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## 1. When you receive the Remote Chiller

1. Upon receipt, the owner/installer should check the packaging: Do you see any damage to the box? Has it been mishandled? Any holes? Is the box open? If so, these are signs that the remote chiller has sustained some damage after it left our plant. In case you notice any serious damage to the box, make sure that the delivery company (or re-seller) is informed of this fact. If this is done promptly, they will accept the responsibility and they will contact us to address the situation.
2. After removing the Chiller from the box, make sure the following parts are included:
  - 1 Electric Power Cord • 2 easy to connect Elbows • 2 ventilation grills

## 2. Assistance and Service

If you need assistance or service, first see “Troubleshooting” section. Addition help is available by contacting your local dealer or by calling our toll free number Monday to Friday 8:00 a.m. to 5:00 p.m. (EST) or write:

**Thermo Concepts Inc.**  
**4335 Robitaille Street, Sherbrooke, Qc**  
**Canada J1L 2K2**  
**1 800-363-1333 US + Canada**  
**service@thermoconcepts.com**

Please include a daytime phone number in your correspondence. Keep this booklet and your sales slip together for future reference. You must provide proof of purchase or installation date for warranty service. Write down the following information about your remote chiller to help you obtain assistance or service if you need. You will need to know your complete serial number. You can find this information on the data label, located on the front of the chiller.

<b>Dealer Name:</b> _____
<b>Address:</b> _____
<b>Phone Number:</b> _____ <b>Serial number:</b> _____
<b>Purchase/Installation date:</b> _____

## 3. Installation Requirements

### IMPORTANT:

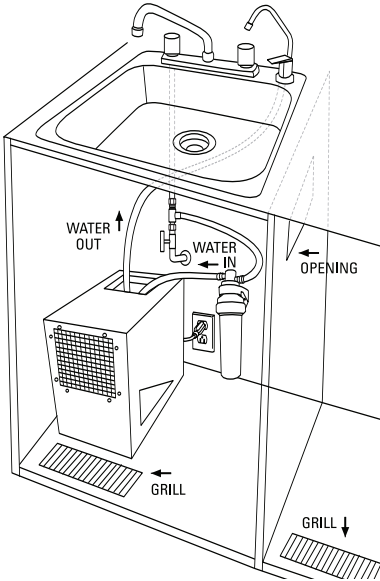
Observe all governing codes and ordinances. Check location where the remote chiller will be installed. Proper installation is your responsibility. Make sure you have everything necessary for correct installation. Faucet and filtration system are sold separately, please read installation instruction from these manufacturers. It is the responsibility of the installer to comply with installation specifications and with state, provincial, federal of local plumbing codes. Water connections use easy to connect fittings that do not require sealing compounds to keep them from leaking.

- |                     |  |
|---------------------|--|
| <b>Tools Needed</b> | <b>Parts Supplied</b>  |
| • Measuring tape    | • Under sink Remote Chiller • Electric power cord              |
| • Tubing cutter     | • 2 easy to connect elbows • 2 ventilation grills (9”x 1-3/4”) |

## 4. Location Requirements

### IMPORTANT:

Faucet is sold separately and requires a 3.5 cm (1-3/8”) diameter opening in sink or countertop. Faucet can be installed in place of sink spray hose. If faucet is not to be installed in sink spray hose, it is recommended that a qualified installer be contacted to drill a hole through your type of sink or countertop. Thickness of countertop at the hole must not exceed 4.4 cm (1-3/4”). For best performance, allow a 5cm (2”) space around the top and the sides of the remote chiller. Do not obstruct the fan on the front. Air flow is required under the sink cabinet for proper performance of the chiller. Please make sure to install the ventilation grills (included) as shown. Failure to do so will void the warranty.



## 5. Electrical Requirements

A 120-volt, 60-Hz, 15 or 20-amp, grounded electrical supply is required. It is recommended that a separate circuit serving only your remote chiller unit be provided. Use an outlet that cannot be turned on/off by a switch.

