



PRODUCT DOCUMENT PACK

Prepared and distributed by KW Commercial Kitchen

PRODUCT

Polar CH478-A C-Series Countertop Ice Machine – 11kg Output

Model / SKU: CH478-A

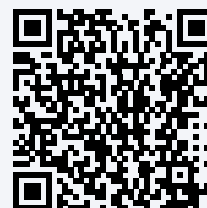
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11kg Ice Maker

Instruction manual



**Model:
CH478-A**

Safety Instructions

- Position on a flat, stable surface.
- A service agent/qualified technician should carry out installation and any repairs if required. Do not remove any components or service panels on this product.
-In Queensland the service agent/qualified technician MUST hold a Gas Work Authorisation or License for hydrocarbon refrigerants if the appliance gas system is being opened or charged.
- Consult Local and National Standards to comply with the following:
 - Health and Safety at Work Legislation
 - Fire Precautions
 - IEE Wiring Regulations
 - Building Regulations
- DO NOT immerse in water, or use steam/jet washers to clean the unit.
- DO NOT cover the appliance when it is operating.
- Always carry, store and handle the appliance in a vertical position.
- ONLY use drinking or potable water when making ice cubes.
- For indoor use only.
- Replace any unused water in the tank at least once every 24 hours.
- Keep all packaging away from children. Dispose of the packaging in accordance with the regulations of local authorities.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- If the power cord is damaged, it must be replaced by a POLAR agent or a recommended qualified technician in order to avoid a hazard.

- POLAR recommend that this appliance should be periodically tested (at least annually) by a Competent Person. Testing should include, but not be limited to: Visual Inspection, Polarity Test, Earth Continuity, Insulation Continuity and Functional Testing.
- This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
 - catering and similar non-retail applications.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Do not run the power cord carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas, and do not submerge in water.
- Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
- We do not recommend the use of an extension cord, as it may overheat and lead to a risk of fire. Unplug the ice maker before cleaning, making any repairs or servicing.

Warning: Risk of Fire flammable materials

- Refrigerant R600a / R290, is natural gas with high environmental compatibility, but also combustible. When transporting and installing, ensure that no parts of refrigerating circuit are damaged.



- Refrigerant leaked from the refrigerating pipes could ignite. If leaking is detected, to avoid any potential source of ignition (spark, naked flames, etc.), please open window or door, and keep good ventilation.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- **Warning:** Keep all ventilation openings clear of obstruction. Unit should not be boxed in without adequate ventilation.
- **To comply with AS/NZS 60079.10.1:2009: Ensure there are not sources of ignition in any area where refrigerant could gather in the event of a leak.**
- **Electrical equipment should not be placed under the vent or where refrigerant could gather in the event of a leak.**
- **Warning:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **Warning:** Do not damage the refrigerant circuit.

- **Warning:** Do not use electrical appliances inside the food storage compartments of the appliance.

Introduction

Please take a few moments to carefully read through this manual. Correct maintenance and operation of this machine will provide the best possible performance from your POLAR product.

The ice maker is designed to make ice and should not be used as storage to preserve foods, drinks, etc.

Pack Contents

The following is included:

- Ice Maker
- Removable ice basket
- Ice scoop
- Instruction manual

POLAR prides itself on quality and service, ensuring that at the time of unpacking the contents are supplied fully functional and free of damage. Should you find any damage as a result of transit, please contact your POLAR dealer immediately.

