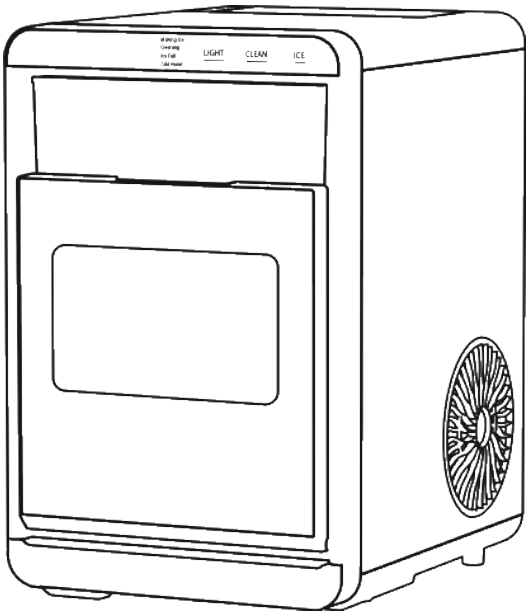
ipolo

Countertop Nugget Ice Maker



Sales Model	IP-44NB
Series Model	HZB-20EN

Quick Start & Care Guide

Made for the Moments That Matter.

Welcome

Thank you for choosing ipolo.
Your new ice maker is crafted to bring more comfort, convenience, and warmth to the moments that matter most — from daily hydration to family gatherings, quiet nights, and everything in between.

Our Vision & Mission

Our Vision

To bring love and warmth into every home.

Our Mission

To create products people truly love — reliable, thoughtful, and full of heart.

We believe small moments at home should feel effortless and filled with comfort. Thank you for trusting ipolo to be part of your everyday life.

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⚠ Important Safety Instructions

(Read Before Using This Appliance)

Your safety and the safety of others are very important.
This guide contains important safety messages.
Always read and follow all safety instructions.

This is the safety alert symbol. ⚠
It alerts you to potential hazards that can cause death or serious injury.

Safety Alert Levels

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

Indicates a hazardous situation which, if not avoided, may result in minor or moderate injury.

General Safety Warnings

⚠ WARNING

- Read all instructions before using this appliance.
- Do not operate this appliance with a damaged power cord or plug.
- This appliance is intended for indoor household use only.
- Keep children away from the appliance at all times.
- Do not allow children to operate or play with the appliance.

Electrical Safety

⚠ WARNING — Risk of Electric Shock

- This appliance must be connected to a properly grounded outlet.
- Do not remove or bypass the grounding prong.
- Do not use an adapter or ungrounded outlet.
- Do not run the power cord under carpeting or heat-insulating materials.
- Do not immerse the power cord, plug, or appliance in water.

If the power cord is damaged, it must be replaced by the manufacturer, authorized service agent, or similarly qualified personnel.

Installation & Placement Safet

⚠ WARNING

- Place the appliance on a stable, level surface.
- Maintain a minimum clearance of 6 inches (15 cm) on all sides for
- proper ventilation.
- Do not install or operate the appliance near heat sources or open flames.
- Do not block ventilation openings.

Flammable Refrigerant Safety

⚠ DANGER — Risk of Fire or Explosion

This appliance contains a flammable refrigerant (R600a).

- Do not puncture, crush, or damage refrigerant tubing.
- Do not use mechanical devices or sharp tools to defrost or clean internal components.
- Servicing shall be performed only by trained and authorized service personnel.
- Keep open flames and ignition sources away from the appliance.

⚠ CAUTION

- Dispose of the appliance in accordance with federal, state, and local regulations.
- Do not store flammable materials near the appliance.

Servicing & Repair

⚠ WARNING

- Do not attempt to repair or disassemble this appliance yourself.
- Replacement parts must be identical to original components.
- Improper service or use of non-approved parts may create a fire or explosion hazard.

Contact customer support for service assistance.

Handling & Transport

⚠ CAUTION

- Do not tilt or invert the appliance during operation.

- After transport or storage, allow the appliance to stand upright for at least 1 hour before plugging in.

Water Use Safety

⚠ CAUTION

- Use potable drinking water only.
- Use Soft Water to Protect Your Ice Maker
- Do not use any liquids other than water to make ice.

End of Life Disposal

⚠ WARNING

- This appliance must be disposed of in compliance with applicable regulations due to the presence of flammable refrigerant.

By following these instructions, you help reduce the risk of fire, electric shock, injury, or property damage.

