side of the top front cover. Depressing and releasing the button a second time will return the dispenser to normal operating state. If the clean switch is not depressed a second time, the dispenser will automatically resume normal dispense operation (CLN LED goes out) after two minutes. An LED on the control board will light to indicate that the dispensing has been suspended by activation of the clean switch.



Dispenser troubleshooting



Disconnect power to dispenser and ice machine before putting hands or arms in storage area, or attempting any repair or service to equipment.

Before calling for service:

- Check that there is ice in dispenser bin area
- Check that all switches and circuit breakers are on
- Check that congealed cubes are not causing a jam
- Check that all drains are clear

Symptom	Possible cause	Solution
1. Does not dispense ice	a. Power switch off or faulty b. Faulty dispense switch c. Wheel motor malfunction d. Drive chain off e. Sprocket key missing	a. Check switch; turn on or replace if faulty b. Replace switch c. Check motor and replace as required d. Reinstall chain e. Install key and tighten sprocket
2. Does not dispense water	a. Dispense switch faulty b. Faulty water solenoid c. Solenoid plugged by debris	a. Check switch and replace if faulty b. Check solenoid and replace if faulty c. Remove and clean valve
3. Water runs continuously	a. Dispense switch contacts burned shut b. Debris preventing valve from closing	a. Check switch and replace if faulty b. Remove and clean valve
4. Dispense wheel rotates continuously	a. Dispense switch contacts burned shut	a. Replace dispense switch
5. Ice machine runs continuously	a. Faulty or incorrectly positioned bin thermostat b. Incorrect field wiring	a. Check for proper positioning (middle of adjustment range); if thermostat does not open when ice is placed on capillary tube, replace thermostat b. Check that ice machine receives bin signal from dispenser
6. Ice dispenses by itself	a. Baffle not adjusted properly b. Faulty dispense switch	a. See page 22 for adjustment instructions b. Replace dispense switch

Troubleshooting SensorSAFE board and sensors

Board guide

LEDs, when illuminated, indicate the following:

PWR (board power)
CLN (cleaning, no dispensing cycle)
ICE (ice dispensing activated)
WTR (water dispensing activated)

Terminals:

L1 (incoming power, hot)
L2 (neutral terminals)
WTR (power terminal for water solenoid)
SOL (power terminal for dispense gate solenoid) not used
WM (power terminal for wheel motor)
CLN (terminals for clean cycle switch)

Problem: Does not dispense ice or water

Action	LED Status			Solution
	PWR	CLN	ICE/WTR	
Check LEDs on control board	OFF	OFF	OFF	Check circuit breakers and power switch; restore power or replace defective switch
	ON	ON	OFF	Depress clean switch located under left side of front cover to return board to normal operation
Place cup under drop zone	ON	OFF	OFF	Troubleshoot appropriate lens/sensor and replace if required (see Lens/Sensor Troubleshooting below)
	ON	OFF	ON	Verify power on appropriate output terminal (WTR or WM) on control board and replace board if required; if board tests okay, troubleshoot appropriate dispenser component

Problem: Dispenses ice or water continuously

Action	LED Status			Solution
	PWR	CLN	ICE/WTR	
Check LEDs on control board	ON	OFF	ON	Troubleshoot appropriate lens/sensor and replace if required (see Lens/sensor troubleshooting below)
	ON	OFF	OFF	If there is power on any output terminal (WTR or WM) on control board, replace board Remove lens protective cover; adjust funnel so water doesn't drip down lens or behind splash panel

Lens/sensor troubleshooting

1. Turn dispenser power switch off.
2. Remove splash panel.
3. Disconnect wires from output terminal(s) (WTR, WM) on board.
4. Gently remove appropriate sensor/mounting block assembly from panel by moving block sideways until edge of block clears retaining tab of panel.
5. Inspect lens and sensor assembly for foreign material and remove using non-abrasive cleaner.
6. Turn dispenser power on and test sensor by moving hands through activation area (no closer than 3/16"/5 mm in front of sensor).
7. If LED on board turns on and off, sensor is working properly and dispenser may be reassembled. If LED does not come on, switch sensor leads on board and retest. If the opposite LED comes on, board is defective and must be replaced. If LED does not come on, sensor is defective and must be replaced.

Disassembly and replacement instructions

Dispense chute removal

1. Remove dispenser front cover.
2. Slide plastic dispense chute cover up and out to remove.
3. Pull out four white plastic fasteners and remove dispense chute.

Dispense wheel removal and installation

Note: Models with top mount ice machines require removal of ice machine before removing wheel.

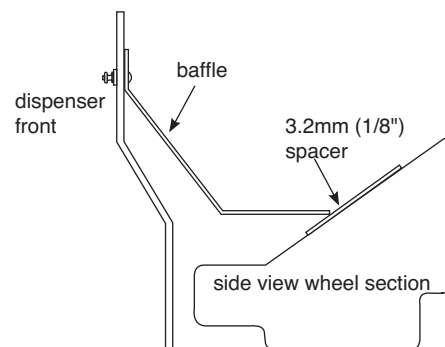
1. Remove all ice from storage area of dispenser.
2. Remove center thumbnut from dispense wheel.
3. Remove thumbnuts holding baffle inside bin and remove baffle.
4. Tilt rear of wheel up and lift off motor drive shaft.
5. After reinstalling wheel, secure baffle loosely with thumbnuts, but do not tighten.
6. Place a 1/8" (3.2 mm) spacer against wheel and allow baffle to drop until it touches spacer.
7. Tighten thumbnuts and remove spacer.

Drive bar removal

1. Remove dispense wheel from dispenser (see above).
2. Pull drive bar out of its channel in bottom of wheel.

Wheel motor assembly removal

1. Shut water off. Remove front cover.
2. Remove dispense wheel and dispense chute covers (see above).
3. Remove splash panel. Water line to solenoid valve can be disconnected from water inlet valve by pulling on ring at end of inlet fitting.
4. Disconnect wiring to panel and set panel aside.
5. Disconnect wires on motor.
6. Remove four bolts (7/16" socket) holding motor assembly to bottom of dispenser.
7. Remove motor assembly.

