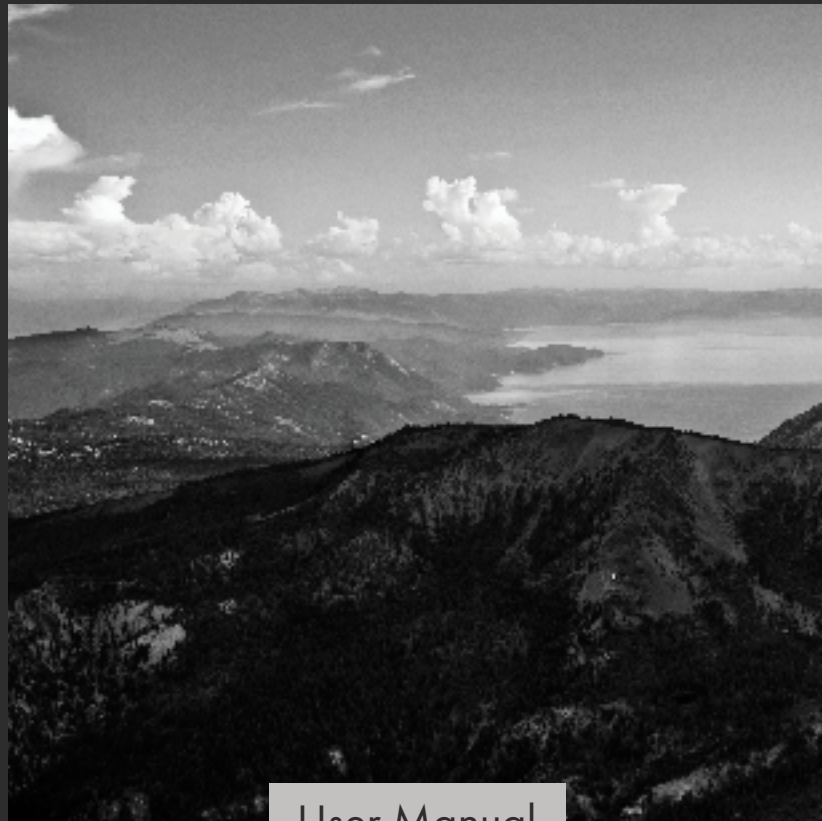


ZLINE

ATTAINABLE LUXURY[®]



User Manual

NUGGET ICE MAKERS INGD-ST-15 & INGDP-15 MODELS

zlinekitchen.com

ZLINE

ATTAINABLE LUXURY®

ZLINE Kitchen and Bath provides Attainable Luxury, where the kitchen and bath of your dreams is never out of reach. Through our unique designs and unparalleled quality, we're dedicated to providing you an elevated experience in the heart of your home. With an endless selection of features and finishes, our inspiration is your reality.



ZLINE is fueled by a passion for innovation—a relentless pursuit of bringing the highest end luxury designs and professional features into everyone's homes. Because we continually strive to improve our products, we may change specifications and designs without prior notice. Scan the QR code to view the most up-to-date version of the Installation Manual and User Manual.

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IMPORTANT SAFETY INFORMATION

GENERAL SAFETY

This ice maker's installation and user manuals contain important safety information. Failure to follow these instructions may result in death, fire, or electric shock.



WARNING:

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION:

Indicates a potentially hazardous situation which, if not avoided, may result in injury. It may also be used to indicate unsafe practices.



NOTICE:

Indicates a potentially hazardous situation which, if not avoided, may result in damage to the ice maker or the environment.

- Risk of fire/flammable materials.
- Keep ventilation openings in the ice maker enclosure or in the built-in structure clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process in this ice maker, other than those recommended by the manufacturer.
- Do not damage the ice maker's refrigerant circuit and sealed cooling system.
- Do not use electrical or mechanical ice makers inside the food storage compartments of the ice maker.
- At the end of its service life, dispose of the ice maker according to local regulations, due to the use of flammable blowing gas and refrigerant.
- When positioning the ice maker in its final location, ensure the electrical supply cord is not kinked or damaged.
- To avoid any hazards due to instability of the ice maker, adjust the height according to the instructions provided in this manual.
- Connect this ice maker only to a potable water supply.
- This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.
- Minimum/maximum inlet water pressure is 20-80 psi (0.138-0.55 MPa).
- This ice maker is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the ice maker by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the ice maker.
- Do not store explosive substances, such as aerosol cans with a flammable propellant, in or near this ice maker.
- The ice maker must be unplugged before carrying out any maintenance or if it will not be used for extended periods of time.
- The ice maker must be fully disconnected from electricity before installing accessories or when servicing the product.
- For ice maker doors or drawers fitted with locks and keys, the keys should be kept out of the reach of children and not in the vicinity of the ice maker in order to prevent children from being locked inside.