Safety & Placement

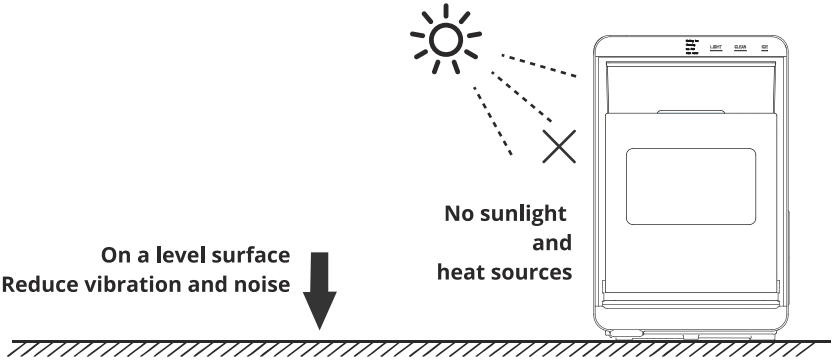
For everyday comfort and reliable performance, please follow these guidelines when using your ipolo ice maker.

Use Environment

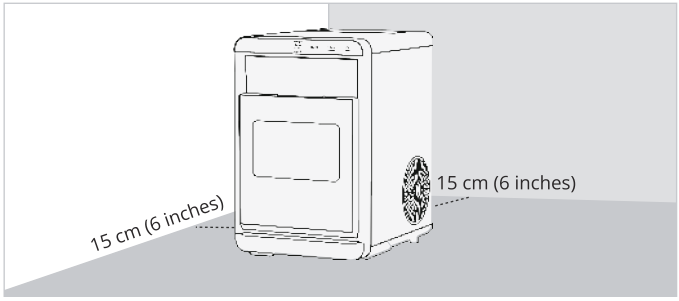
- Designed for indoor household use only
- Use in a dry, well-ventilated area
- Keep away from direct sunlight and heat sources
- Do not use outdoors or in damp locations

Placement

- Place the unit on a flat, stable, level surface



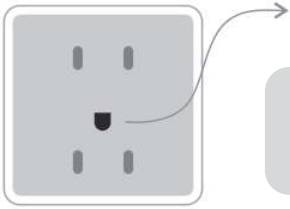
- Maintain at least 6 inches (15 cm) of clearance on all sides
- Ensure ventilation openings are not blocked



- Keep the unit upright during operation

Electrical Basics

- Plug into a properly grounded 110–120V / 60Hz outlet



DANGER!
Improper use of the plug may result in the risk ofelectric shock.

- Keep the power plug accessible at all times
- Do not use damaged cords or plugs
- Avoid using extension cords when possible

Before Powering On

- After transport or storage, allow the unit to stand upright for at least 1 hour
- Ensure the water drain plug is securely in place
- Confirm the water tank is correctly seated

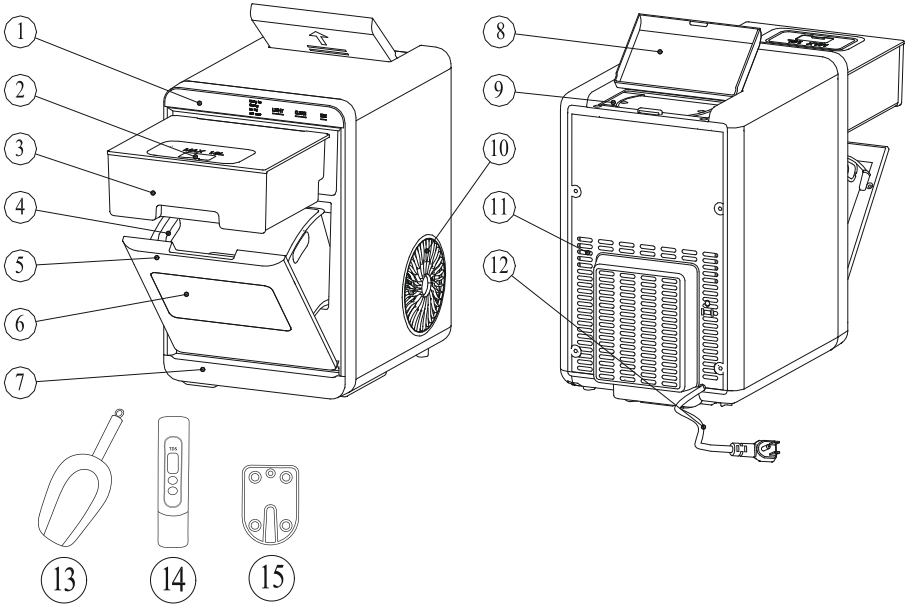
Daily Use Tips

- Use potable drinking water only
- For best results, use softened, filtered water
- Empty the ice basket regularly to allow continuous ice production

Following these steps helps ensure safe operation, consistent ice quality, and long-term performance.

