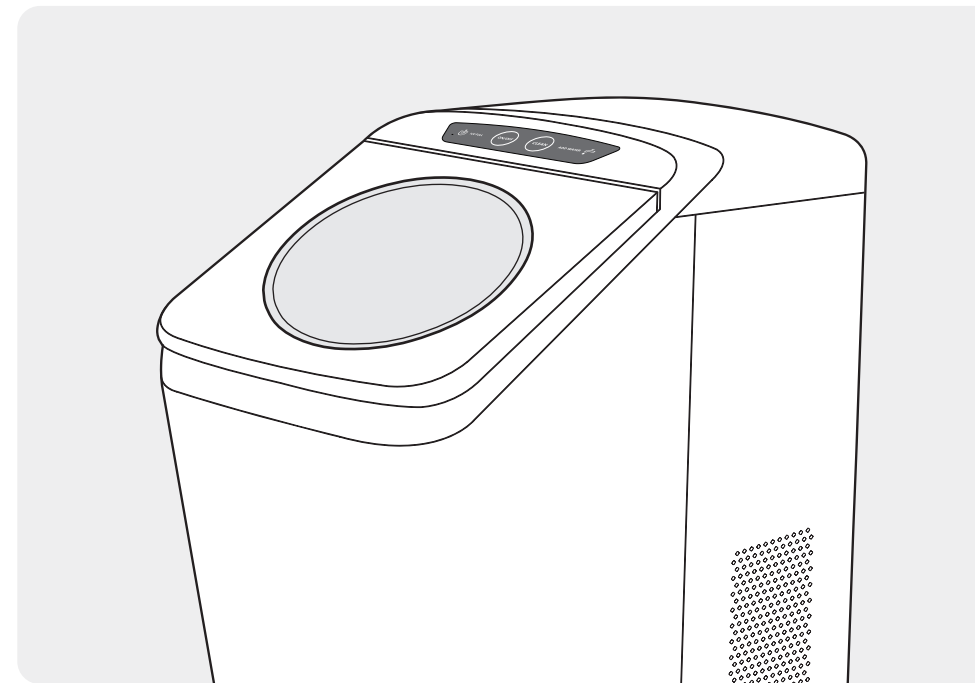


# THEREYE

# ICE MAKER

## ER-IM03



**Questions or Concerns?**  
[support@thereyehome.com](mailto:support@thereyehome.com)

Manufacturer: Shenzhen Guiyang Network Technology Co., Ltd  
Address: 1404K3, East Block, Shengtang Commercial Building,  
Futian District, Shenzhen, China



**Intertek**  
4008051  
Made In China

**User Manual**

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# IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE  
When using an electrical appliance, especially when children are present, basic safety precautions should always be followed, including the following:

## INTENDED USE

- This appliance 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 the use of the appliance by person responsible for their safety.
- Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance. Cleaning and user maintenance shall not be done by children unless they are older than 8 and supervised.
- Use the appliance only for intended household purposes as described in this User Manual.

## ELECTRICITY SAFETY

- This appliance must be provided with correct voltage via a professionally installed power socket. Make sure the voltage indicated on the label of the appliance is the same as your local supply.
- DO NOT operate the appliance with a damaged cord or plug or if the product malfunctions, is dropped or damaged in any manner.
- Always plug the appliance directly into a wall outlet / receptacle. Never use with an extension cord or relocatable power tap (outlet / power strip).
- DO NOT let cord hang over edge of table or counter, or touch hot surfaces.

## RELATED TO USE

- Always make sure to place the Ice Maker on a flat, level surface before operation.
- DO NOT use any other liquid to make ice other than water.
- DO NOT use mechanical devices to defrost.

Always unplug the appliance before cleaning, making any repairs or servicing, or whenever not in use.

- DO NOT attempt to disassemble, repair, modify or replace any part of your product. All servicing should be performed by qualified personnel only.
- DO NOT tip the appliance over. If it is stored tipped over, please set upright for at least 2 hours before plugging it in.
- If the appliance is stored in a cold environment, wait at least 3 hours for the appliance to warm to room temperature before plugging it in.