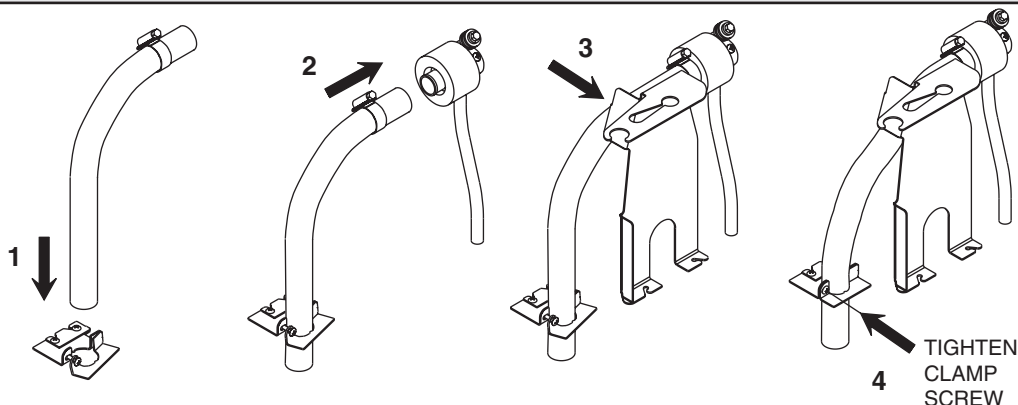


Ice transport tube replacement

Models 25CT400A/W, 25HT400A/W, 50CT400A/W, 50HT400A/W



Only use tubing supplied by Follett Corporation.



Ice transport tube replacement

Models 25FB400A/W, 50FB400A/W, 25CR400A/W, 50CR400A/W

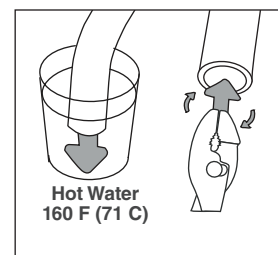


Correct installation of ice transport tube is critical to RIDE ice machine performance. Replacement ice transport tubes for RIDE ice machines must be insulated and run continuously from ice machine to dispenser with no dips or bends with a radius of less than 6" (153 mm).

1. Remove top and rear access panel from dispenser (lower front panel in freestanding unit).
2. Disconnect existing ice tube from engaging pin on transport tube bracket in ice storage bin and pull down through dispenser chase.
3. Disconnect opposite end of tube from ice machine.
4. Run end of new ice transport tube with 3/16" (5 mm) hole through ice transport tube knockout (Fig. 5G) in back of dispenser or through counter into bottom of dispenser, being careful to avoid any bends with less than 6" (153 mm) radius.
5. Insert tube in internal chase in rear inside corner of dispenser (left side as you face dispenser) and push up into storage area.
6. Push the 3/16" (5 mm) hole near end of tube into pin on ice tube bracket (see drawing below).

Steps 7-8 for units with RIDE ice machines only

7. Install supplied insulation to run of transport tube required for your site, leaving approximately 2" (51 mm) of tube exposed at free end.
8. Check that insulated tube runs continuously from ice machine to dispenser with no dips.
9. Heat end of transport tube in cup of 160 F (71 C) hot water to soften and spread with pliers before making connection to ease assembly and prevent coupler edge from cutting inner wall of tube



All units

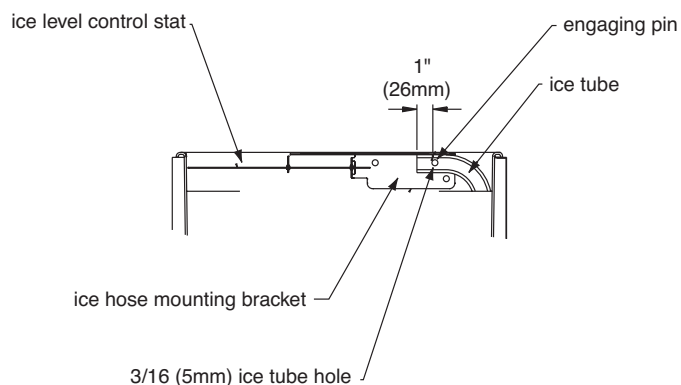
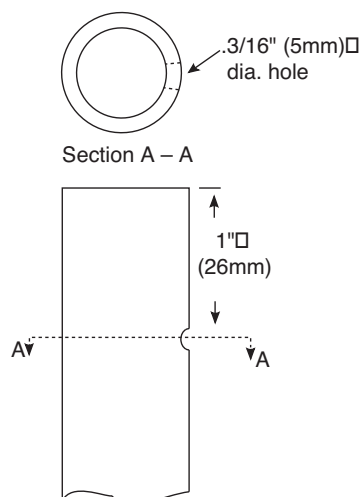
10. Slip supplied hose clamp onto tube and push tube onto exit port of evaporator.



Only use tubing supplied by Follett Corporation.

