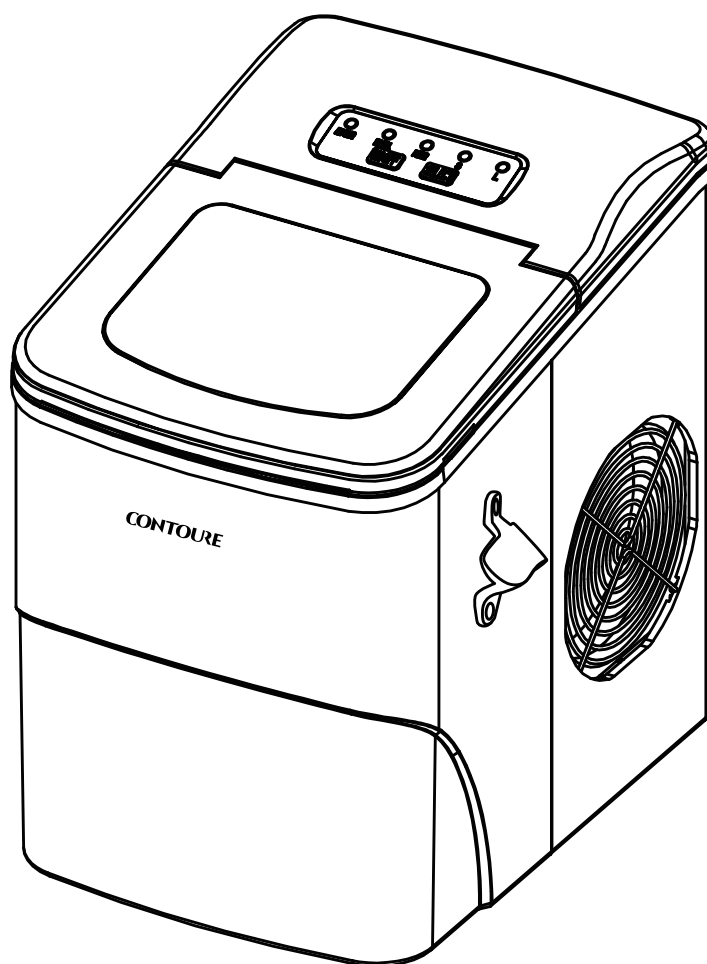


# CONTOURE<sup>®</sup>

SPACE SAVER APPLIANCES

## Compact Portable Ice Maker

### User Manual



Model: RV-100BK-BLACK COLOR  
RV-100Z-SILVER COLOR



**SAVE THESE INSTRUCTIONS  
HOUSEHOLD USE ONLY**

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## ***PREPARING YOUR ICE MAKER FOR USE***

**Your safety and the safety of others are very important.**

We have provided many important safety messages manual and your appliance. Always read and obey all safety messages.

This is the safety alert symbol:



All safety messages will follow the safety alert symbol and the word “DANGER” or “WARNING”.

 **DANGER**

 **WARNING**

These words mean:

**You can be killed or seriously injured if you don't immediate follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons or property. Read all instructions before using any appliance.


- Do not operate this, or any other appliance with a damaged cord.  
If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.  
This ice-maker must be positioned so that the plug is accessible .  
Connect to properly polarized outlets only. No other appliance should be plugged into the same outlet. Be sure that the plug is fully inserted into the receptacle.
- Do not run the power cord over carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas, and do not submerge in water.
- We do not recommend the use of an extension cord, as it may overheat and become a risk of fire. If you must use an extension cord, use No.14AWG minimum size and rated no less than 1875 watts.
- Unplug the ice maker before cleaning or making any repairs or servicing.
- Exercise caution and use reasonable supervision when appliance is used near children.

- Do not use your ice-maker outdoors. Place the ice-maker away from direct sunlight and make sure that there is at least 4 inches of space between the back of your unit and wall. Keep a minimum distance of 4 inches on each side of your unit free.
- Do not use other liquid to make the ice-cube other than water.
- Do not clean your ice maker with flammable fluids. The fumes can create a fire hazard or explosion.
- Do not tip over.
- If the ice maker is brought in from outside in wintertime, give it a few hours to warm up to room temperature before plugging it in.