## FOR HOUSEHOLD USE ONLY SAVE THESE INSTRUCTIONS

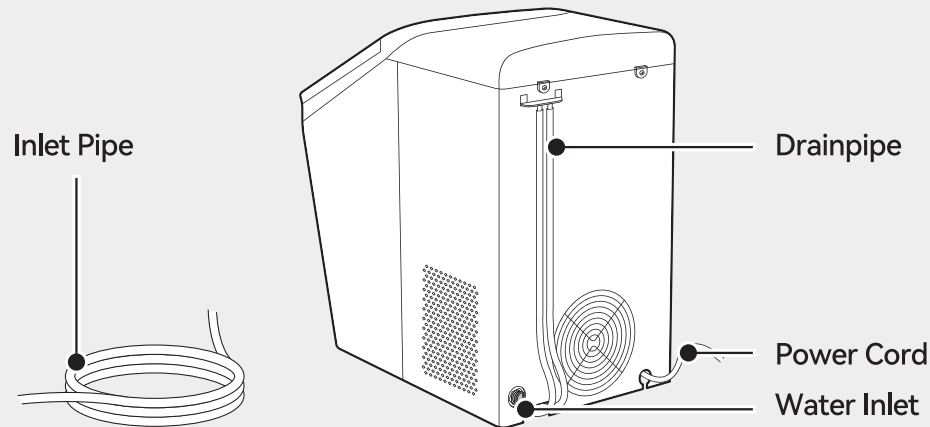
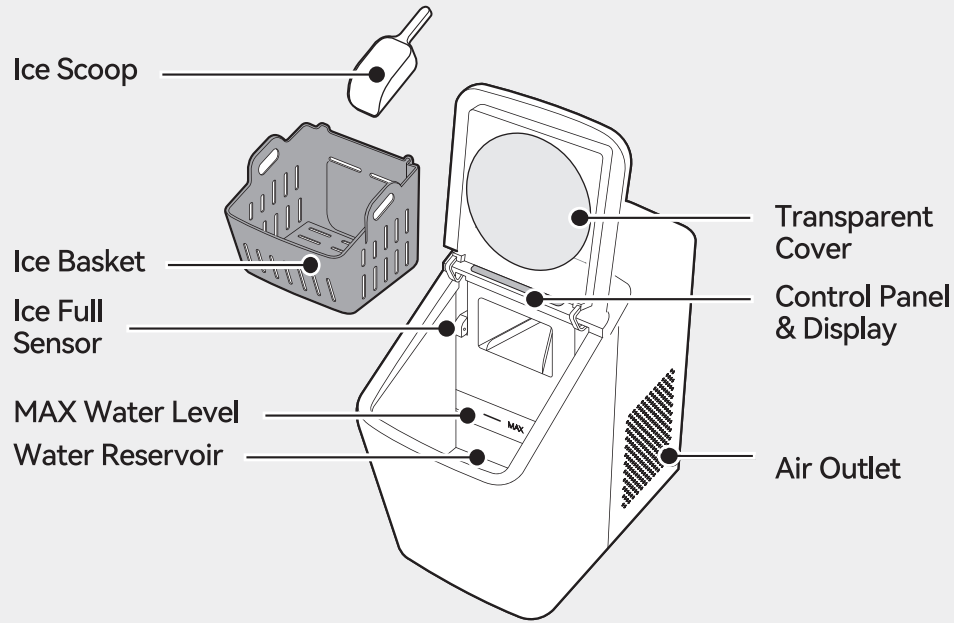
### Specifications

Model	ER-IM03
Voltage	120V~60Hz
Rated Power	170 W
Daily Capacity	30lbs./13.6kg (ambient temperature 73°F, water temperature 59°F)
Ice Basket Capacity	3.3lbs./1.5kg
Water Reservoir Capacity	2.7L