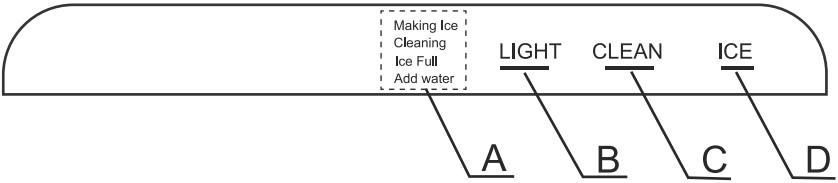
Meet Your Ice Maker

Get familiar with your ice maker at a glance.
Knowing each part helps ensure smooth operation and easy care.



❶ Control Panel
❷ Water Tank Lid
❸ Water tank
❹ Ice Basket
❺ Flip Door
❻ Viewing Window
❼ Drip Tray
❽ Secondary Water Tank Lid
❾ Secondary Water Tank
❿ Hot Air Outlet
⓫ Rear Panel
⓬ Power Cord
⓭ Ice Scoop
⓮ TDS Meter
⓯ Hook

Control Panel Overview



A. **Status Indicators** — Show ice making, cleaning, ice full, or add water status

B. **LIGHT** — Turn interior light on or off

C. **CLEAN** — Activate the cleaning cycle

D. **ICE** — Start or stop ice production

Helpful Tip

If the "Add Water" indicator remains on even when water is present, check that the water tank is fully seated in its correct position.

This completes the overview of your ice maker.
Next, we'll walk you through setup and first use.

Before First Use

A few simple steps before your first batch of ice will help ensure great taste, quiet operation, and long-term performance.

Water Quality — The Key to Better Ice

Water quality plays a big role in how your ice maker performs.

To keep your ice clean and your machine running smoothly :

- **Do not use unfiltered tap water or well water**

1. These water sources often contain minerals (calcium and magnesium) that can quickly create scale inside the machine
2. Scale buildup may affect ice taste, slow ice production, or trigger water level alerts

- **For best results, we recommend: Softened, filtered water**

1. Filters that reduce hardness (not simple carbon-only filters)
2. A target water quality of 50–150 ppm TDS

Using the right water helps protect your ice maker and keeps every batch tasting fresh.

What Water to Use (Quick Guide)

✓ Filtered water with hardness reduction

✓ Bottled purified water

✓ Reverse osmosis (RO) water

✗ Unfiltered tap water

✗ Well water

✗ High-mineral or alkaline water

First-Time Cleaning (Recommended)

Before making ice for the first time, a quick cleaning cycle helps remove any residues from manufacturing and shipping.

Steps

1. Make sure the drain plug is securely in place
2. Fill the water tank with softened, filtered water
3. Plug in the unit
4. Press the CLEAN button to start the cleaning cycle
5. When the cycle finishes, drain all water
6. Refill the tank with fresh filtered water

Your ice maker is now ready to use.

Getting Ready to Make Ice

After cleaning:

1. Fill the water tank (do not exceed the MAX line)
2. Ensure the water tank is fully seated
3. Close the lid securely
4. Press the ICE button to begin ice production

Ice will begin forming within minutes.

Important Notes for New Users

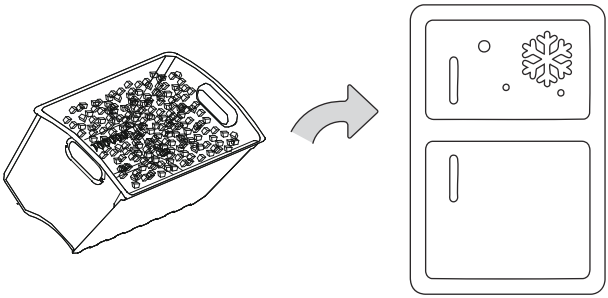
- The first batch of ice may be smaller or softer — this is normal
- Discard the first batch of ice after cleaning
- For best hygiene, replace water in the tank every 24 hours

A Friendly Reminder About Ice Storage

This ice maker produces fresh ice quickly, but it is not designed for freezer-level storage.

