



Frequently Asked Question

How to get the best results from your Benchtop Ice Maker?



***Figures and illustrations on all artworks are provided for reference only and may differ from the actual product appearance.**

***Product design and specifications may be changed without notice.**

Benchtop ice makers are a convenient solution for anyone who wants a steady supply of fresh ice without needing a plumbed-in appliance. Perfect for home kitchens, camping trips, or entertaining guests, these compact machines are designed for speed and portability. To get the best results from your benchtop ice maker, it's important to understand how to use it properly, care for it regularly, and optimise its environment. Here's everything you need to know to keep your benchtop ice maker running efficiently and producing quality ice.

1. Use Clean, Filtered Water

Water quality plays a major role in the clarity, taste, and hygiene of the ice you make.

- Always use filtered or bottled water to reduce mineral deposits and improve ice appearance and flavour.
- Avoid distilled or reverse-osmosis water, it can sometimes interfere with the machine's sensors.
- Never use carbonated or flavoured water in a benchtop ice maker.

2. Let It Warm Up and Discard the First Batch

When you first turn on your benchtop ice maker, it needs time to stabilise.

- Discard the first one or two batches of ice. These may be small, cloudy, or carry residues from manufacturing or previous cleaning.
- Allow the unit to run continuously for at least 15-30 minutes before expecting optimal results.

3. Place It in a Cool, Ventilated Spot

Location matters when it comes to ice production speed and consistency.

- Avoid placing the machine near heat sources, like stovetops, ovens, or windows with direct sunlight.
- Leave at least 10-15cm of space around the sides and back of the unit for proper airflow and cooling.
- Ensure the machine is on a flat, stable surface to prevent vibration and noise.

4. Pre-Chill the Water for Faster Ice

- If your water supply is especially warm (common in summer) your ice maker will take longer to freeze each batch.
- Speed up the ice-making cycle by using cold water from the fridge rather than room temperature tap water.
- Cold water helps the machine produce larger, clearer cubes more quickly.

The information provided here is for general information use only. Ensure to assess your specific situation and apply what is correct for your given circumstances.

5. Empty the Ice Bin Regularly

Most benchtop models do not keep ice frozen once it's produced. The ice will gradually melt and be recycled into the water reservoir.

- Use the ice soon after it's made for the best texture and temperature.
- If you're not using the ice right away, transfer it to your freezer in a sealed container or bag.
- Avoid letting ice sit in the bin for hours, as this can lead to clumping and uneven re-freezing.

6. Clean the Machine Regularly

To keep your ice fresh and safe, regular cleaning is a must.

- Empty and wipe down the water reservoir, ice tray, and interior surfaces weekly.
- Do a deeper clean every month to reduce limescale build up by running a solution of equal parts white vinegar and water through a cycle, followed by several clean water cycles to rinse.
- If your model has a self-cleaning function, use it according to the manual.

7. Don't Overfill the Water Reservoir

Each benchtop ice maker has a maximum water fill line. Overfilling can damage the unit or cause leaks.

- Always check the water level and fill only to the indicated line.
- If you run the unit dry, it may stop or show an error. Refill and restart according to instructions.

8. Be Aware of the Production Cycle

Benchtop ice makers produce ice in cycles, typically every 6 to 15 minutes depending on water and room temperature.

- Most models allow you to choose small, medium, or large cubes. Smaller cubes freeze faster but melt quicker.
- If you need a large quantity of ice, start the machine ahead of time and store batches in your freezer until needed.

9. Listen for Unusual Sounds

Benchtop ice makers typically hum quietly, but sudden loud noises or grinding may signal a problem.

- Common culprits include misaligned trays, buildup of scale, or internal blockages.
- If your machine becomes unusually noisy or slows down, clean it and inspect for damage before resuming use. Ensure to follow all cleaning instructions to avoid a buildup of scale.