**WARNING:** This appliance must be earthed.

- DANGER – Risk Of Fire or Explosion. Flammable Refrigerant Used. Do Not Use Mechanical Devices To Defrost Ice Maker. Do Not Puncture Refrigerant Tubing.



-  DANGER – Risk Of Fire Or Explosion. Flammable Refrigerant Used. To Be Repaired Only By Trained Service Personnel. Do Not Puncture Refrigerant Tubing.
- CAUTION – Risk Of Fire Or Explosion. Flammable Refrigerant Used. Consult Repair Manual/Owner’s Guide Before Attempting To Install or Service This Product. All Safety Precautions Must be Followed.
- CAUTION – Risk Of Fire Or Explosion. Dispose Of Property In Accordance With Federal Or Local Regulations. Flammable Refrigerant Used .
- CAUTION-Risk Of Fire Or Explosion Due To Puncture Of Refrigerant Tubing;Follow Handling Instructions Carefully. Flammable Refrigerant Used.
- The ice maker should be installed in accordance with the safety standard for Refrigeration Systems, ASHRAE15. The ice maker shall not be installed in corridors or hallways of public buildings.
- If the unit is with problem need to be maintained, that replacing with like components and that servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.

**IMPORTANT:**

The wires in this mains lead are colored in accordance with the following code:

Green or Green with a strip yellow:	Grounding
White:	Neutral
Black:	Live

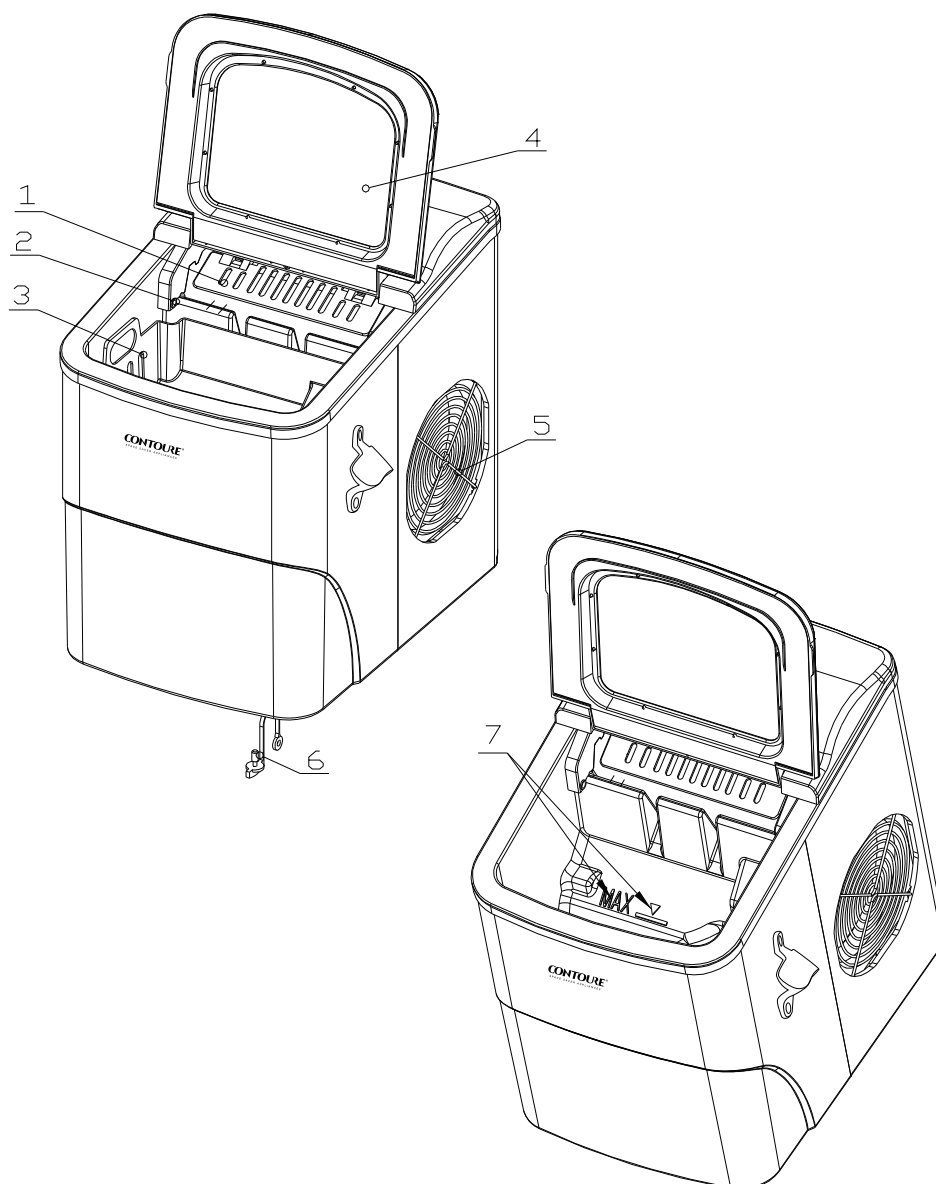
To avoid a hazard due to instability of the appliance, it must be placed at an even or flat surface.