IMPORTANT SAFETY INFORMATION

- Do not attempt to disassemble or modify the ice maker. Unauthorized repairs will void the warranty. Do not damage the refrigerant circuit or the sealed cooling system. Maintenance of the ice maker must be conducted by a professional.
- These ice makers are CFC- and HFC-free and contain small quantities of propane (R290) or isobutane (R600a) (depending on model). Both of these refrigerants are environmentally friendly.
- Do not climb on or inside the appliance.
- Keep ventilation openings clear of obstruction at all times.

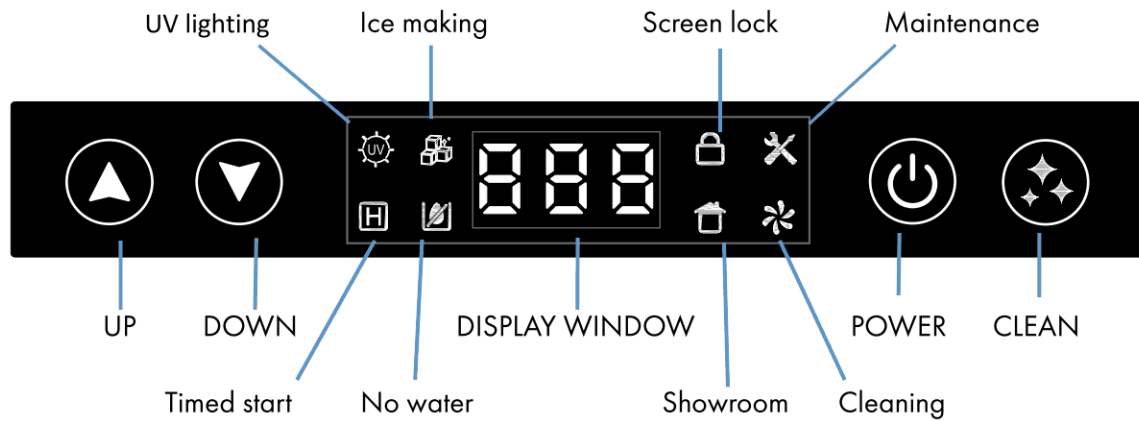
Flammable Materials and Gas Safety

- Do not store or use flammable liquids or spray products near the appliance.
- If a gas leak is suspected:
 - Turn off the gas supply immediately
 - Ventilate the area by opening windows and doors
 - Do not unplug or operate the appliance

OPERATION

CONTROLS

The control panel is located at the top of the cabinet. It includes a display window, 4 buttons, and 8 indicators.



Turn ON (🔘): Press **POWER** to turn **ON** the ice maker.

- The ice maker will automatically start making ice and display:
 - **ICE** during ice production
 - **FUL** when the bin is full of ice
- The ice production and UV symbols will illuminate when making ice.

Standby (🔘): Press and Hold **POWER** for 3 seconds to stop ice production and enter standby mode.

- The ice maker will be in standby and will display **OFF**.

OPERATION

OPERATING MODES

Timed Ice Making (🔌 ⬆️): When in Standby, press and hold POWER and CLEAN for over 3 seconds to toggle ON/OFF Timed Ice Making.

- Once toggled ON, press UP or DOWN to select between 1 to 12 hours for the timer. The setting will auto-save after 10 seconds, the window will display the countdown time in hours, and the timed ice-making symbol will illuminate.
 - For example, if you set the timer to 6 hours, the ice maker will wait 6 hours before starting the ice-making process.
- Pressing POWER will skip the countdown and immediately start ice production.

Sabbath Mode (⬆️ ⬆️): Press and hold UP and CLEAN for over 6 seconds to turn ON/OFF SABBATH MODE.

When in Sabbath Mode, the display, interior light, and any audible tone will be disabled.