Installation

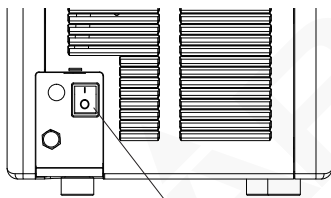
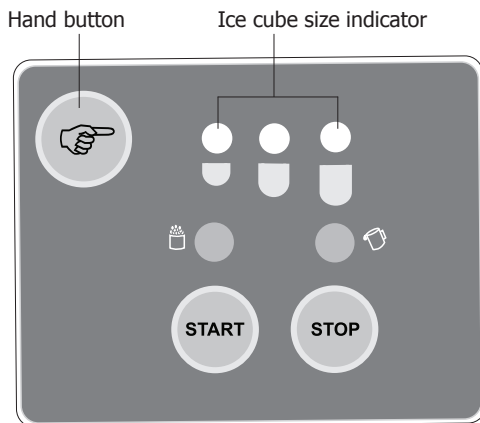
Note: Not for use in vans or trailers, food trucks or similar vehicles.

If the unit has not been stored or moved in an upright position, let it stand upright for approximately 12 hours before operation. If in doubt allow to stand.

1. Remove the appliance from the packaging and remove the protective film from all surfaces.
2. To optimize performance and longevity, ensure a minimum clearance of 2.5cm is maintained between the unit and walls and other objects, with a minimum 20cm clearance on the top. **NEVER LOCATE NEXT TO A HEAT SOURCE.**
3. If necessary, adjust the screw legs of the ice maker to make it level. The efficiency of the ice maker can be reduced if the appliance is unevenly located.

Operation

Control Panel



Power switch: This switch can control the mains power supply of the appliance.

Making Ice

Note: Before using for the first time, clean the water tank, ice basket and ice basket shelf. Use the first 3 ice making cycle to flush out the system. Discard the water and ice created from the first 3 cycles.

Each time the appliance is refilled, the first ice making cycle is used to reduce the water temperature. This results in uneven ice cube production which is perfectly normal. You may wish to discard ice created in the first two production cycles.

1. Lift the access lid and fill the water tank up the level of the ice basket shelf.
2. Connect the appliance to the power and press the **START** button.

3. Press the **HAND** button repeatedly to scroll through the ice cube sizes. Stop when the required size is illuminated.

Note: The ice making cycle takes between 7-15 minutes, depending on the size of cube selected. Larger cubes will take longer to produce.

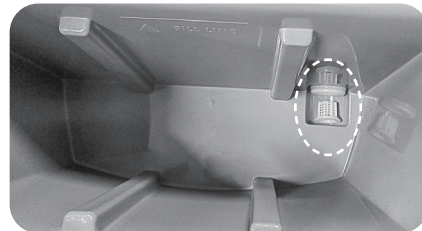
4. The appliance will run a startup routine and then begin ice production.

Note: If the water level is too low, the Water Low indicator lights up and the appliance stops working. Fill the water tank and the appliance will restart automatically.

5. When the cubes reach the ice sensor the appliance will stop production. Production resumes once ice has been removed.
6. Press the **STOP** button at any time to halt the ice making process.

Cleaning, Care & Maintenance

- Always switch off and disconnect the power supply before cleaning.
- Warm, soapy water is recommended for cleaning. Cleaning agents may leave harmful residues. DO NOT wash the base unit, instead wipe the exterior with a damp cloth.
- Clean the water filter regularly with a small brush, particularly in hard water areas. The water filter is located in the pump inlet at the bottom of the water tank, and can be removed by pulling out with fingers.



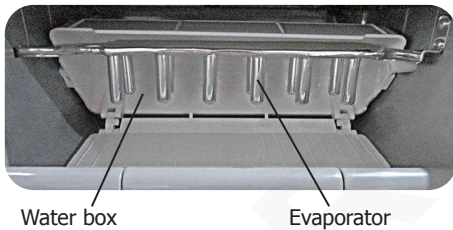
- If the appliance is to be left unused for longer than 24 hours, loosen the drain screw and drain the water from the tank.
- The inner removable parts and water tank should be cleaned regularly.

Descaling

For the best water quality, Polar recommend that a water filter is installed to the mains water supply, particularly in hard water areas. Doing so will reduce the build up of limescale and contaminants in the water tank thus maintaining energy efficiency and prolonging the life of the appliance.