### Recommended Ground Method

The remote chiller must be grounded. This appliance is equipped with a power supply cord with a 3 prong plug. To minimize possible shock hazard, the cord must be plugged into a 3 prong, ground-type outlet, grounded in accordance with all national and local codes and ordinances. If an outlet is not available, it is the personal responsibility and obligation of the customer to have a properly grounded, 3 prong outlet installed by a qualified electrician.

## 6. Water Supply Requirement

If local plumbing codes permit, the remote chiller feed line should be connected to the cold water supply line with a “T” water line connector (sold separately at your local plumbing supply retailer). If you are using a filtration system (sold separately), the remote chiller should be connected after the filtration system.

### IMPORTANT:

If local plumbing codes do not permit the use of a “T” water line connector, special feed valves can be obtained from your local plumbing supply retailer. The water pressure to the remote chiller should be between 30 psi (MIN) and 100 psi (MAX).

## 7. Installation Instructions

### Install the Remote Chiller

**NOTE:** Do not plug in remote chiller at this time. **IMPORTANT:** After remote chiller is unpacked, let it sits upright 24 hours before plugging it in if it has been positioned on the side.

1. Determine where you will install the unit.
2. Unscrew red cap on top of the unit. Fill the Icepack reservoir with water (about 5 liters/ 1.5G), until water level reaches top level of the viewer opening located on the side of the unit. Screw tight the red cap.
3. For best performance, allow 5cm (2”) space around the side and top. Do not put any objects in from of the fan grid.
4. Shut off water supply valve.
5. Install faucet and filtration system sold separately (see manufacturer instructions).
6. Remove protective cap on top of the inlet and outlet of the chiller. Using white flexible tubing (not included), connect one end to the chiller (water in) using the easy to connect elbow provided with the chiller and the other end to the water supply (or filtration system- water out) outlet. Using blue flexible tubing (not included) connect one end of the tubing to the chiller (water out), using the easy to connect elbow provided with the chiller and the other end to the faucet (sold separately) or to a second remote chiller (water in). Pull gently on each connection to make sure they are secure.
7. Slowly turn on the water supply valve. Depress the faucet lever until water flows for about one minute. Check all connections for leaks.
8. Plug in the remote chiller, turn switch to ON position. Allow 2 hours before reaching maximum cooling efficiency.
9. Keep cabinet open during this initial time frame.

### Draining the cooling reservoir

1. For shipping or to prevent freezing in storage, it is recommended to drain the remote chiller. Turn switch to OFF position. Unplug the unit.
2. Shut off water supply to remote chiller.
3. Open faucet to release pressure.
4. Disconnect the water lines attached to the remote chiller.
5. Unscrew red cap on top of the Icepack reservoir and pour warm water until ice thaw completely.
6. Tip chiller on the side and drain water out from the direct chill coil with compressed air. Put back protective cap on outlet and inlet of waterways. Screw the red cap on top of reservoir.

## 8. Before Calling for Service

If the remote chiller does not operate, check these conditions before placing a call:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Is the electric outlet is controlled by a switch?    | <input checked="" type="checkbox"/> Has the water supply been turned on?                           |
| <input checked="" type="checkbox"/> Has the circuit breaker tripped or has a fuse blown? | <input checked="" type="checkbox"/> Is the power supply cord plugged in a grounded 3 prong outlet? |

Check Troubleshooting section

## 9. Troubleshooting

Problems	Check the following
<b>Water is not cold</b>	<ul style="list-style-type: none"><li>• Check that the circuit breaker has not tripped or the house fuse has not blown.</li><li>• Check that power supply cord is plugged into electrical outlet.</li><li>• Is the electrical outlet is operated by a switch? The switch may have turned the power off.</li><li>• Check that ON/OFF switch of the remote chiller is ON.</li><li>• Check that water level in the Icepack reservoir is has marked level. (see step 2 of Installation Instructions).</li><li>• Check that fan is working.</li><li>• If necessary, gently clean dirt and lint from fan.</li></ul>
<b>Water drips or sputters from faucet</b>	<ul style="list-style-type: none"><li>• Check that tubing is not bent or kinked.</li></ul>
<b>Water does not flow from the faucet</b>	<ul style="list-style-type: none"><li>• Make sure main supply valve is open.</li><li>• Check that tubing is not bent or kinked</li><li>• Disconnect tubing from chiller and make sure water supplies the unit.</li><li>• Check that the water pressure to the remote chiller is 30 psi (138 kPa) minimum.</li><li>• Check filters and/or faucet for proper installation.</li><li>• Check ice block in the Icepack reservoir. Unscrew the red cap. If you see ice in the center of the direct chill water coil, the waterway is frozen. The ice detector is not working properly, unplug the remote chiller and call for service.</li></ul>