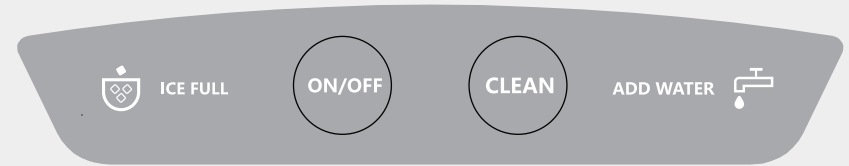
# EXPLORING YOUR ICE MAKER



This unit may have been tilted or placed upside down during transportation. Please set it upright for at least 2 hours before initial use to allow the refrigerant fluid to settle.



## Control Panel & Display



**Start/Stop**  
Press to start (solid on) or stop (flashing) making ice



**Self Clean**  
Hold for 3s to start or stop self-cleaning.



**Ice Basket Full**  
Remove the ice in time.



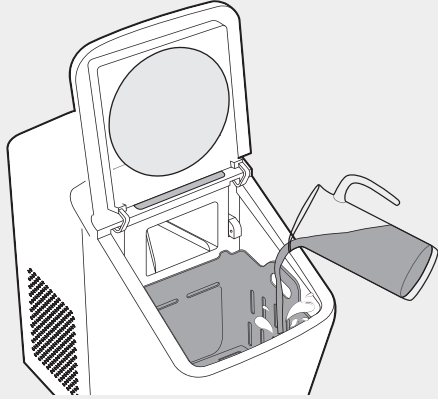
**Low Water in Reservoir**  
Add water up to the Max line.

# USING YOUR ICE MAKER

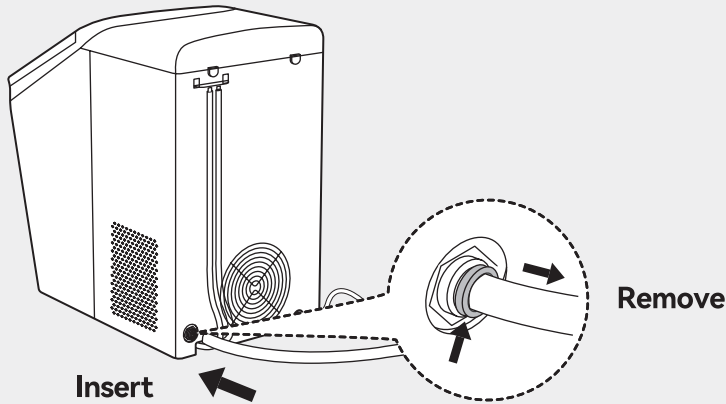


- Make sure the drainpipe plugs are firmly inserted before use.
- To avoid overflow of water, do not add water manually when the ice maker is already connected to the water supply system.

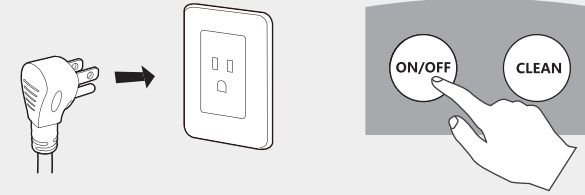
## Two Ways to Add Water



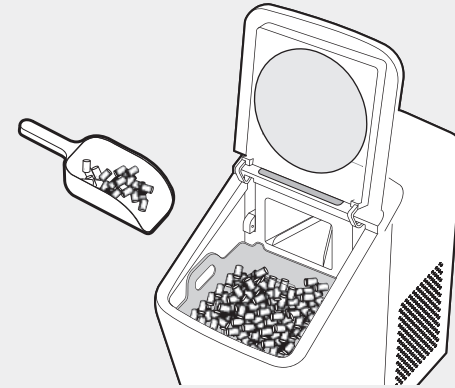
1. **Add manually:** Fill the reservoir with clean potable water (up to MAX line). Suggested water temperature: 40~ 82°F.