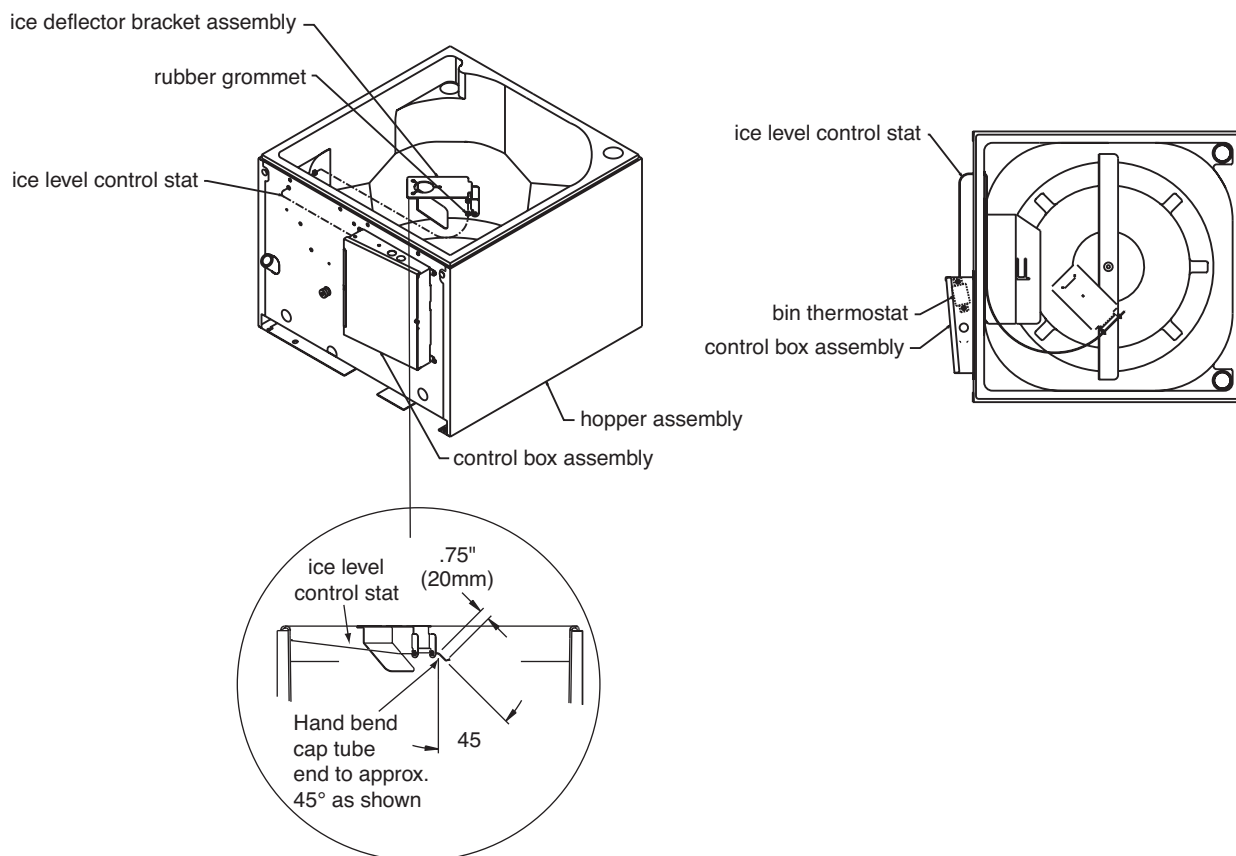
Do not twist hose when securing to evaporator.

11. Fasten tube on port with hose clamp, being sure that clamp is positioned on evaporator side of nozzle flange.
12. Tighten clamp.

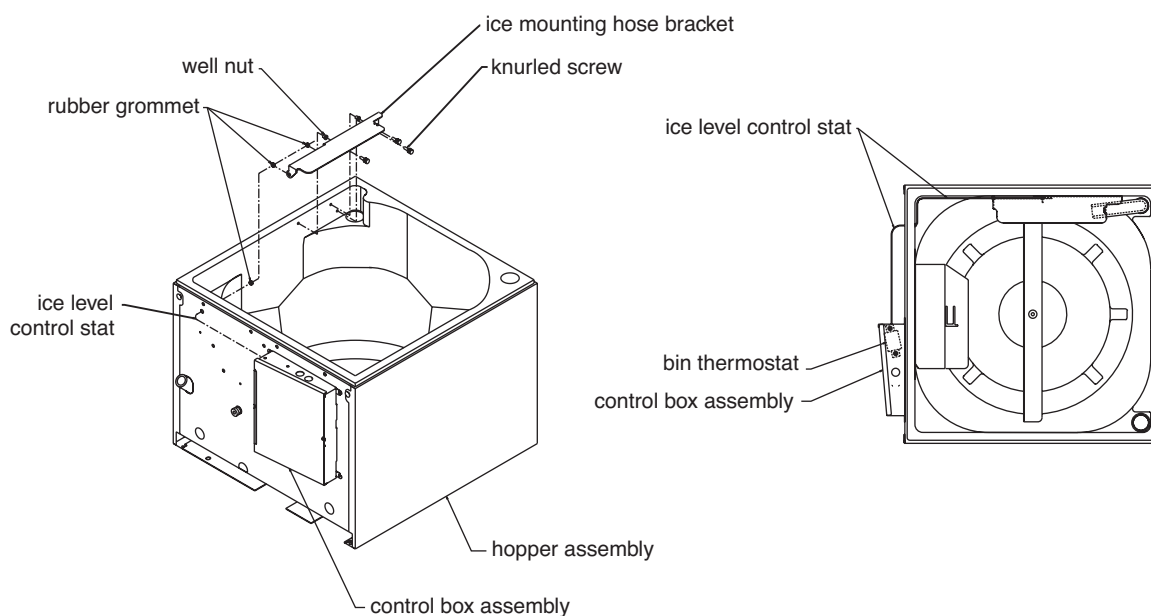


Thermostat locations

Thermostat locations – 25CT400A/W, 25HT400A/W, 50CT400A/W, 50HT400A/W

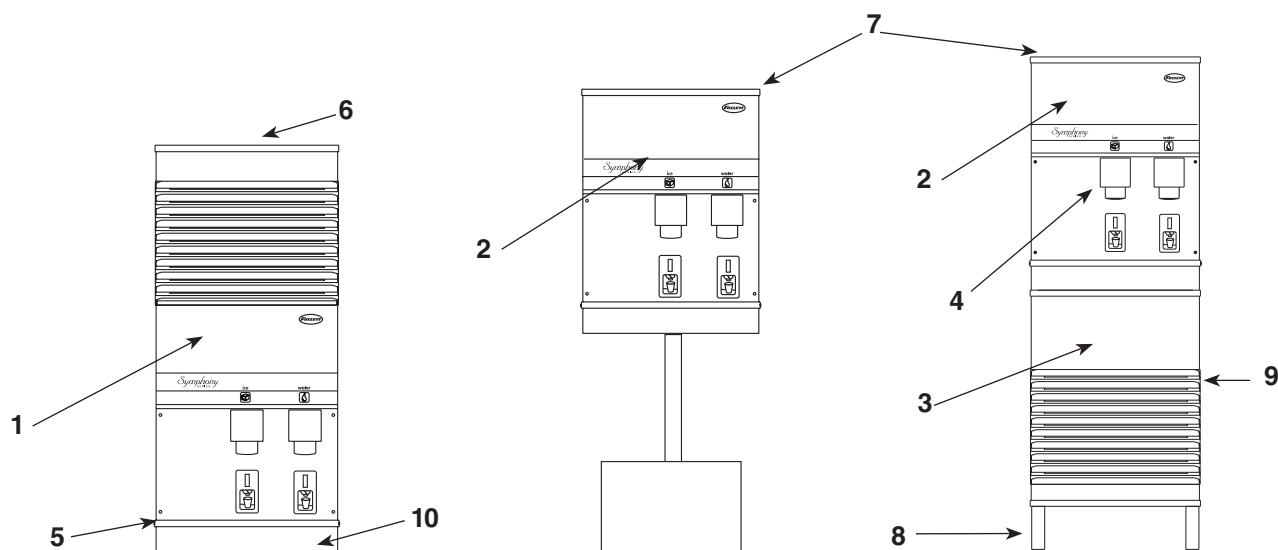


Thermostat locations – 25CR400A/W, 50CR400A/W, 25HR400A/W, 25FB400A/W, 50HR400A/W, 50FB400A/W



