This Frequently Asked Questions (FAQ) guide is designed to provide consumers with answers to common inquiries about our ice machine. Our aim is to assist you in understanding and utilizing our products through responses to frequently asked questions.

II. **Suggestion from Euhomy**

- Please **note：** If the temperature of your environment is too high, ice cubes cannot be kept in the machine for a long time. If you'd like to keep ice cubes for a long time, you'd better keep them in the freezer.
- Do not clean the ice maker with acidic substances like lemon juice or vinegar as they can corrode the evaporator and lead to a blue-green residue. Use a neutral, nickel-safe cleaner available on Amazon. If you must use an acid, unplug the machine, soak the tank for 30 minutes, and then drain. Always rinse with clean water. Regularly drain the ice maker to prevent scale and impurity buildup.
- Drain water once a day (pulling out the small hose on the right side of the water tank). Draining can not only ensure that the hardness of the water is not too high, but also ensure that impurities can be discharged well, and it is not easy to produce scale in the water tank.
- Keep ice machine upright for at least 24 hours before first using it.
- Make sure your home's electrical circuits are grounded.
- Clean machine （Including the water tank）before first use.
- Requires water supply and drain (gravity drainage).
- Have a water pipe outlet or floor drainage outlet.
- Read the user manual carefully before you install the machine.
- Clean the machine regularly according to usage.
- Not for outdoor use.

III. Frequently Asked Questions and Answers

1. ****Q: How often do I need to clean my ice maker?****

****A:**** Depending on how frequently you use it, it is recommended that you clean it at least once a week. Failure to clean the machine will cause scale accumulation, which will eventually block the pump and cause the product to stop working properly

2. ****Q: Why is my ice cube cloudy? ****

****A:**** It means that the water quality is turbid. It is recommended to use drinking water and distilled water. If your water quality problem is serious, it is recommended that you install a water filter kit.

3. ****Q:Can I put milk and juice into the water tank to make ice cubes?****

****A:**** We recommend that you do not do that. Our research has found that the high concentration of milk and beverages can easily block the pump and reduce the life span of the pump. At the same time, the protein in milk is prone to calcification, which chemically reacts with the PU water pipe inside the machine, which easily breaks it, making the product unable to continue working.

4. ****Q: Why does my ice cube melt easily?****

****A:**** Since the ice maker is not a refrigerator, it does not have a heat preservation function. The high ambient temperature in summer will accelerate the melting of ice cubes. You can close the lid of the machine to keep the internal temperature. Some customers also put electric fans on

the side of the machine to blow away the hot air surrounding the device, thus solving the problem. Feel free to try it yourself. However, if you are not using ice cubes for a long time, we recommend removing them from the ice basket and storing them in the refrigerator.

5. **Q: Why is my ice so thick and difficult to fall from the ice tray? What should I do?**

A: It may be that your ice making time is set for too long, or it may be that the temperature of your environment is very low. You can reduce the time to 0 or -6 by pressing the minus key on the touch panel.

6. **Q: Why does the ice cubes have a plastic smell?**

A: The ice cube itself has no taste. If you feel there is a plastic smell, try to clean the inside of the machine with lemon water, then run a few cycles, and finally rinse with distilled water.

7. **Q: Why is there noise in the operation of my machine?**

A: There is a faint sound when the machine is running. Closing the lid can reduce the noise. If the water pump makes a noise during use, it is recommended to turn off the machine first, and then turn on the machine after cleaning the filter in the water tank to observe whether or not the noise disappears.