Cleaning (🌀): When in Standby, press and hold CLEAN for over 3 seconds to turn ON/OFF the CLEANING CYCLE.

- Once started, the window will display **CLE** and the clean indicator will illuminate. The clean cycle will run for 25 minutes and then the unit will return to standby.
- This function can only be started from standby.

Showroom Mode (👁️ ⬆️): When in Standby, press and hold DOWN and CLEAN for over 6 seconds to toggle ON/OFF SHOWROOM MODE

- The Showroom indicator will illuminate.
- Showroom Mode allows you to display the ice maker without operation.

Control Lock (🔒 ⬆️): Press and hold POWER and CLEAN for over 6 seconds to LOCK/UNLOCK the controls.

The screen lock indicator will illuminate and the controls will be locked. Repeat this action to unlock the controls.

Factory Reset (🔄 🔌): Press and hold DOWN and POWER for over 6 seconds to reset all the settings to default.

OPERATION

PANEL NOTIFICATIONS

The control panel displays status codes to indicate operating conditions, alerts, and maintenance reminders.

System check	888	Displayed briefly at startup and indicates successful self-diagnosis.
Filling water	FL	The unit is filling with water and no action is required.
Ice production	IE	Ice is currently being made.
Ice bin is full	FUL	• Ice storage bin has reached capacity. • Ice production will stop automatically. • Remove ice to resume operation. • Unit will restart after approximately 3 minutes.
Door ajar alarm	dr	• Door has remained open for more than 5 minutes. • Display will flash and an audible alarm will sound. • To clear the alarm: ◦ Close the door, or ◦ Press any control button
Clean reminder	CLE	• Triggered after approximately 4 months of operation, or when TDS exceeds 450 ppm. • Display will flash as a reminder to run the cleaning cycle. • Required action: Run the CLEANING program to clear the alert.

OPERATION

OPERATION TIPS

Ice Quality and Production

Ice Freshness and Quality

Important

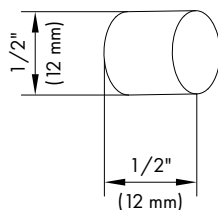
Discard the first batch of ice after installation. The unit is factory-tested and residual water may affect initial ice quality.

Ice Production

The ice maker will continue to produce ice until the storage bin is filled or the unit is turned off. Once the ice level drops below the fill indicator, the ice maker will continue to produce ice.

- If the appliance is not used regularly, empty the ice bin periodically to maintain freshness.
- Nugget ice is formed in layers and may:
 - Appear soft or wet immediately after production.
 - Develop a light surface frost when stored or placed in liquid.
 - These conditions are normal and do not affect performance.

Cube Size



Airflow and Ventilation

- Keep the air intake and exhaust areas clean and unobstructed.
- Remove dust, lint, and debris regularly to maintain proper airflow.
- In hard water conditions, more frequent cleaning may be required.
- Ensure any custom kick plate or grille includes adequate ventilation openings.

Water Supply

- Turn ON the water supply before starting the unit.
- Do not turn OFF the water supply while the ice maker is operating.

Safe Operation

- Do not touch the evaporator while the unit is operating.
- Keep the door closed during operation to:
 - Reduce ice melting
 - Maintain proper ice formation
- Open the door only when removing ice.

OPERATION

Operating Noise

- Your ice maker may produce sounds that are unfamiliar. These sounds are normal during operation and do not indicate a malfunction.
- Hard surfaces such as floors, walls, and cabinetry may amplify operating noise.
- Ensure the appliance is level. Adjust the leveling legs if necessary.
- Common Operating Sounds
 - Compressor Operation: A pulsating or high-pitched sound may occur during operation.
 - Water Movement
 - ▢ A splashing sound may be heard as water circulates from the evaporator to the reservoir.
 - ▢ Refrigerant Flow: A gurgling sound may occur at the end of a cycle as refrigerant moves through the system.
 - Fan Operation: Airflow noise may be heard as the condenser fan operates.
 - Ice Production: Ice dropping into the storage bin may produce clicking or clattering sounds.
 - Rattling Noise
 - ▢ May result from:
 - Water line vibration
 - Refrigerant movement
 - Objects placed on top of the appliance

CARE AND MAINTENANCE



NOTICE

- Failure to regularly clean and maintain your ice maker may result in component failures or damage, which will void your warranty.