## GETTING TO KNOW YOUR UNIT

### General instruction

1. Ice scoop.
2. Ice full sensor
3. Ice basket
4. Top cover with transparent window
5. Air exhausting
6. Water drain plug: at front btm side of the unit.
7. MAXIMUM WATER LEVEL: \_\_\_\_\_ ▲ \_\_\_\_\_

*Remove the ice basket, you can see the water level mark.*

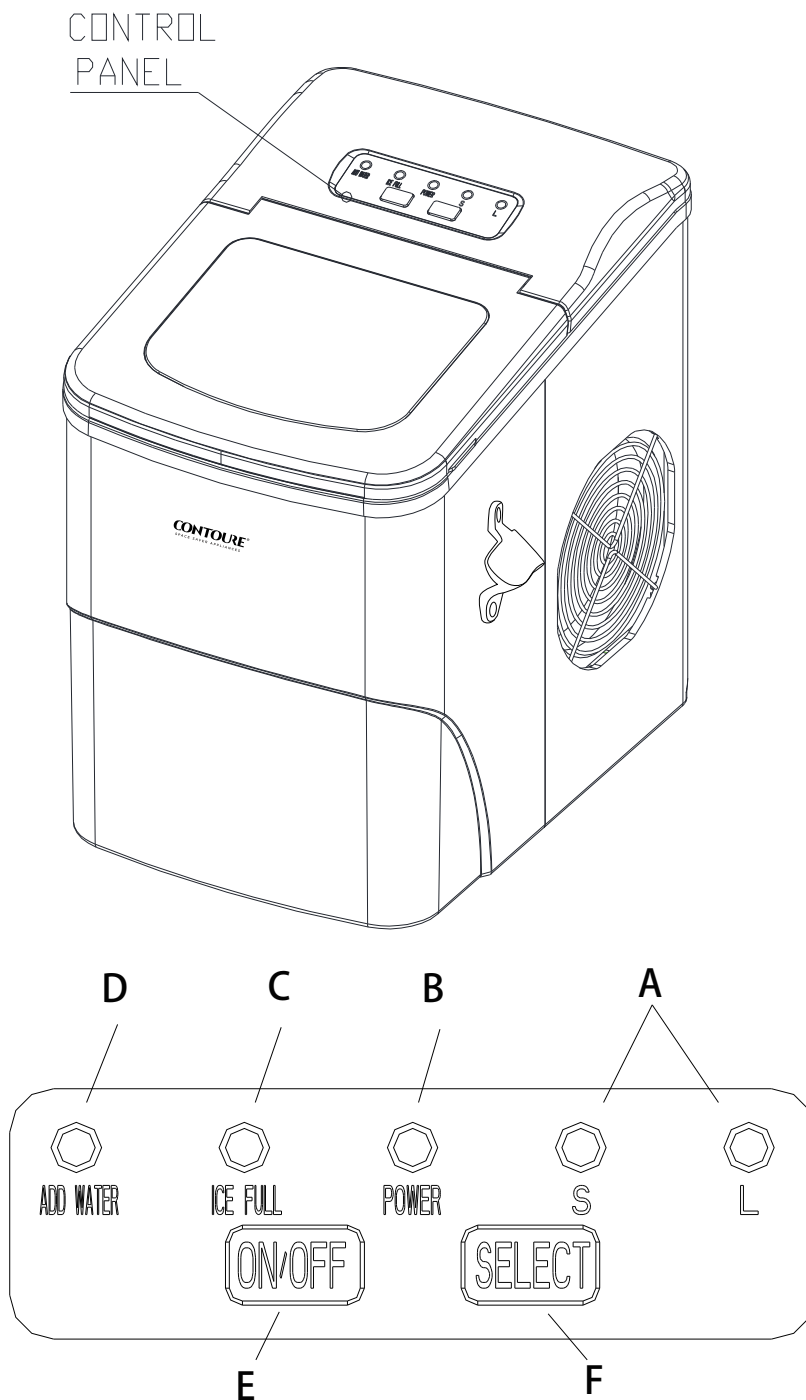


## OPERATING PROCEDURES & MAINTENANCE

### Position of control panel & function

Control Panel: Easy to use, visible functions touch display setting.

- A. Selected ice size displaying: Small and Large.
- B. Power indicator
- C. Ice-Full indicator
- D. Water shortage indicator
- E. Button to turn on/off the unit.
- F. Button to select ice cube size.



## UNPACKING YOUR ICE MAKER

1. Remove the exterior and interior packaging. Check if ice basket and ice scoop inside. If any parts are missing, please contact our customer service.
2. Remove the tapes for fixing ice shovel, ice basket & ice scoop. Clean the tank & ice basket.
3. Put the ice maker on a level & flat counter top without direct sunlight and other sources of heat (i.e.: stove, furnace, radiator). Make sure that there is at least 4 inches gap between the back & LH/RH sides with the wall.
4. Allow one hour for the refrigerant fluid to settle before plugging the ice maker in.
5. The appliance must be positioned so that the plug is accessible.

**WARNING: fill with potable water only. Only use drinking water.**

## CONNECTING YOUR ICE MAKER

### **DANGER**

**\* Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged please call our customer service.**

1. This unit should be properly grounded for your safety. The power cord of this appliance is equipped with a three-prong plug which mates with standard three prong wall outlets to minimize the possibility of electric shock.
2. Plug your appliance into an exclusive, properly installed, grounded wall outlet. Do not under any circumstances, cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician.
3. This appliance requires a standard 110-120volt, 60Hz electrical outlet with three-prong ground.

## CLEANING AND MAINTAINING YOUR ICE MAKER

Before using your ice maker, it is strongly recommended to clean it thoroughly.

1. Take out the ice basket.
2. Clean the interior with diluted detergent, warm water and a soft cloth.
3. Then use the water to rinse the inside parts, and drain out the water by unplugging the drain cap on front bottom side.
4. The outside of the ice maker should be cleaned regularly with a mild detergent solution and warm water.