To keep ice for later use:

Simply transfer finished ice to your freezer



This helps maintain ice quality and prevents natural melting — so you always have ice ready when you need it.

Following these steps helps ensure your ipolo ice maker delivers fresh, clean ice from day one.

How to Use

Your ipolo ice maker is designed to be simple and intuitive.
Follow these steps for smooth, everyday ice production.

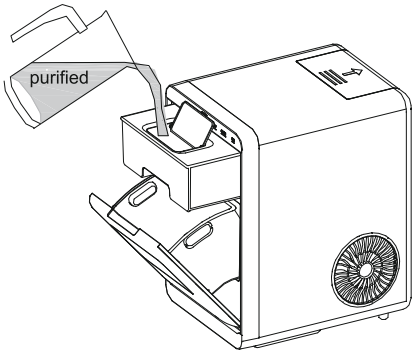
Making Ice

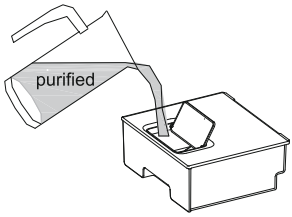
Making Ice

Step 1 — Fill the Water Tank

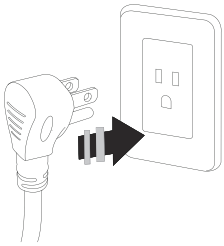
- Open the top lid
- Fill with softened, filtered water
- Do not exceed the MAX fill line
- Ensure the water tank is fully seated before closing the lid

Tip: If the tank is not seated correctly, the "Add Water" indicator may stay on.





Step 2 — Power On

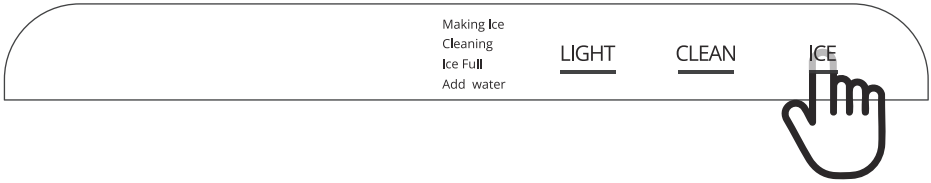


- Plug the unit into a grounded outlet
- The control panel will light up automatically

Step 3 — Start Ice Production

- Press the ICE button
- The ice-making indicator will turn on
- Ice production will begin within seconds

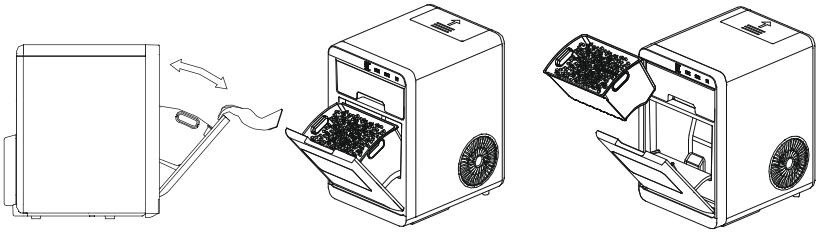
Press ICE again at any time to stop ice production.



Step 4 — Collect Ice

- When the Ice Full indicator lights up, ice production pauses automatically
- Open the flip door and use the included ice scoop
- Close the door gently after removing ice

Tip: Emptying the basket regularly helps maintain steady ice output.



Using the Control Panel

- **ICE** — Start or stop ice making
- **CLEAN** — Start a cleaning cycle
- **LIGHT** — Turn the interior light on or off
- **Status Indicators** — Show ice making, ice full, or add water alerts

Understanding Status Indicators

Making Ice

- The machine is actively producing ice

Cleaning

- The machine is actively running cleaning cycle

Ice Full

- The ice basket has reach ed capacity
  Remove ice to continue production

Add Water

- Water level is low or
- The water tank is not fully seated

Refill or reposition the tank, then press ICE to resume.

Helpful Tips for Best Results

- Replace water in the tank every 24 hours
- Use softened water to reduce scale buildup
- Keep ventilation areas clear during operation
- Operate in room temperatures below 90°F (32°C)

If Ice Production Slows

- Check water temperature (cool water works best)
- Confirm ventilation clearance
- Clean the unit if mineral buildup is suspected

Following these steps helps ensure quiet operation, consistent ice output, and great-tasting ice every day.