To de-scale the appliance:

- Switch off and disconnect the power supply.
- Remove the ice basket and water filter for cleaning.
- Add dilute cleaner into the water tank. (Note: Choose ice maker specific cleaner and follow the manufacturer's instructions.)
- Clean the water box, evaporator (metal) and water tank with a soft brush.



- Loosen the drain screw to drain the solution.
- Flush out the system thoroughly with clean water to remove any cleaner residue.
- Re-locate all removable parts.

Note: After descaling, use the first 3 ice making cycles to flush out the system. Discard the water and ice created from these initial cycles.

POLAR recommend this appliance is descaled monthly or more frequently in hard water area.

To avoid contamination of ice, please respect the following instructions:

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with ice and accessible drainage systems.
- Clean water tanks if they have not been used for 48h.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

Troubleshooting

A qualified technician must carry out repairs if required.

Fault	Probable Cause	Solution
The appliance is not working	The unit is not switched on	Check the unit is plugged in correctly and switched on
	Plug or lead is damaged	Replace Plug or lead
	Mains power supply fault	Check mains power supply
Appliance is noisy or works intermittently	Power fluctuations	Turn off the ice maker and restart after 3 minutes
Ice cubes are sticking together	Ice making cycle is too long	Reset the ice cube size and restart the appliance
	Water tank temperature is too low	Empty water tank and refill
Compressor runs but no ice is made	Refrigerant leak or block in the refrigerant system	Consult a qualified technician

Fault	Probable Cause	Solution
	Water level is low or tank is empty	Refill water tank and restart
	Water filter is blocked	Clean water filter and restart appliance
	Ice basket full	Empty the ice basket
	Room temperature is too low	Move the appliance to a warmer position
	Water box is blocked and cannot tilt	Disconnect from the power supply. Remove some of the ice cubes and gently tilt the water box by hand. Restart the appliance after 3 minutes
Water low indicator flashes and unit stops working	Condenser sensor fault	Check the sensor connection. If normal, consult a qualified technician
Storage room is full but ice full indicator is not lit, and unit is still working	Ice sensor fault	Check the sensor connection. If normal, consult a qualified technician
Water low indicator flashes twice every 3 seconds, then operation stops	Condenser temperature abnormal due to fan damage or other reasons	Check the fan first, and if necessary consult a qualified technician

Technical Specifications

Note: Due to our continuous improvement process, the product specifications are subject to change without notice.

Model	Voltage	Power	Current	Water Tank Volume	Bin Storage	Max. Ice Making Capacity
CH478-A	220-240V~50Hz	62.5W	0.67A	2 litres	1 kg	11kg/24 hours

Model	Refrigerant	Dimensions H x W x D mm	Weight
CH478-A	R600a 31g	380 x 305 x 380	11.7 kg

Ice making capacity (kg/24h)	Ice making time (min)	Water temperature (°C)	Ambient temperature (°C)
12.24	12.68	10	20
10.86	14.6	10	25
10.29	17.52	10	30
6.54	22.93	10	43
12.43	12.76	5	20
11.19	14.78	5	25
10.19	17	5	30
6.36	22.5	5	43

Electrical Wiring

The plug is to be connected to a suitable mains socket.

POLAR appliances are wired as follows:

- Live wire (coloured brown) to terminal marked L
- Neutral wire (coloured blue) to terminal marked N
- Earth wire (coloured green/yellow) to terminal marked E



This appliance must be earthed.

If in doubt consult a qualified electrician.

Electrical isolation points must be kept clear of any obstructions. In the event of any emergency disconnection being required they must be readily accessible.

Compliance

The product must not be disposed of as household waste. To help prevent possible harm to human health and/or the environment, the product must be disposed of in an approved and environmentally safe recycling process. For further information on how to dispose of this product correctly, contact the product supplier, or the local authority responsible for waste disposal in your area.

POLAR parts have undergone strict product testing in order to comply with regulatory standards and specifications set by international, independent, and federal authorities.