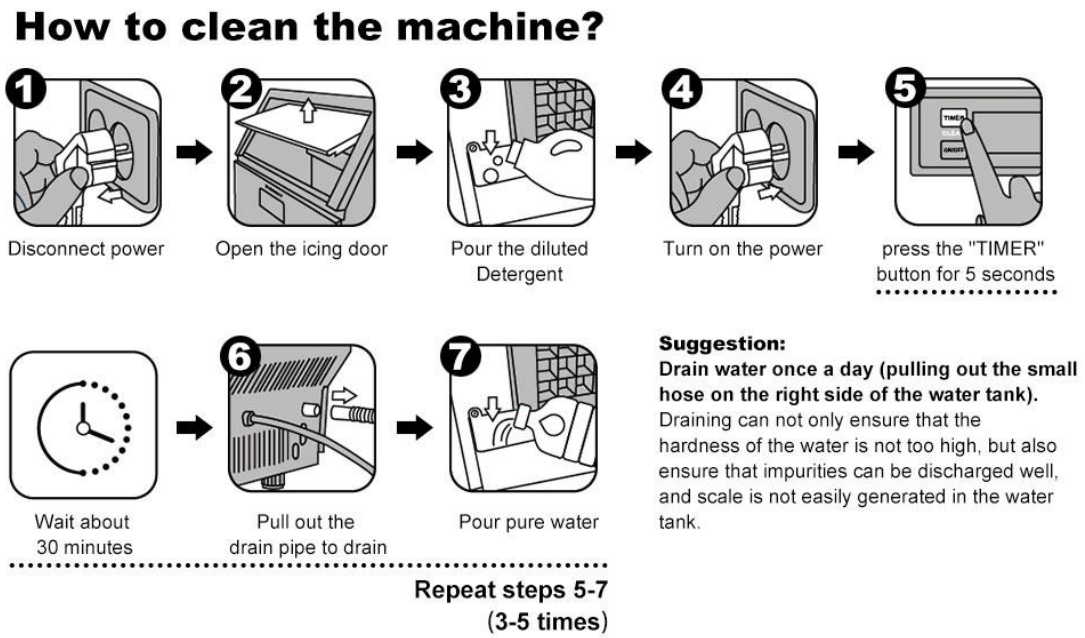
8. **Q: Why is water leaking from my machine?**

A: It may be that the PUA tube inside the machine fell off during transportation. You can remove the back cover of the machine and connect it by yourself. If you don't know how to operate, please contact the Euhomy team. We will give you a professional video to help you solve the problem.

9. **Q: Why is there water flowing but not making ice?**

A: Please provide a video or picture and send it to us. The Euhomy team will assist you.

10. **Q: How should I clean the machine?**



IV. Troubleshooting table

The following table help you to check your machine if it does not operate correctly.If you can not identify / remedy the problem,please email at support@euhomy.com.

Problem	Possible Cause	Solution
" indicator is on.	No water supply.	Check the main water supply pressure or check the water supply hose is blocked or not, adding the water pressure or cleaning the hose necessary.
	Floating ball of the water level detecting switch is blocked, can't be raised up.	Clean the water tank and the water level detecting switch.
	Water flows out from the water tank.	Place the unit on the level position, not on the slope.
	Water flows out from the water drainpipe of the water tank.	Pull out the pipe and install back to the slot of the water tank properly.
The unit start to enter the ice making process, but no water flowing in the unit, and the " " indicator flashes.	Water supplying hose breakdown, or water flows in very slowly.	Check the main water supply pressure or check the water supply hose is blocked or not, adding the water pressure or cleaning the hose necessary.
Water pump is working, but no water flow out from the water dividing pipe.	The little holes on the water dividing pipe is blocked.	Clean these little holes.
The transparency of the ice cube is not very good.	Water quality is bad.	Change the water supply, or use the water filter to soften or filter the water.
Ice cube shape is irregular.	Water quality is not good, or the water tank is very dirty.	Water supplying hose breakdown, or water flows in very slowly.
	The little holes on the water dividing pipe is some blocked.	The little holes on the water dividing pipe is blocked.
Ice cube is very thin.	Ambient temperature is too high.	Water quality is bad.
	Air circulation around the unit is not good.	Water quality is bad.
Ice cube is too thick.	Ambient temperature is too low.	Reduce the time of each ice making cycle.
" " indicator is on.	The ice storage bin is full of ice cubes.	Take out some ice cubes.
Ice making cycle is normal, but there is no ice cube produced.	The temperature of Ambient, or water in water tank is too high.	Move to the place with temperature lower than 90 Fahrenheit, centigrade, and change to the low temperature water.
	Refrigerant leakage.	Need the technical serviceman to maintain.
	Cooling system tube is clogged.	Needs a technical service person for maintenance.