Cleaning & Care

Regular care keeps your ipolo ice maker running quietly, efficiently, and producing clean, great-tasting ice.

How Often to Clean

Quick Cleaning (Every 1–2 Weeks)

- Regular household use
- Normal ice taste and output

Deep Cleaning (Monthly or As Needed)

Perform a deep clean if you notice:

- Ice tastes unusual
- Ice production slows down
- The Add Water indicator stays on unexpectedly
- The machine makes unusual noises
- The unit has not been used for 30 days or more

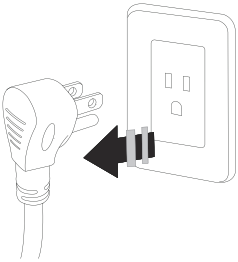
Quick Cleaning

Use this routine to maintain daily hygiene.

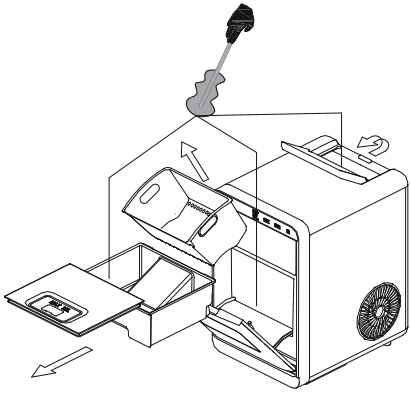
What You'll Need

- White vinegar
- Softened or purified water

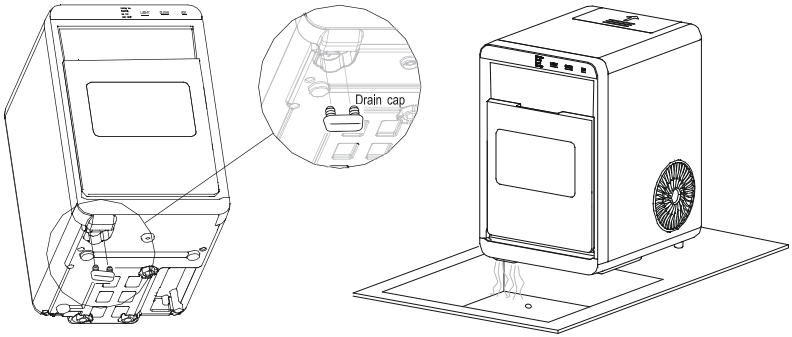
Steps



1. Unplug the unit



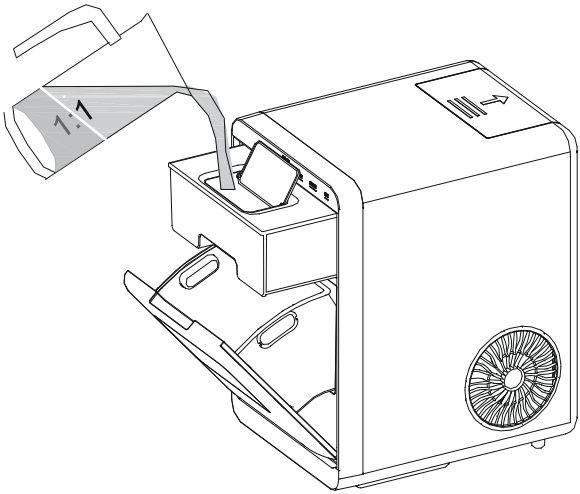
2. Clean the water reservoir and internal water tanks with a soft brush. (This step can be skipped.)



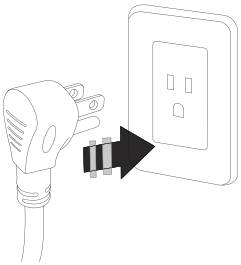
3. Take off the bottom drain cap and drain out the water to a sink. (This step can be skipped.)

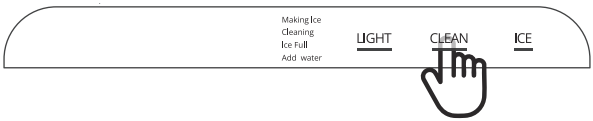
4. Refill the water tank with equal parts white vinegar and water.