2. **Or add automatically:** Insert the hose into the water inlet, then connect the other end with water supply system. A 1/4" connector may be required. To remove, hold against the gray ring and pull out.



3. Plug into an electrical outlet, then press ON/OFF button to start ice making cycle (ON/OFF stays solid on).



4. Once completed, remove the ice cubes with scoop.

## Tips & Tricks

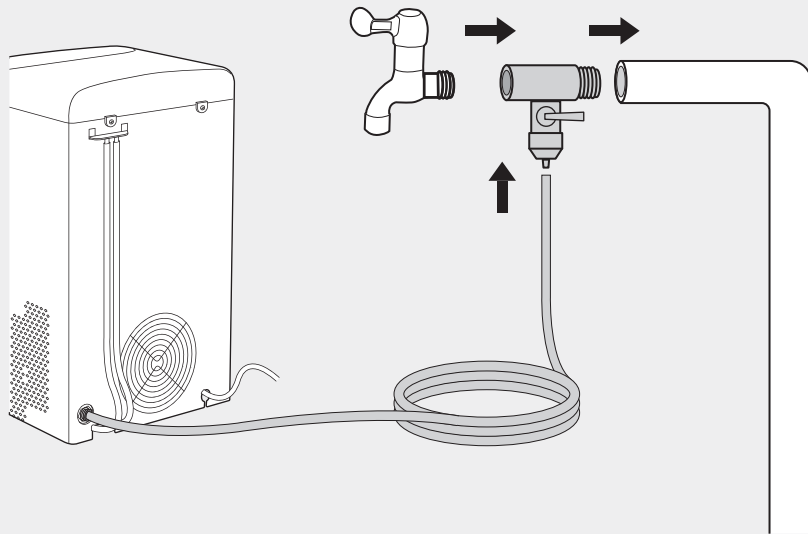
- **Choose Your Location Wisely.** Place the ice maker upright on a flat, level surface with at least 3 inches of clearance on the sides and back.
- **Keep Your Water Clean.** Carry out self-cleaning or remove scale/mineral build-up periodically as instructed to avoid any scale build-up or germ growth.
- **Store What's Made.** The ice basket is not refrigerated and the ice will melt if not used. Please put the ice cubes in use or store in freezer once made.
- **Suggested ambient temperature:** 50~ 90°F. **Suggested water temperature:** 40~ 82°F.

# Automatic Water Adding

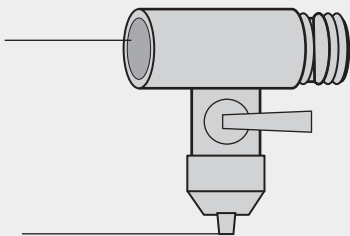


- To add water automatically, connect the included hose to the water supply system as instructed below. An adapter may be required as per the type of water supply system in your home.