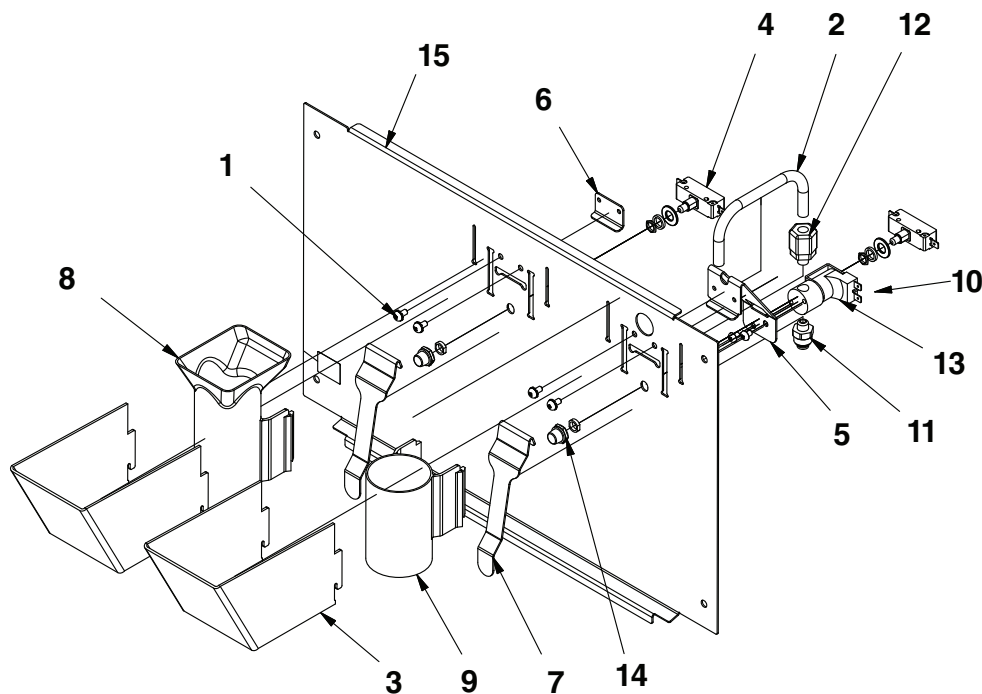
Parts

Dispenser exterior



Reference	Description	Part #
1	Cover, top front, 25 CT & HT units	502679
1	Cover, top front, 50 CT & HT units	502680
2	Cover, top front, 25 CR, HR & FB	502677
2	Cover, top front, 50 CR, HR & FB	502678
3	Cover, lower section, stainless, 25/50 FB	502694
4	Cover, dispense chute	502681
Not shown	Knurled screws, front cover	501100
5	Drain pan	502682
Not shown	Grille, drain pan	01050277
6	Lid, ice machine, 25/50CT and HT	502688
7	Lid, 25/50CR, HR & FB	502684
Not shown	Rear panel, base stand, perforated	502699
Not shown	Leg kit, 6" (153 mm), adjustable, for freestanding units – set of 4	502088
8	Single leg, for freestanding units	502298
Not shown	Adapter, drain line	00112854
9	Base stand assembly, countertop dispenser	502700
10	Drain pan and base assembly (includes 502682 and 502683)	502778
Not shown	Drain fitting, brass, ice machine, freestanding units	502701
Not shown	Drain fitting, plastic, ice machine, freestanding units (includes screws)	00109728
Not shown	Cord, power, dispenser	502776
Not shown	Cord and plug, female, bin signal, RIDE IM	502777
Not shown	Clean switch, SensorSAFE	502359
Not shown	Cord and plug, female, bin signal, top mount	502816
Not shown	Cord and plug, female, bin signal, freestanding dispensers	502817
Not shown	Cord & plug, female, ice machine power, top mount	502788
Not shown	Cord & plug, female, ice machine power, freestanding	502786
Not shown	Caster	502805

Dispense chute and splash panel areas (lever models) — Serial Number E08194 and above