General Maintenance

- Regular cleaning and maintenance are required to maintain performance and extend the life of the appliance.
- Perform maintenance every 3–12 months, depending on:
 - Usage frequency
 - Water quality
 - Operating environment
- Inspect all plumbing connections regularly to ensure there are no leaks.
- If the appliance will not be used for an extended period:
 - Disconnect the water supply line.
 - Do not store items in the ice bin other than ice.
- Non-food items may contaminate the bin or damage the liner.

CLEANING

Condenser Cleaning

- The condenser is located behind the front bottom grille.
- Periodically remove dust and debris using a vacuum.
- A dirty condenser may result in:
 - Reduced ice production
 - Increased energy consumption
 - System overheating



WARNING

- **WARNING:** Please note that the ice production following a cleaning cycle could produce excessive splashing and or uneven/irregular shaped ice cubes. This is normal and should correct after several harvests.
- **WARNING:** Do not use solvent-based or abrasive cleaners. Use a soft sponge and rinse the ice maker with clean water. Wipe the ice maker with a soft, clean towel to prevent water spotting.

Interior Cleaning

- When needed, clean the interior with mild soap and warm water.
- Do not use:
 - Abrasive or acidic cleaners
 - Sharp or pointed tools
 - Electrical heating devices for defrosting
- During defrosting or when the unit is turned OFF, leave the door slightly open to allow the interior to dry. This helps prevent mold and mildew formation.

CARE AND MAINTENANCE

Exterior Cleaning

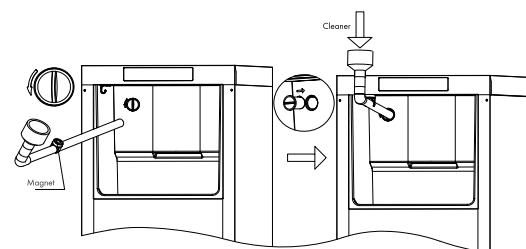
- Clean the cabinet and door using:
 - A mild detergent and warm water solution
 - Example: 1 oz (28 g) dish soap per 2 gallons (7.5 L) of water
- For stainless steel surfaces, use a soft cloth with mild detergent and warm water.
- Dry thoroughly to prevent streaking.
- Do not use abrasive cleaners or pads.

Cleaning and Descaling (☼):

- Minerals removed during the ice-making process will accumulate inside the water system over time.
- Regular cleaning is required to maintain performance and prevent damage.
- Cleaning frequency depends on:
 - Water hardness
 - Filtration effectiveness
 - Usage and environment
- Recommended Cleaning Interval:
 - Typical use: Every 3–6 months
 - Hard water (15–20 grains/gal): Clean more frequently

Cleaning Preparation

1. Turn off unit: Press and hold the power button for 3 seconds to turn the unit OFF.
2. Remove ice: Empty all ice from the storage bin.
3. Drain residual water: Allow the unit to sit for at least 4 minutes to complete draining.
4. Access Cleaning Port:
 - Locate the cleaning port knob at the upper-left interior of the cabinet.
 - Rotate the knob 90° counterclockwise and pull outward.
5. Install Cleaner Inlet Tube:
 - Insert the cleaner inlet tube into the inlet port.
 - Secure the tube using the built-in magnet.
6. Prepare Cleaning Solution:
 - Use a nickel-safe ice machine cleaner.
 - Total required volume: approximately 0.5 L
 - Follow the cleaner manufacturer's dilution instructions.
 - Do not add solution yet.
 - Always hold the cleaner inlet tube while adding cleaner.



CARE AND MAINTENANCE

Run Cleaning Cycle

1. Start Cleaning Mode:
 - Press and hold (⏻) for 3 seconds.
 - The display will show **CLE** and the clean indicator will illuminate.
2. Add cleaning solution: Add the prepared cleaning solution through the cleaner inlet tube once the cycle begins.
3. Allow Cycle to Complete:
 - The cleaning cycle runs for approximately 25 minutes.
 - The unit will automatically turn OFF when complete.
 - Manual Exit (Optional): To stop the cycle early, press and hold the CLEAN button for 3 seconds.