## Connection Type 1



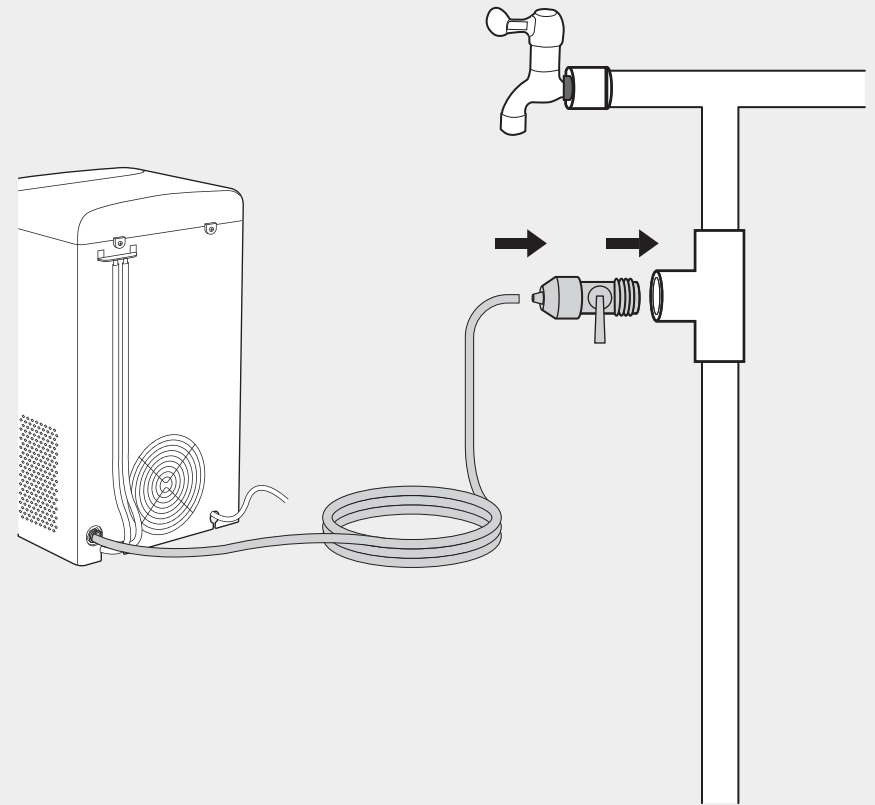
Connect to the water tap



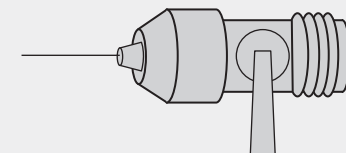
Connect to the water supply

**1/4" Connector**  
Connect to the included hose

## Connection Type 2



**1/4" Connector**  
Connect to the included hose

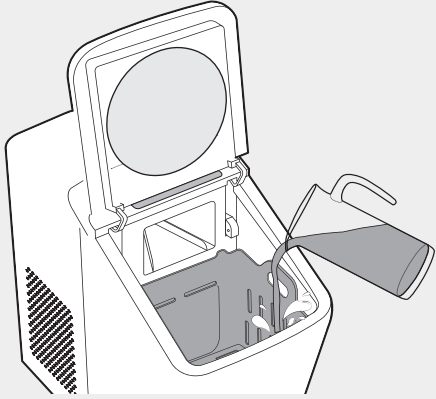


Connect to the water supply

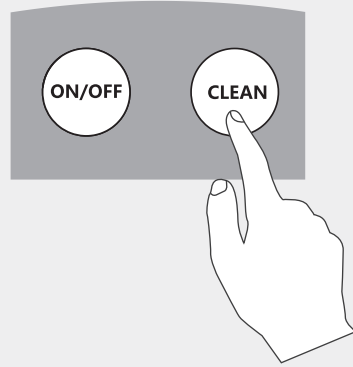
# CARE AND CLEANING

## Self-cleaning

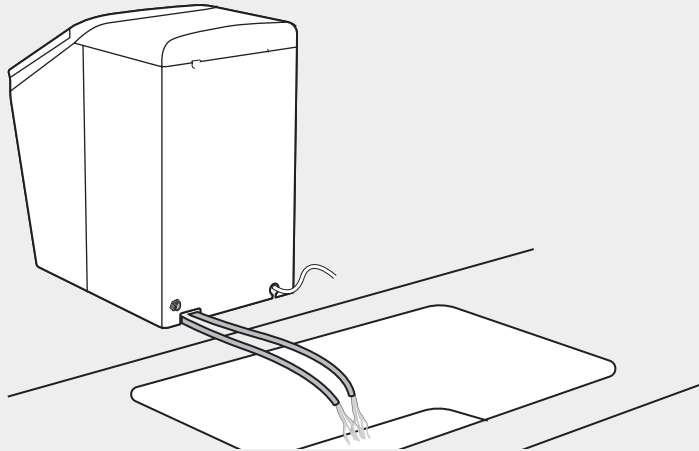
- ⚠ To keep your nugget ice tasting fresh, we recommend carrying out self-cleaning at least once every month.