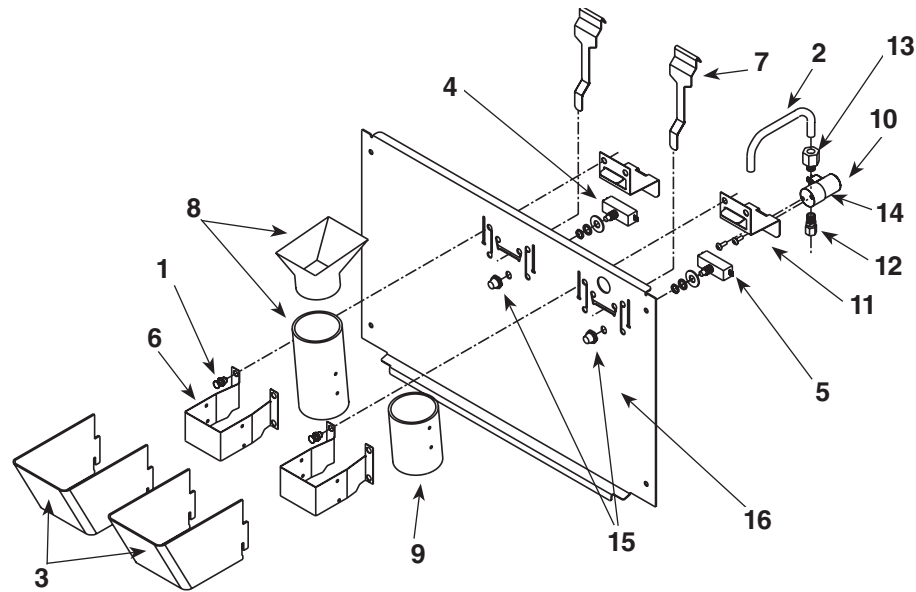


Reference	Description	Part #
1	Fastener, 10-32 x 3/8" stainless steel	00982421
2	Tube, water station	502356
3	Cover, dispense chute	502681
4	Switch, dispense, lever actuated (includes 501841)	502359
5	Bracket, lever and water solenoid	01039635
6	Bracket, lever	00958793
7	Lever, dispense	00976845
8	Chute, ice (with Agion® antimicrobial product protection ¹)	01041201
9	Chute, water (with Agion)	01042266
10	Solenoid assembly, water, 120V, 60Hz (includes solenoid valve, tube, bracket, inlet and outlet fittings) 120V 60Hz	01049121
11	Fitting, inlet, 1/4" tube x 1/8 MNPT straight	00991232
12	Fitting, outlet, 1/8" MPT x 3/8" comp	502262
13	Solenoid valve, water, 120 V, 60Hz	502243
14	Boot, dispense switch button	501841
15	Splash panel, lever dispense	01038603
Not shown	Tubing, water station, thermoplastic, 1/4" OD (sold by the foot)	502079
Not shown	Splash panel, lever dispense complete assembly	01049022

¹ Disclaimer: Antimicrobial protection is limited to the treated components and does not treat water or ice.

Agion is a registered trademark of Agion Technologies, Inc, Wakefield, MA, USA.

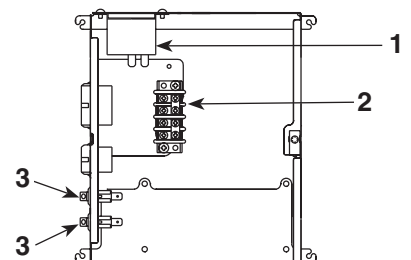
Dispense chute and splash panel areas (lever models) — Serial Numbers below E08193



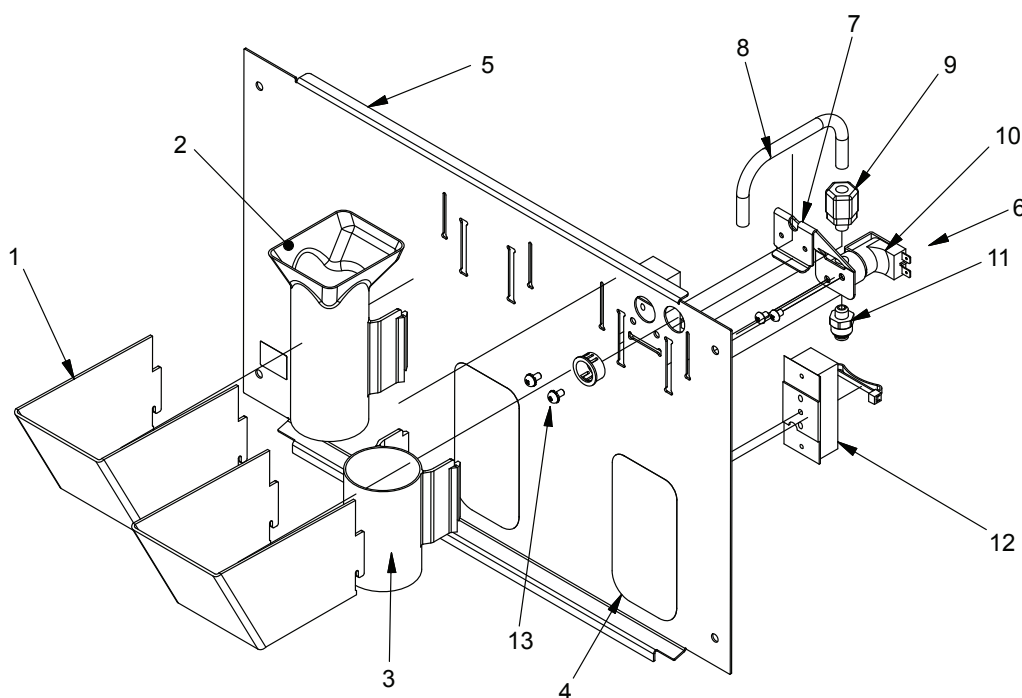
Reference	Description	Part #
1	Fastener, dispense chute bracket	502057
2	Tube, water station	502356
3	Cover, dispense chute	502681
4	Switch, dispense, ice, lever actuated (includes 501841)	502359
5	Switch, dispense, water, lever actuated (includes 501841)	502359
6	Bracket, chute (includes fasteners 502057)	502247
7	Lever, dispense	502358
8	Chute and funnel, ice	502689
9	Chute, water	502249
10	Solenoid assembly, water (includes 502243, 502356, 502246, 502355 and 502262) 120V, 60Hz	502357
11	Bracket, water solenoid and lever	502355
12	Fitting, inlet, 1/8" MPT x 1/4" comp	502246
13	Fitting, outlet, 1/8" MPT x 3/8" comp	502262
14	Solenoid valve, water, 120 V, 60Hz	502243
15	Boot, dispense switch button	501841
Not shown	Tubing, water station, thermoplastic, 1/4" OD (sold by the foot)	502079
16	Splash panel, lever dispense	502787
Not shown	Retrofit ice and water chute kit	01027994

Electrical box (front view) — lever models

Reference	Description	Part #
1	Thermostat	500514
2	Terminal block	501604
3	Switch, dispenser power	502209
3	Switch, ice machine bin signal	502209