5. Dry the interior and exterior with a clean soft cloth.
6. When the machine is not to be used for a long time, drain water completely & dry the interior.

## USING YOUR ICE MAKER

1. Open the cover, remove the ice basket and pour water into tank.  
Keep water level below the water level mark.
2. Press “Power” button on the control panel to begin the ice making cycle.
3. Select the ice cube size by pressing the “Select” button. If the room temperature is lower than 60°F, it is recommended to select small ice cube in order to avoid ice sticking together.
4. The ice making cycle lasts approx. 6 to 13 minutes, depending on selection of ice cube size and the room temperature. The recommended room temperature is 50°F to 105 °F
5. If water pump can't inject water, the ice maker will stop automatically, and the “Add Water” indicator will be on. Press “Power” button, fill water up to the max. water level mark and press “Power” button again to turn on the unit again. Allow the refrigerant liquid inside the compressor at least 3 minutes to settle before restarting.
6. The ice maker stops when the ice basket is full and the “Ice” indicator will be on. **Warning: Direct sunlight or sunlight reflection may cause infrared sensor malfunction. If the unit doesn't stop even ice cubes obstruct sensor, move the unit where no sunlight.**
7. Change water in the water reservoir every 24 hours to ensure a reasonable hygiene level.  
If unit isn't to be used, drain all the water and dry the tank.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
“Add Water” indicator is on.	Lack of Water.	Stop the ice maker, fill water, and press “Power” button again to restart the unit.
“Ice” indicator is on.	Ice is full in basket.	Remove ice from ice basket. <b>Continuous press “Select” button 5 seconds, the unit could make ice 10 cycles even “Ice” indicator is on.</b>
Ice cubes stick together.	The ice making cycle is too long.	Stop the ice maker, and restart it when the ice blocks melt. Select the small size ice cube selection.
	Water temperature in inner tank is too low.	Replace the water. Temperature of water recommended at 40°F-90°F
Ice making cycle is normal but no ice formed.	Room temperature or water temperature in inner tank is too high.	The room temperature should be 50 °F-105 °F, water temperature should be 40°F-90°F
	Refrigerant in cooling system leaks.	Verify by a qualified technician.
	Pipe in the cooling system is blocked.	Verify by a qualified technician.