1. Fill water up to the MAX line.



2. Hold CLEAN for 3s to start self-cleaning cycle.



3. Once completed, unhook the drainpipe and lay down to a sink.

## Regular Cleaning of Reservoir and Exterior

- ⚠ To remove the fallen dirt or fibers, we recommend cleaning the reservoir once a week.

1. Unplug and take out the ice basket. Rinse clean the ice basket with diluted detergent, warm water and a soft cloth.
2. Wipe clean the reservoir using a soft cloth moistened with water.
3. To clean the exterior, use a soft cloth dampened with soapy water. Dry with a soft cloth.

## Removal of Scale/Mineral Build-up

- ⚠ For scale or mineral build-up, follow the directions below to deep clean periodically or when needed. Do not clean with solvents or chemicals.

1. Fill the reservoir with water to the MAX line.
2. Add in vinegar or citric acid descaling agent. Set aside for 12 hours or overnight.
3. Hold CLEAN for 3s to start self-cleaning cycle. Repeat up to 3 cleaning cycles.
4. Drain the mixture and continue run 3 cleaning cycles with fresh water for each rinse.



### Storage:

Clean and completely dry the interior. Cover and store in a cool, dry location.

# TROUBLESHOOTING

The troubleshooting guide addresses the most common problems. If problems persist, feel free to contact the Customer Support at [support@thereyehome.com](mailto:support@thereyehome.com).

Problem	Solution
The ice maker does not work or stops making ice.	<ul style="list-style-type: none"> <li>• Press the ON/OFF button to make sure the ice maker power is on. ON/OFF stays solid on during ice making cycle.</li> <li>• Check if the reservoir is lack of water (“Add Water” on). Fill with water and press ON/OFF to restart.</li> <li>• Check if the ice basket is full. The ice maker will stop making ice when the ice basket is full and resume in 4 hours automatically. Remove the ice cubes timely, the unit will restart making ice immediately.</li> </ul>
Normal noise produced during ice making cycle.	<ul style="list-style-type: none"> <li>• The ice maker is designed for quiet operation but will make some noise during the ice making cycle. During a freezing cycle, it is normal to hear the fan moving air and the water pump circulating water. Also ice hitting the basket can be heard during harvest.</li> </ul>
The water in the reservoir is not clean.	<ul style="list-style-type: none"> <li>• Carry out self-cleaning cycle and remove scale/ mineral build-up periodically.</li> <li>• Disassemble the filter at the bottom of reservoir. Check and clean when necessary.</li> <li>• Make sure the water added or supplied by the tap is clean and potable.</li> </ul>
The ice maker is running normally but no ice is being formed.	<ul style="list-style-type: none"> <li>• Ice making capacity goes down as the environmental temperatures go up, and will be severely reduced at temperatures over 90°F. Suggested ambient temperature: 50~ 90°F. Suggested water temperature: 40~ 82°F.</li> <li>• A restricted drain or standing water in the reservoir. Check the drainpipe for kinks.</li> </ul>

# WARRANTY AND SERVICE

**Thank you for choosing Thereye Ice Maker.**

This product is covered with Thereye product and labor warranty for 12 months from the date of its original purchase.

## The warranty will not apply in cases of:

- Accident, misuse, or repairs performed by unauthorized personnel.
- Any unit that has been tampered with or used for commercial purpose.
- Normal wear and tear of wearable parts.
- Use of force, damage caused by external influences.
- Damage caused by non-observance of the User Manual, e.g. connection to an unsuitable mains supply or non-compliance with the instructions.
- Partially or completely dismantled appliances.
- Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts that have been performed by a repair person not authorized.

We can only provide after sales service for products that are sold by Thereye or Thereye authorized retailers and distributors. If you have purchased your unit from a different place, please contact your seller for return and warranty issues.

\* Please have your invoice and order ID ready before contacting Customer at [support@thereyehome.com](mailto:support@thereyehome.com)