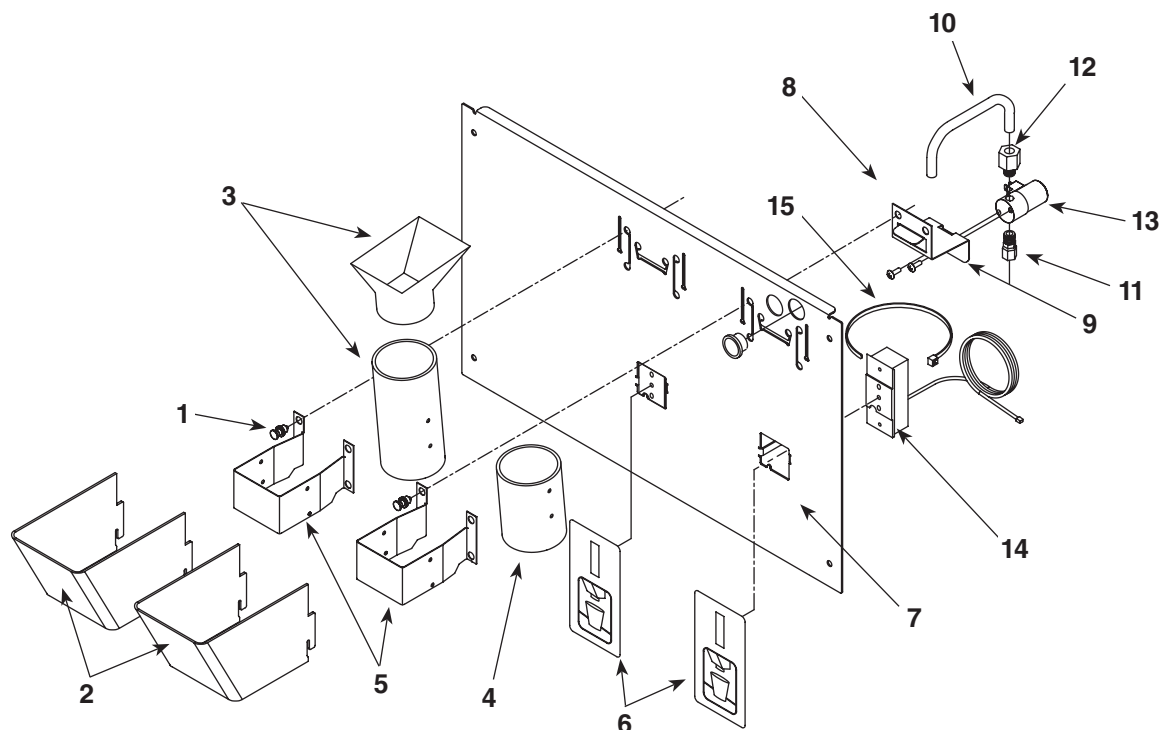
Dispense chute and splash panel areas (SensorSAFE) — Serial Number E08194 and above



Reference	Description	Part #
1	Cover, dispense chute	502681
2	Chute, ice (with Agion® antimicrobial product protection ¹)	01041201
3	Chute, water (with Agion)	01042266
Not shown	Chute, ice (with Agion® antimicrobial product protection ¹), wall hung	01040005
Not shown	Chute, water (with Agion), wall hung	00984898
4	Lens, sensor	502690
5	Splash panel, SensorSAFE dispense	01049147
Not shown	Splash panel, SensorSAFE dispense, wall hung	01049154
6	Solenoid assembly, water, (includes solenoid valve, tube, bracket, inlet and outlet fittings) 120V 60Hz	01049121
7	Bracket, lever and water solenoid	01039635
8	Tube, water station	502356
9	Fitting, outlet, 1/8" MPT x 3/8" comp	502262
10	Solenoid valve, water, 120 V, 60Hz	502243
11	Fitting, inlet, 1/4" tube x 1/8 MNPT straight	00991232
12	Sensor (includes lens and ty-rap)	00122978
13	Fastener, 10-32 x 3/8" stainless steel	00982421
Not shown	Splash panel, SensorSAFE, complete assembly	01049006
Not shown	Splash panel, SensorSAFE wall hung, complete assembly	01049014

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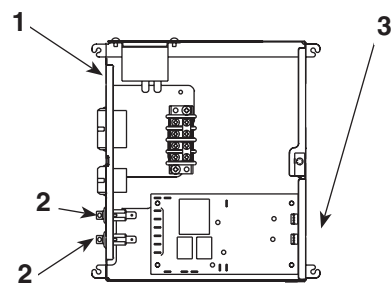
Dispense chute and splash panel areas (SensorSAFE) — Serial Numbers below E08193



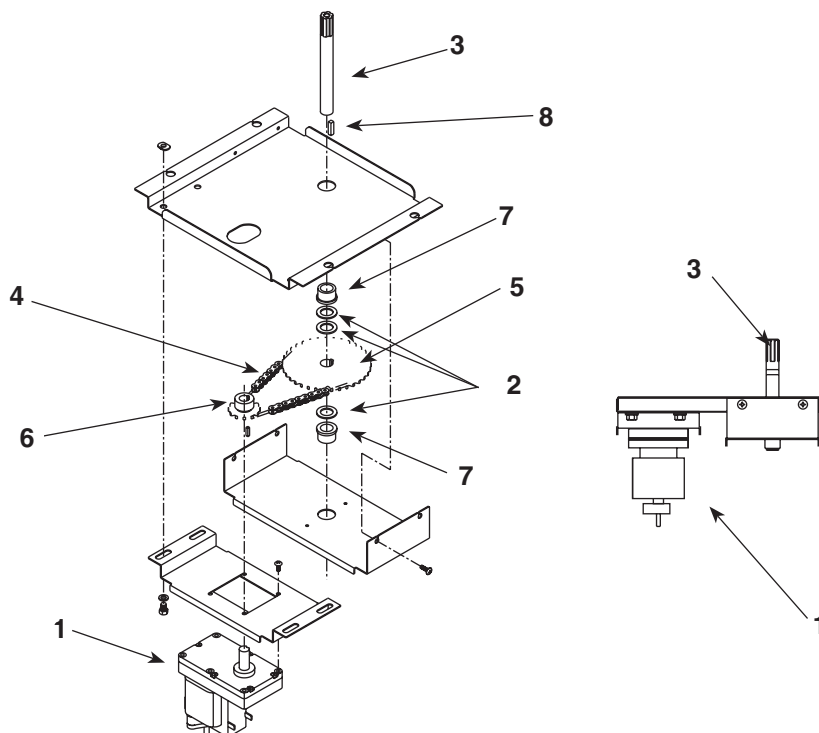
Reference	Description	Part #
1	Fastener, dispense chute bracket	502057
2	Cover, dispense chute (includes labels)	502681
3	Chute and funnel, ice	502689
4	Chute, water	502249
Not shown	Chute and funnel, ice, wall mount, no drain pan	00129908
Not shown	Chute, water, wall hung, no drain pan	00129155
5	Bracket, chute (includes fasteners 502057)	502247
6	Lens, sensor	502690
7	Splash panel, units with drain pan (includes 2 of 502690)	502695
Not shown	Splash panel, wall mount units w/o drain pan	502715
8	Solenoid assembly, water, 120V, 60Hz (includes. 502243, 502356, 502246, 502355, 502262)	502357
9	Bracket, water solenoid and lever	502355
10	Tube, water station	502356
11	Fitting, inlet, 1/8" MPT x 1/4" comp	502246
12	Fitting, outlet, 1/8" MPT x 3/8" comp	502262
13	Solenoid valve, water, 120V, 60Hz	502243
14	Sensor (includes 502690 and 203611)	00122978
15	Ty-rap, sensor mounting	203611
Not shown	Retrofit ice and water chute kit	01027994