5. Pour the solution into the water reservoir (1.8 L at most).

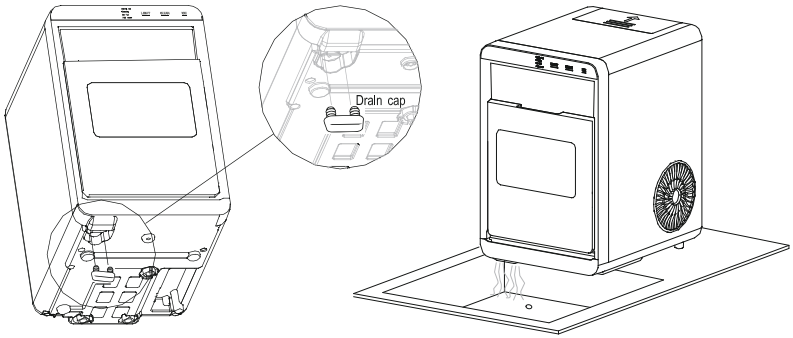


6. Plug in the nugget ice maker, press the "CLEAN" button to initiate the self-cleaning process (20 minutes).

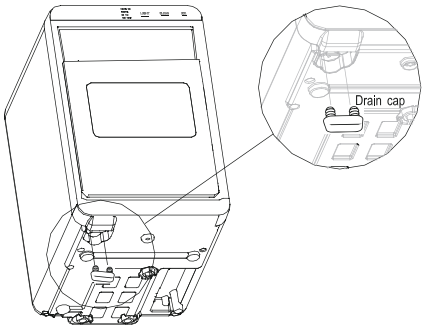




7. When the "cleaning" indicator lights off, take off the drain cap and drain out the water to a sink.



8. Repeat the step 5 to 7 with fresh water for two more cycles to rinse the inside.
9. Make sure the drain cap is securely in place.



Deep Cleaning (Scale Removal)

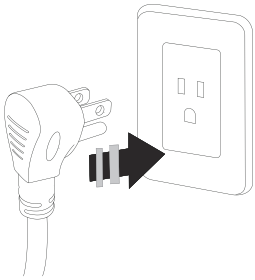
Mineral scale from hard water can build up inside the machine over time. Deep cleaning removes scale and restores performance.

What You'll Need

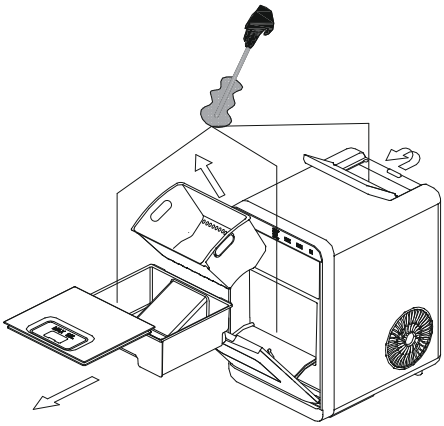
- White vinegar
- Softened or purified water

Steps

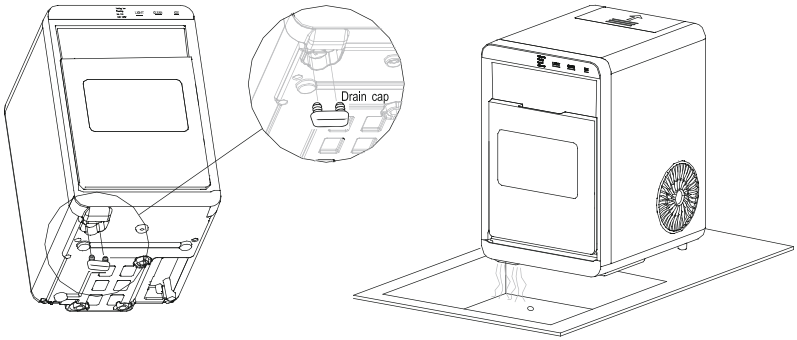
1. Unplug the unit



2. Clean the water reservoir and internal water tanks with a soft brush. (This step can be skipped.)

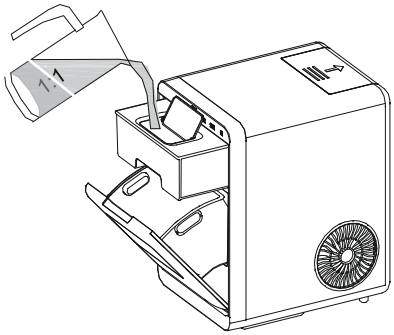


3. Take off the bottom drain cap and drain out the water to a sink.
(This step can be skipped.)

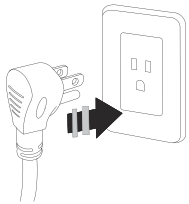


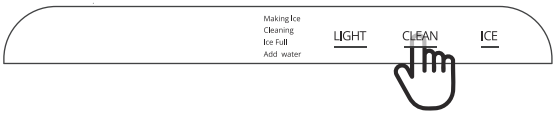
4. Refill the water tank with equal parts white vinegar and water.
For more severe cases, use pure white vinegar.