Restart and Flush

1. Restart unit: Press the power button to turn the unit ON.
2. Discard initial ice: Discard all ice produced during the first 60 minutes of operation.
3. The unit is now clean and ready for normal use.

Cleaning and Sanitizing the Ice Maker

1. Turn off the ice maker—press power on/off button.
2. Remove ice from bin:
 - Wait for ice to melt off the evaporator and leave the door open (approximately 30 to 60 minutes).
 - Remove remaining ice from the bin. Discard or store in a freezer until cleaning is complete.
3. Press CLEAN button for over 3 seconds to enter cleaning cycle - **CLE** will be displayed:
 - Pour 16.7 oz (0.5L) of nickel-safe ice maker cleaner through the cleaner inlet tube once the cycle begins. (more cleaner depending on scale and timing in between cleanings).
 - The ice maker will now run a cleaning cycle for 25 minutes.
 - If excessive scale has built up, a second cleaning cycle may be required.
4. After the cleaning cycle is complete, check to see if scale is visible on other parts in the interior of the ice maker. If so, move to step 5 or, if no visible scale, move to step 6.

CARE AND MAINTENANCE



WARNING

- Do not mix chlorine bleach with the ice maker cleaner or any other chemicals.
- 5. Dilute 1.0 oz. to 2.0 oz. (28.0 g to 56.0 g) of nickel-safe ice maker cleaner with 2.0 quarts (2.0 L) of warm water, then use a sponge or cloth to wipe the interior of the bin and back of the door.

For safety and effectiveness, use the solution immediately after dilution.

 - After wiping down is complete, dilute 1 tablespoon (15.0 ml) of chlorine bleach with 1.0 gallon (4.0 L) of warm water. This solution will remove the ice maker cleaner. Repeat the wipe down with this solution. (Be careful of using other cleaners to avoid possible chemical reactions.) For safety and maximum effectiveness, use the solution immediately after dilution.
 - Now using just water gently rinse the same parts. Again, **DO NOT TOUCH OR PUT WATER ON THE EVAPORATOR.**
- 6. Turn power on—press power on/off button. The ice maker will begin making ice.
- 7. Discard the first 2 harvests of ice, which will take around 60 minutes. Your ice maker is now clean and ready to make ice again.

PERIODS OF NON-USE

Power Failure

- Short-term power interruptions will not typically affect the appliance if the door remains closed.
- Minimize door openings during a power outage to help preserve ice.
- During a Power Outage:
 - The unit will stop producing ice while power is off.
 - Ice stored in the bin will gradually melt over time, which is normal.
- Extended Power Loss:
 - If power will be off for an extended period:
 - ▣ Turn the unit OFF.
 - ▣ Disconnect power.
 - ▣ Turn OFF the water supply.
 - ▣ Empty the ice bin.
 - ▣ Leave the door slightly open to prevent odor and moisture buildup.
- Additional Information:
 - During normal operation, the evaporator is the primary cooled component responsible for ice production.
 - A power interruption affects ice production only, not stored ice immediately.

CARE AND MAINTENANCE

Winterization



WARNING: **ELECTRICAL SHOCK HAZARD**

- **WARNING:** Always disconnect power at the source before working on the ice maker.



WARNING: **Freeze Damage and Contamination Risk**

- Failure to properly winterize the unit may result in component damage, water leakage, or unsanitary conditions.



NOTICE

- Approved antifreeze only:
 - Do not use automotive antifreeze.
 - Only non-toxic RV/Marine antifreeze intended for potable water systems is approved for this procedure.
- When winterization is required:
 - Perform this procedure if the unit will be exposed to temperatures of 40 °F (4 °C) or below.
 - This applies to outdoor or unconditioned installations.

Winterizing Preparation

- Remove all ice from the storage bin.
- Run the cleaning and sanitizing cycle to prevent mold and mildew.
- Turn OFF the main water supply.

Winterizing Procedure

- Disconnect Water Supply:
 - Disconnect the water line from the inlet valve.
- Drain Internal Water System:
 - Turn the unit ON briefly.
 - Allow the pump to push out remaining water.
- Purge Water Lines:
 - Use compressed air to blow out:
 - ▣ Water supply line.
 - ▣ Internal water circuit.
 - ▣ This step is critical to prevent freeze damage.
- Add approved antifreeze: Pour approximately 1/2 gallon of RV/marine antifreeze (propylene glycol) into the drain system via the ice bin.
- Shut Down Unit:
 - Turn the unit OFF and unplug it.
 - If the circuit is not needed, turn OFF power at the breaker.
- Storage Condition:
 - Ensure the interior is clean and dry before storage.
 - Leave the door slightly open to prevent odor, mold, or mildew buildup.