Electrical box (front view) – SensorSAFE models

Reference	Description	Part #
1	Thermostat, bin level	500514
2	Switch, dispenser power	502209
2	Switch, ice machine bin signal	502209
3	Control board, SensorSAFE	502242
Not shown	Clean switch, SensorSAFE	502359
Not shown	Boot, clean switch	501841



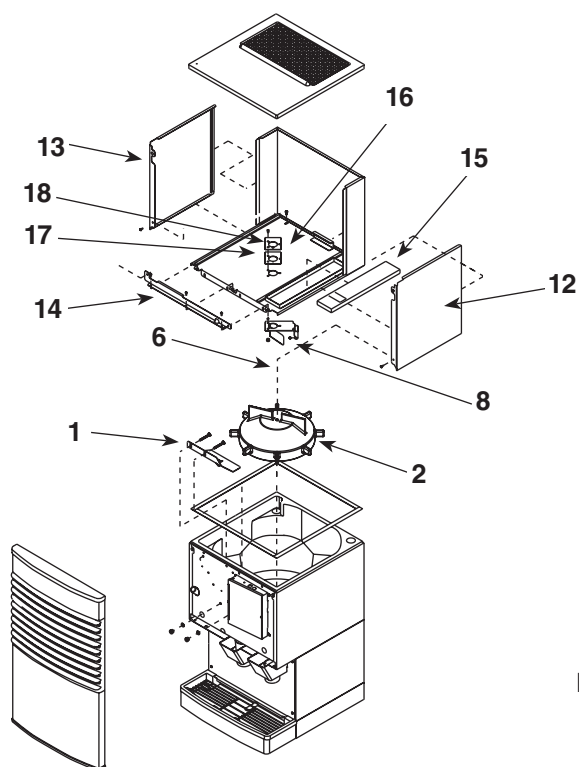
Wheel motor and drive system



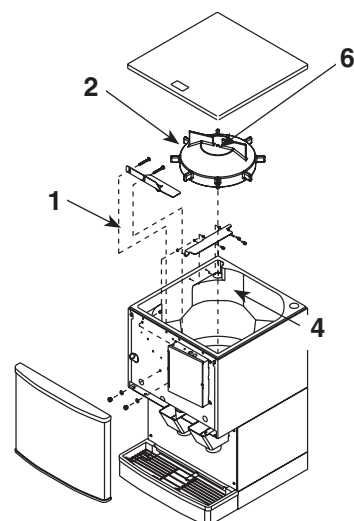
Reference	Description	Part #
1	Wheel motor, 120V, 60Hz	501861
2	Washer, thrust	501026
Not shown	Fan blade, wheel motor	501607
3	Drive shaft (includes key and stud)	501619
4	Chain, pitch 54, link	502691
5	Sprocket, drive shaft, 35T	502692
6	Sprocket, wheel motor, 10T	501019
7	Bearing, drive shaft	501024
Not shown	Connecting link, chain	500799
8	Key, drive shaft	500367
Parts 1-8 above	Dispenser drive assembly	502020

Hopper components

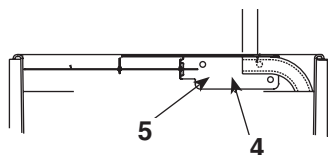
Top view – all top mounted units



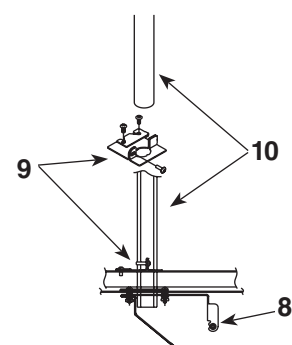
Top view – freestanding and RIDE units



Ice tube bracket – side view – freestanding & RIDE units



Ice tube bracket – side view – all top mounted units

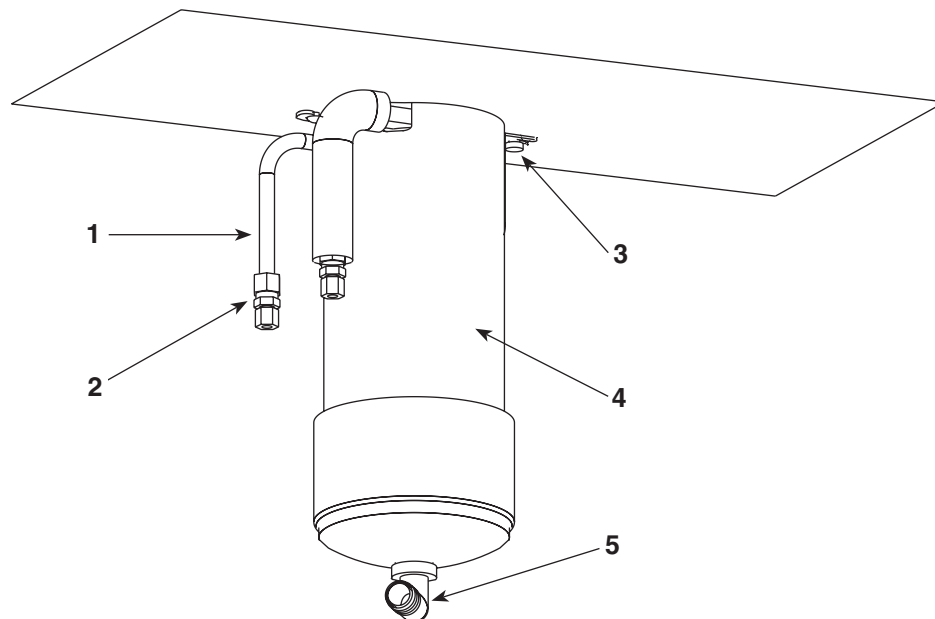


Reference	Description	Part #
1	Baffle, ice	501608
2	Wheel, dispense (includes 501612)	502821
4	Bracket, ice tube	502712
6	Rod, threaded (includes knurled nut)	501612
8	Ice deflector/cap tube bracket (units with top mounted ice machine)	501616
9	Bracket, ice tube entry (units with top mounted ice machine)	502698
10	Ice transport tube assembly (units with top mounted ice machines)	502697
11	Screws, knurled	501613
12	Side panel, RH	502721
13	Side panel, LH	502720
14	Bracket, ice machine hold-down	502713
15	Cover, hopper access	501917
16	Cover, hopper	502693
17	Gasket, ice entry	502824
18	Kit, ice tube entry, top mount (includes 502824)	00120279