5. Pour the solution into the water reservoir (1.8 L at most).

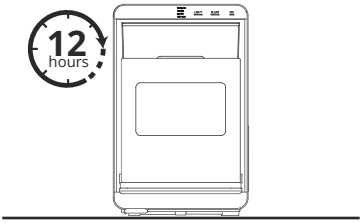


6. Plug in the nugget ice maker, press the "CLEAN" button to initiate the self-cleaning process (20 minutes).

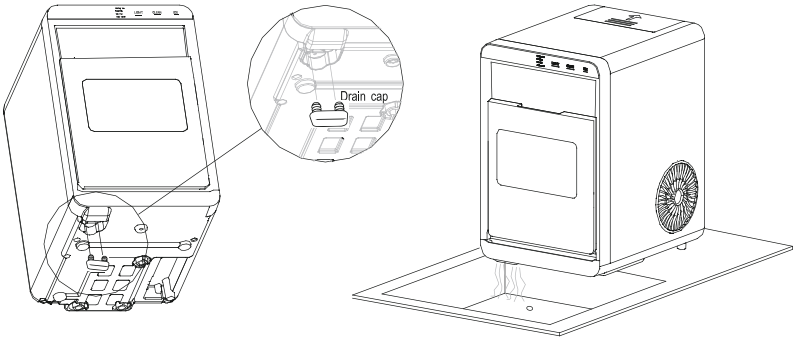




7. When the cycle finishes, do not drain immediately, let the solution sit inside the machine for 12 hours

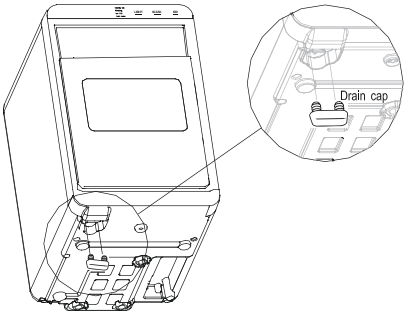


8. When the "cleaning" indicator lights off, take off the drain cap and drain out the water to a sink completely.



9. Repeat the step 5 to 8 (skip step 7) with fresh water for two or more cycles to rinse away vinegar residue.

10. Make sure the drain cap is securely in place.



After Cleaning

- Discard the first batch of ice
- Replace water in the tank every 24 hours
- Resume normal ice production

Exterior Care

- Wipe exterior surfaces with a soft, damp cloth
- Do not use abrasive cleaners or solvents
- Keep ventilation areas free of dust and obstruction

Long-Term Storage

If the ice maker will not be used for an extended period:

1. Turn off and unplug the unit
2. Drain all water completely
3. Dry the interior thoroughly
4. Store in a clean, dry place

Important Care Notes

- Recommend using white vinegar for safe cleaning
- Do not use mechanical tools to remove ice or scale
- Do not open internal components
- Always unplug before cleaning

Regular cleaning helps protect your ice maker, maintain ice quality, and prolong the machine's lifespan.

Troubleshooting

Problems	Possible Causes	What to Do
"Add Water" indicator lights up	There is no water in the water tank. (Lack of Water)	Stop the ice maker, fill water, and press" ICE" button again to restart the unit.
	Water tank is not in place.	Push the water tank forward till it in position,and press " ICE" button again to restart the unit.
"Ice Full" indicator lights up or flash	There is too much ice.	Suggest you to obtain the ice-cube.
	(No ice cube inside).	Verify by a qualified technician.
"Making Ice" indicator lights flash	The system is under repair	It will automatically resume work. When this problem occurs frequently, please clean the machine carefully.
"Ice" indicator lights and "Making Ice" indicator flash	Ambient temperature or water temperature in inner tank is too high.	Please run the ice maker below 90°F (32°C) ambient and pour colder water into tank.
	Refrigerant liquid leakage.	Press the ICE button twice, restart ice making program,if this problem show up again, verify by a qualified technician.
	Cover motor is broken	
	Pipe in the cooling system is blocked.	
Ice Production Is Slow	Hot Air outlet has been blocked by something.	Hot Air outlet must be guaranteed to have more than 6 inch(15 CM) of ventilation distance.
	Water temperature in inner tank is too high.	Water temperature requirement between 7℃-32℃
	Refrigeration system malfunctions.	Verify by a qualified technician.
Water leakage	Drain plug not in place	Put the drain plug in place.
	Pipe Joint in the appliance may Loose	Verify by a qualified technician.
	The seal has reached service life	Verify by a qualified technician.