TROUBLESHOOTING

Extended Storage

Deep Cleaning and Storage Preparation

- Perform a thorough cleaning before extended non-use or seasonal storage to prevent debris buildup, moisture damage, and mold growth.
- Secure Power Cord:
 - Unplug the unit.
 - Bundle the power cord and secure it with a soft tie or cloth.
- Access unit (if required): Carefully move the appliance to access the rear and underside.
- Clean Front Toe Kick Area:
 - Remove the front toe kick.
 - Use a brush and vacuum to remove dust and debris from beneath the unit.
 - Clean the toe kick and reinstall.
- Clean Machine Compartment:
 - Remove the rear access panel.
 - Use a brush and vacuum to clean dust and debris from the machine compartment.
 - Clean the access panel and reinstall.
- Clean Interior and Exterior:
 - Thoroughly clean all interior and exterior surfaces.
 - Wipe dry with a clean cloth or paper towels.
 - Ensure all moisture is removed from the unit.
- Ventilate Interior:
 - Leave the door open a minimum of 2" (50 mm) to allow airflow.
 - This prevents mold and mildew formation.
- Covering the unit: Do not use airtight or moisture-trapping covers.
 - If protection is required, use a breathable synthetic cover.
 - Keep the door partially open during storage.
- Optional Storage Location: The unit may be stored indoors if desired, but this is not required.

Recommissioning the Unit

- Startup after storage: Perform the following steps before returning the appliance to normal operation after extended non-use or storage.
- Inspect Unit (If Stored Outdoors):
 - Inspect the appliance for dirt, debris, or obstructions.
 - Clean as necessary, especially if exposed to weather or pests.
- Reconnect Water Supply:
 - Connect the water supply line.
 - Turn ON the water supply and check all connections for leaks.
- Reconnect drain line: Reinstall the drain hose if it was removed.
- Restore Power:
 - Plug the unit into a grounded outlet.
 - Turn the appliance ON.
- Verify Drain Pump Operation:
 - Pour approximately 2 quarts (1.9 L) of water into the ice bin.
 - Confirm the drain pump activates and discharges water properly.
 - Inspect all hose connections for leaks.
- Clean and sanitize: Perform the cleaning and sanitizing procedure before use.
- Replace water filter: Install a new water filter.
- Start ice production: Press the power button to begin ice making.
- Discard initial ice: Discard all ice produced during the first 60 minutes of operation.

TROUBLESHOOTING

ERROR CODES	
ERROR CODE	ERROR DESCRIPTION
E1	Evaporator temperature sensor failure
E2	Condenser temperature sensor failure
E3	Ice full temperature sensor failure
E4	Ice harvest motor failure
E5	Low water alarm
E6	Long ice production alarm
E7	Ice maker has internal water leak
E8	Ice capacity sensor failure
E14	Connection fault between main board and display board
F11	No filter detected
F17	Filter replacement reminder
H16	High ambient temperature
DEF	Ice harvest motor failure
PUE	Drain pump failure

The ice maker will continue to operate when an E1 or E2 error occurs, with the RUN indicator flashing. However, the ice maker will not function if any other error codes are displayed.

TROUBLESHOOTING

COMMON PROBLEMS AND SOLUTIONS		
POSSIBLE FAULT	POSSIBLE CAUSE	POSSIBLE SOLUTION
Ice maker does not operate.	Unit is unplugged.	Ensure the power cord is securely plugged into a grounded outlet.
	Unit is turned off.	Verify the ice maker is powered ON and the controls are properly set.
	Ice storage bin is full.	Remove ice from the bin to resume ice production.
Compressor operates with an abnormal buzzing noise.	Supply voltage is below the recommended operating range.	Turn the unit OFF and do not restart until proper voltage has been restored.
Water does not enter the unit after startup (Possible error codes: E5 / F11).	Water supply line is not connected properly.	Verify the water supply line is securely connected and the water supply is turned ON.
	Water filter is missing or installed incorrectly.	Verify the water filter is properly installed.
	Water inlet valve malfunction.	Contact ZLINE Customer Service at 1-614-777-5004 for assistance.
Ice production is slow (Possible error code: HIG).	Condenser is dirty.	Clean the condenser and remove any dust or debris buildup.
	Airflow is obstructed.	Verify the front grille is unobstructed and ventilation openings are clear.
	Ambient or water temperature is too high.	Ensure the appliance is installed within the recommended ambient temperature range and away from heat sources.