Ice transport tubing

Reference	Description	Part #
Not shown	Ice transport tube (RIDE units) - 10 ft	502522
Not shown	Ice transport tube (RIDE units) - 20 ft	502523
Not shown	Ice transport tube insulation (RIDE units only) - sold by the foot	501176
Not shown	Ice transport tube assembly (50 FB units)	502328
Not shown	Ice transport tube assembly (25 FB units)	502329
Not shown	Ice transport tube assembly (top mount units)	502697

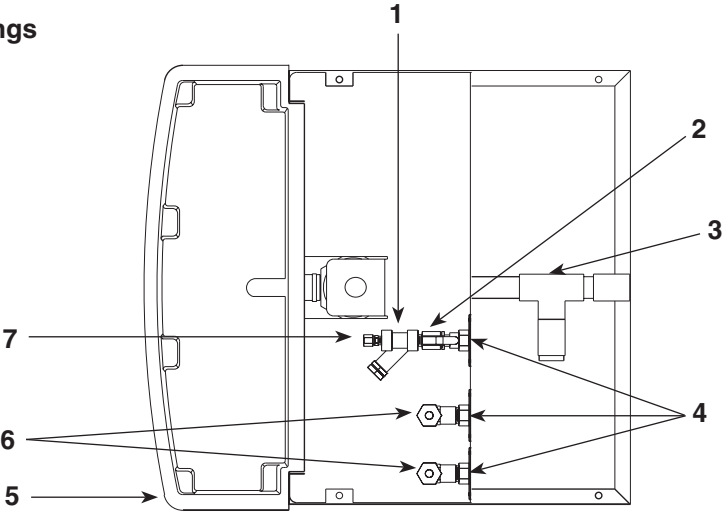
Chilled water components



Reference	Description	Part #
1	Coil, chilled water (includes two 502599)	502598
2	Fitting, water coil	502599
3	Brackets, chilled water canister, pair (includes screws)	502600
4	Canister, chilled water (includes 502600 and 502605)	502601
5	Elbow, drain	502605
Parts 1-5 above	Assembly, chilled water	502602
Not shown	Tee, drain line	502604

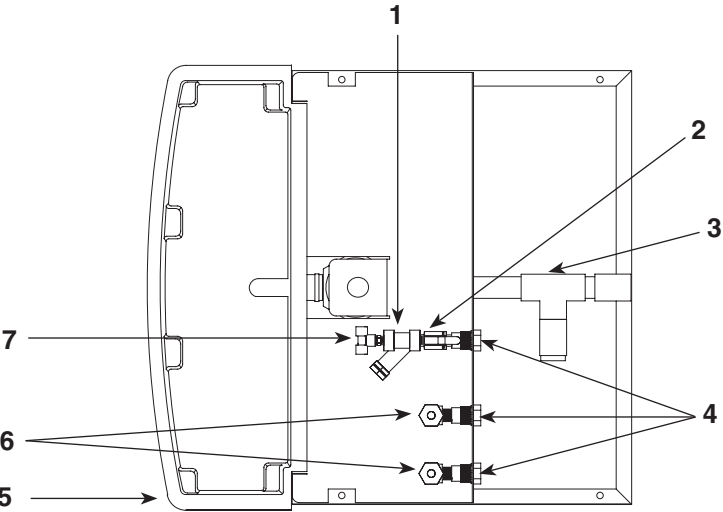
Countertop dispenser plumbing connections

Mounting plate fittings



Reference	Description	Part #
1	Strainer	00136663
2	Valve, water shut-off	502222
3	Drain tube assembly	502685
4	Fitting, water inlet with mounting plate	502100
5	Drain pan	502682
6	Elbow	502718
7	Tee, water inlet	502433

Bulkhead fittings



Reference	Description	Part #
1	Strainer	00136663
2	Valve, water shut-off	502222
3	Drain tube assembly	502685
4	Fitting, water inlet	00151134
5	Drain pan	502682
6	Elbow	00149674
7	Tee, water inlet	502433

Water treatment accessories for Symphony ice and water dispensers

Reference #	Description	Part #
Standard capacity filter system		
Not shown	Follett QC4-FL4S water filter system (includes FL4S primary cartridge and head, coarse pre-filter and head, pressure gauge, flushing valve; assembled and installed on mounting bracket), one per ice machine	00130229
Not shown	Follett FL4S primary replacement cartridge	00130245
Not shown	Water filter cartridge – primary, carton of 6	00954297
Not shown	Everpure coarse pre-filter cartridge	00130211
Not shown	Water pre-filter cartridge – pre-filter, carton of 12	00954305
High capacity filter system		
Not shown	High capacity water filter system (one per ice machine)	00978957
Not shown	High capacity water filter cartridge – primary, single	00978965
Not shown	High capacity water filter cartridge – primary, carton of 6	00978973
Not shown	Water pre-filter cartridge – pre-filter, single	00130211
Not shown	Water pre-filter cartridge – pre-filter, carton of 12	00954305
Carbonless high capacity filter system		
Not shown	Carbonless high capacity water filter system (one per ice machine) – Horizon and Maestro series ice machines	01050442
Not shown	Carbonless high capacity water filter cartridge – primary, single	01050426
Not shown	Carbonless high capacity water filter cartridge – primary, carton of 6	01050434
Not shown	Water pre-filter cartridge – pre-filter, single	00130211
Not shown	Water pre-filter cartridge – pre-filter, carton of 12	00954305
Other filtration		
Not shown	Claris hardness removal filtration system	00986059
Not shown	Replacement filter for Claris system	00985127
Not shown	Reverse osmosis system, 200 gallons per day	00986034
Not shown	Replacement reverse osmosis cartridge	00985085
Not shown	Replacement reverse osmosis pre-filter	00985077
Not shown	Cleaning plug for reverse osmosis system	00985119
Not shown	Cleaning cartridge for reverse osmosis system	00985101
Water pressure		
Not shown	Water pressure regulator (25 psi)	501781

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