POLAR products have been approved to carry the following symbol:



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Every effort is made to ensure all details are correct at the time of going to press, however, POLAR reserve the right to change specifications without notice.

DECLARATION OF CONFORMITY

• Conformiteitsverklaring • Déclaration de conformité • Konformitätserklärung • Dichiarazione di conformità •
• Declaración de conformidad

Equipment Type • Uitrustingstype • Type d'équipement • Gerätetyp • Tipo di apparecchiatura • Tipo de equipo	Model • Modèle • Modell • Modello • Modelo
C-Series Countertop Ice Machine 11kg Output C-Series Countertop Ice Machine 15kg Output	CH478 (-E & -A) CH479 (-E & -A)
Application of Territory Legislation & Council Directives(s) Toepassing van Europese Richtlijn(en) • Application de la/des directive(s) du Conseil • Anwendbare EU-Richtlinie(n) • Applicazione delle Direttive • Aplicación de la(s) directiva(s) del consejo	Low Voltage Directive (LVD) - 2014/35/EU Electrical Equipment (Safety) Regulations 2016 (BS) EN 60335-1:2012 +A11:2014 +A13:2017 +A1:2019 +A14:2019 (BS) EN 60335-2-24:2010 +A1:2019 +A2:2019 +A11:2020 (BS) EN 62233:2008 Electro-Magnetic Compatibility (EMC) Directive 2014/30/EU - recast of 2004/108/EC Electromagnetic Compatibility Regulations 2016 (S.I. 2016/1091) (BS) EN IEC 61000-6-1:2019 (BS) EN 61000-6-3:2007 +A1:2011 Restriction of Hazardous Substances Directive (RoHS) 2015/863 amending Annex II to Directive 2011/65/EU Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (S.I. 2012/3032)
Manufacturer Name • Naam fabrikant • Nom du producteur • Name des Herstellers • Nome del produttore • Nombre del fabricante	Polar

I, the undersigned, hereby declare that the equipment specified above conforms to the above Territory Legislation, Directive(s) and Standard(s).

Ik, de ondergetekende, verklaar hierbij dat de hierboven gespecificeerde uitrusting goedgekeurd is volgens de bovenstaande Richtlijn(en) en Standaard(en).

Je soussigné, confirme la conformité de l'équipement cité dans la présente à la / aux Directive(s) et Norme(s) ci-dessus
Ich, der/die Unterzeichnende, erkläre hiermit, dass das oben angegebene Gerät der/den oben angeführten Richtlinie(n) und Norm(en) entspricht.

Il sottoscritto dichiara che l'apparecchiatura di sopra specificata è conforme alle Direttive e agli Standard sopra riportati.

El abajo firmante declara por la presente que el equipo arriba especificado está en conformidad con la(s) directiva(s) y estándar(es) arriba mencionadas.

Date • Data • Date • Datum • Data • Fecha • Data	13 th January 2023		
Signature • Handtekening • Signature • Unterschrift Firma • Firma	DocuSigned by:  B39382C9FD9C478...	DocuSigned by:  D352874F7FAB460...	DocuSigned by:  D052C5837EB7465...
Full Name • Volledige naam • Nom et prénom • Vollständiger Name • Nome completo • Nombre completo	Ashley Hooper	Eoghan Donnellan	Brendan Denmeade
Position • Functie • Fonction • Position • Qualifica • Posición	Technical & Quality Manager	Commercial Manager/ Importer	Commercial Manager/ Responsible Supplier
Manufacturer Address • Adres fabrikant • Adresse du producteur • Anschrift des Herstellers • Indirizzo del produttore • Dirección del fabricante	Fourth Way, Avonmouth, Bristol, BS11 8TB United Kingdom	Unit 9003, Blarney Business Park, Blarney, Co. Cork Ireland	15 Badgally Road, Campbelltown NSW 2560



POLAR



<http://www.polar-refrigerator.com/> 

CH478-A_A5_v2_2024/06/04