### Unpleasant taste

- If the water dispenser has not been used for more than 4 days or more, a purge may be needed. Open faucet for 2 or 3 minutes.
- Check filters and perform maintenance or filter change on your filtration system.
- System may need to be sanitized.

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## 10. Limited Warranty - Iceboxx™ Remote Chiller

### First year

During the first year after the original purchase date, Thermo Concepts shall replace or repair (manufacturer’s option) any part or function of the cooler that proves to be inoperative or defective due to a defect in material or workmanship. Labor costs are the responsibility of the Manufacturer. The original sales slip (invoice) with the corresponding serial number must support the claim.

### Second year through third year

Within the second through third year, Thermo Concepts will replace or repair (manufacturer’s option) the sealed refrigeration cycle in case of defect in material or workmanship. The Manufacturer will provide the parts and labour, through its approved service center or the factory repair department. The sealed refrigeration cycle does not include the electrical parts such as the relay, the overload, the cold-water thermostat, the switch and corroded parts.

In addition to the sealed refrigeration system, if parts such as compressor relay, overload, cold water thermostat, internal wiring, cord set, become inoperative due to a defect in material or workmanship, the manufacturer will replace them through an approved service center or to the factory repair center. The labor cost to change any of these parts in this paragraph will be the responsibility of the end user (owner).

Transportation or any other type of compensation is not included.

### General provisions and exclusions

Warranty will be void unless work is performed by an approved service center or the factory service center.

The original sales slip with the corresponding serial number must support every claim. Warranty is valid for original purchaser (owner) only and may not be transferred. The warranty does not cover performance, failure or damages of any part resulting from external causes such as alterations, misuse or abuse, misapplication, corrosion or acts of God.

This warranty does not apply if the serial number is removed, defaced or obliterated. The warranty is limited to the value of the remote chiller and does not cover performance, failure or damages resulting from its installation and utilization. This warranty does not apply to any water components that become inoperative due to liming conditions.

Only original parts can be used and they are covered by the warranty. Shipping and handling fees shall be borne by the customer and any shipment must be done with adequate packaging to avoid warranty cancellation.

The foregoing is in lieu of all other agreements expressed, implied or statutory and all other obligations of liabilities of the Manufacturer. The Manufacturer does not assume or authorize any person to assume any obligations of liability in connection with this product. Under no circumstance will the manufacturer be liable for any special or consequential damages or for any delay in the performance of this agreement due to causes beyond his control. This warranty applies only within the limits of Canada and the United States. However, a number of foreign distributors benefit from an official certification from the Manufacturer, which covers this warranty. Please contact your local distributor for further details.



## Under Sink Remote Chiller Unit

### Installation Instructions and Use and care Guide

For questions on operation/performance, parts or service, call:

**1 800-363-1333 (US)**      **+ 1 (819) 822-1333 (Int.)**  
**1 800-363-3717 (Canada)**   **+ 1 (819) 822-2250 (Fax)**

Or visit our web site at: **www.thermoconcepts.com**

## Refroidisseur d’eau - Installation satellite sous l’évier

### Instructions d’installation et guide de l’utilisateur

Pour toutes questions sur l’utilisation, performance, pièces et service, veuillez nous contacter au :

**1 800-363-1333 (E.-U.)**      **+ 1 (819) 822-1333 (Int.)**  
**1 800-363-3717 (Canada)**   **+ 1 (819) 822-2250 (Télec.)**

Ou visiter notre site internet au :  
**www.thermoconcepts.com**