WARRANTY

COMMON PROBLEMS AND SOLUTIONS		
POSSIBLE FAULT	POSSIBLE CAUSE	POSSIBLE SOLUTION
Water is leaking from the ice maker (Possible error codes: E5 / E7).	Condensation has formed on the door surface.	In certain humidity conditions, condensation on the door is normal. Minimize door openings or relocate the unit if excessive condensation occurs.
	Water supply connection is leaking.	Tighten the water supply fittings and inspect connections for leaks.
	Water filter is installed incorrectly.	Verify the water filter is properly installed and fully seated.
Ice is oversized or clumping together.	Water temperature or ambient temperature is too low.	Turn the unit OFF and allow the ice production cycle to reset. Restart the appliance after a brief shutdown period.
Ice production cycle starts, but no ice is produced.	Refrigerant leak or sealed system restriction.	Contact ZLINE Customer Service at 1-614-777-5004 for assistance.
	Water pressure is outside the recommended operating range.	Verify water pressure is properly set. Recommended operating pressure is 20-80 psi (0.138-0.55 MPa). Water pressure must not fall below 20 psi (0.14 MPa) or exceed 80 psi (0.55 MPa) static pressure.
Ice maker stops during operation.	Power supply has been interrupted or circuit breaker has tripped.	Verify the unit is connected to power and check the circuit breaker. Restore power if necessary.
	Ambient temperature is outside the recommended operating range.	Turn the unit OFF and allow the room temperature to return to the recommended operating range before restarting the appliance.
Mineral scale builds up quickly inside the ice maker.	Water has a high calcium or mineral content.	Install a water softening system or appropriate water filtration system ahead of the water inlet connection.
Ice has an unpleasant taste or odor.	Water filter requires replacement.	Replace the water filter as described in the "Installing the Water Filter" section of the Installation Manual. If the issue persists after replacing the filter and completing a full cleaning cycle, contact ZLINE Customer Service at 1-614-777-5004 for assistance.

WARRANTY

COVERAGE

ZLINE Kitchen and Bath ("ZLINE") ice makers have a two year parts and service warranty and a five year parts warranty on the ice maker's sealed cooling system.

ZLINE warranty periods begin from the original date of product delivery and solely cover the original purchaser of the product, delivered new and in its original carton. The limited warranty covers all parts and labor for necessary repairs if any part of the product, or the product itself, proves to be defective in materials or workmanship.

The product must be deemed serviceable via troubleshooting with the ZLINE Customer Experience team. All service on ZLINE products under warranty must be performed by ZLINE-approved and ZLINE-certified service providers unless otherwise specified by ZLINE. Service will be provided during normal business hours.

Products must be unobstructed and accessible to the service provider at the time of service. ZLINE's liability is limited to the original purchase price of the product. Additional injuries, losses, damages, or other inconveniences caused by product malfunction or defects in materials are not covered under the terms of this warranty.

TERMS

ZLINE warranties for Touchstone Ice Makers apply only to the original purchaser of the ZLINE product installed for residential or commercial use. Residential use is defined as a single-family, residential dwelling in a non-commercial setting. Commercial settings include, but are not limited to: schools, churches, hotels, restaurants, vacation rentals such as Airbnb, daycare centers, private clubs, fire stations, common areas in multi-family dwellings, nursing homes, food service locations, and institutional food service locations such as hospitals or correctional facilities.

This warranty is non-transferable and will not under any circumstance be extended based on the date of installation — the warranty period takes effect from the date of delivery and only covers the original purchaser. The warranty applies only to products installed in the contiguous United States and the District of Columbia.

Failure to secure certified warranty service per these terms will result in a forfeiture of the remaining warranty. Out-of-pocket payments will not be reimbursed unless prior approval is received from ZLINE and/or ZLINE-certified service contract partners. Unapproved out-of-pocket payments for service will not be reimbursed. All warranty procedures must be followed to maintain warranty coverage.