Ice Maker Does Not Start	Unit is not plugged in	Plug the unit into a grounded outlet
	Power outlet is not functioning	Test the outlet with another appliance
	Water tank is not properly seated	Remove and reinsert the water tank until it sits fully in place
Ice Tastes Unusual	Minerals or impurities in the water	Replace water with softened, filtered water
	Water has been sitting in the tank too long	Change water every 24 hours
	Cleaning solution residue	Run 1–2 rinse cycles with fresh water and discard the first batch of ice
Unusual Noise During Operation	Unit is not level	Place the unit on a flat, stable surface
	Ice basket is not positioned correctly	Reposition the ice basket
	Mineral buildup	Mineral buildup Perform a Deep Cleaning cycle

When to Contact Support

Please contact customer support through order detail page if:

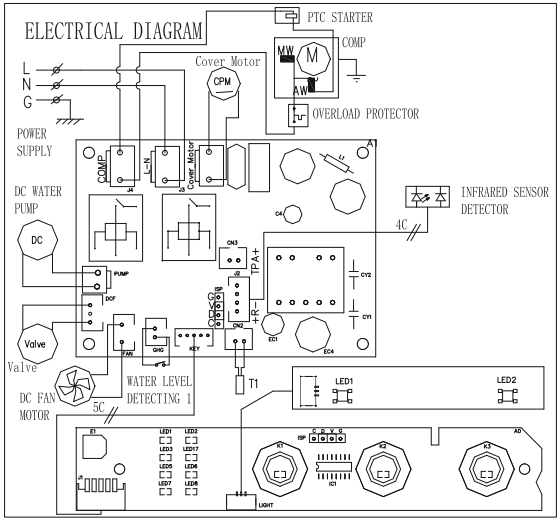
- The issue continues after following the steps above
- The unit does not respond to the control panel
- You notice damage to the power cord or plug

Technical Parameters & Circuit Diagram

This section provides technical specifications and warranty details for your ipolo ice maker.

Technical Specifications	
Test / Series Model	**HZB-20EN**
Sales Model	**IP-44NB**
Protection Type	I
Power Supply	115V/60Hz
Ice Making Current	2.7A
Refrigerant	R600a, 0.74 oz (21 g)
Net Weight	10.9 kg (24 lb)
Vesicant	C_5H_{10}
Dimension (W x D x H)	Approx. 9.4 × 13.6 × 14.8 in (240 × 345 × 376 mm)

Circuit Diagram



Normal Operating Conditions

For best performance:

- Room temperature below 90°F (32°C)
- Adequate ventilation on all sides
- Use of softened, filtered water

Operating outside these conditions may affect ice production speed.

Disposal Information

This appliance contains a flammable refrigerant and must be disposed of in accordance with federal, state, and local regulations.

- Do not dispose of with household waste
- Contact local recycling or disposal authorities for guidance

Warranty Information

This appliance is marketed under the Sales Model IP-44NB.
Certified under Model (Test / Series Model): HZB-20EN.

Limited Warranty

ipolo provides a 1-year limited warranty starting from the date of original purchase.

This warranty covers:

- Defects in materials
- Defects in workmanship under normal household use

What Is Not Covered

This warranty does not cover:

- Normal wear and tear
- Damage caused by misuse or improper operation
- Use of non-approved accessories or cleaning agents
- Damage caused by failure to follow this guide
- Damage from unauthorized repairs or disassembly

How to Obtain Warranty Service

To request warranty service:

1. Keep your original proof of purchase
2. Contact customer support
3. Provide the model number and a brief description of the issue

Our support team will guide you through the next steps.

A Note from ipolo

We design every product with care and responsibility.

If something doesn't feel right, we're here to help — with real people, clear answers, and thoughtful support.

Thank you for choosing ipolo.