If a product qualifies within the service window provided under these warranty terms, and ZLINE is unable to repair the product or a defective part of the product after a reasonable number of attempts, ZLINE reserves the right to offer to replace the defective part or the product or provide the original purchaser a full refund of the purchase price of the product (not including installation, removal, or other charges that were not included in the original purchase price).

The original purchaser of the product must provide the original proof of purchase, including the purchase date, when filing a claim to obtain replacement parts, service, or refunds. Additionally, the original purchaser of the product must provide the serial number of the product when filing a claim to obtain replacement parts, service, or refunds.

WARRANTY

This warranty shall not apply to any ZLINE product in which the original factory serial number has been removed, altered, or cannot be readily determined for any reason. Further, ZLINE is not responsible for damage resulting from, but not limited to: shipment, delivery, or improper installation; negligence or improper maintenance, misuse, or abuse of the product; unauthorized alteration, modification, or tampering with the product; accident, fire, floods, pest infestations, pandemics, natural disasters, or any other unpreventable or unexplained acts of nature, commonly referred to as "acts of God"; flare-up fires or damages caused by improper electric supply, electrical line current, voltage, or power surges; and service to correct installation not in accordance with the instructions contained in ZLINE's product manuals and/or with local government codes.

In the event service is dispatched, and it is discovered that the reported issue is not covered under warranty based on the disclaimers above, the customer will be responsible for all service fees. Failure to pay these fees will result in the forfeiture of remaining warranty coverage.

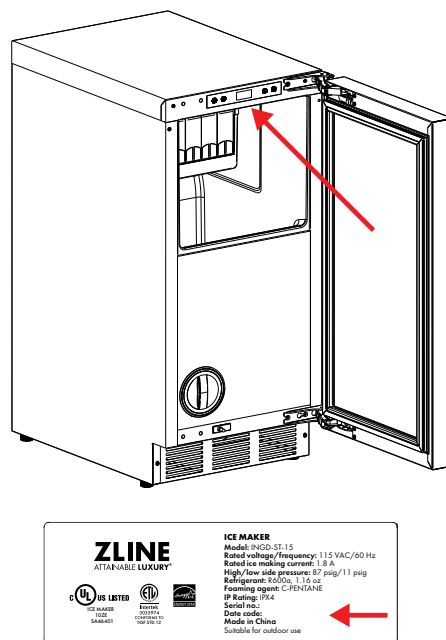
Information contained within ZLINE's installation and user manuals, in addition to product information included on ZLINE's website and all related digital listings, do not cover every possible condition and situation that may occur during the installation or operation of ZLINE products.

ZLINE reserves the right to make changes at any time to its products when considered safe, necessary, and useful. Always check the ZLINE website for the most up-to-date version of its product manuals: www.zlinekitchen.com/pages/manuals.

Do not install or operate any ZLINE product if it has missing or broken parts or if it arrives damaged due to shipping. If ZLINE products arrive damaged, contact ZLINE Customer Experience at 1-614-777-5004 for help. Failure to report a damaged ice maker prior to installation or operation may void the warranty.

ZLINE disclaims responsibility for damage or injury caused by improper installation or use of any of its products. ZLINE is under no obligation, by law or otherwise, to provide concessions, including repairs, prorates, rebates, discounts, or replacements, once the warranty has expired.

SERIAL NUMBER LOCATION



Please write down the model number and serial number of your ice maker. The model number and serial number are located on the rating label, which is underneath the control panel. Both numbers are needed to obtain warranty service. Do not remove permanently affixed labels, warnings, or plates from the product. This will void the warranty. You may also consider attaching your receipt or proof of purchase to this manual.

WARRANTY



Resources

Scan the QR code to view the most up-to-date version of our Installation Manual and User Manual.



Service

For warranty service, please contact our Customer Service team at 1-614-777-5004 or visit www.zlinekitchen.com/contact to utilize our online Customer Experience Portal.



Parts

Need to purchase a part or accessory for your ZLINE product? Visit www.zlineparts.com, ZLINE's official parts distribution partner.

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zlinekitchen.com

1-614-777-5004

contact@zlinekitchen.com

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