**CONTOURE Limited Product Warranty**

REGISTER ONLINE. IT'S QUICK AND EASY! [www.CONTOUREUSA.com](http://www.CONTOUREUSA.com) or 1-888-656-9317

For any warranty related questions please send us an e-mail: [warranty@contoureausa.com](mailto:warranty@contoureausa.com)

Warranty registration is not mandatory, but doing so will help us to service you more quickly if you need to present a warranty claim. Please go online to complete and return this warranty registration to us.

NQP/Contoure USA warrants this CONTOURE product ("product") to be free of all defects in material and workmanship for the applicable period specified below commencing from the date of original purchase. This warranty extends to the original buyer only.

This product warranty does not cover any damage caused by shipping or mishandling.

**Ninety (90) Day Full Warranty:** Within ninety (90) days from the date of original purchase, NQP in its sole discretion, will either repair or replace, free of charge, any part proving defective in material or workmanship. All warranty repairs and service must be performed at a NQP location of service by an authorized NQP technician. All expenses related to replacing or repairing a defective part under this ninety (90) day warranty shall be assumed by NQP except the cost of transporting the product to and from NQP, which shall be assumed by the buyer. If the product is replaced, the replacement will be with a product that is identical or equivalent to the warranted product. If the product cannot be repaired or replaced, NQP will issue a refund to the buyer for the original purchase price less that amount directly attributable to use by the buyer.

**One (1) Year Limited Warranty:** After the expiration of the ninety (90) day warranty, and within one (1) year from the date of original purchase, NQP will replace any part proving defective in material or workmanship with a product that is identical or equivalent to the warranted part. The buyer shall assume the cost of transporting the defective product to and from NQP. If the product cannot be replaced, NQP will issue a refund to the buyer for the original purchase price less that amount directly attributable to use by the buyer.

**Warranty Exclusions:** This warranty does not apply to any costs, repairs or services for the following:

- Service calls to correct the installation of the warranty-covered products, to explain the usage of the product to the buyer, or to reset or replace home circuit breakers or fuses
- Repairs necessitated by use other than normal home use
- Damage resulting from misuse, abuse, accidents, alternations, improper installation, fire, flood acts of God or damage caused by the shipping of the product by the buyer to NQP
- Corrective work necessitate by repairs made by anyone other than a NQP authorized service technician
- Costs incurred for disposing the product at locations other than a NQP facility

**Hot to Obtain Warranty Service:** Upon discovery of any defect, malfunction, or nonconformity in the warranty-covered product, the buyer should visit [www.ContoureaUSA.com](http://www.ContoureaUSA.com) and complete the warranty service request form online.

**Notice to Buyer:** This warranty gives the buyer specific legal rights, and the buyer may also have other rights which vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty. Every implied warranty, including any statutory warranty or condition of merchantability or fitness for a particular purpose, is disclaimed except to the extent prohibited by law, in which case such warranty or condition is limited to the duration and extent of this written warranty.

**Inquiries:** If you have any questions concerning CONTOURE's product warranty please visit: [www.ContoureaUSA.com](http://www.ContoureaUSA.com) or send us an e-mail at [warranty@contoureausa.com](mailto:warranty@contoureausa.com)

Thank you again for purchasing your CONTOURE product!



# Warranty

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## **LIMITED WARRANTY - Register your product at [www.contoureusa.com](http://www.contoureusa.com)**

This warranty is available to consumers only. You are a consumer if you own a CONTOURE product that was purchased at a retail store for personal, family or household use. Except as otherwise required under applicable law, this warranty is not available to retailers or other commercial purchasers or owners.

Warranty registration is not mandatory, but doing so will help us to service you more quickly if you need to present a warranty claim or notify you if there is a product recall. Please go online to submit your product registration form [www.contoureusa.com](http://www.contoureusa.com). Return of product registration does not eliminate the need for the consumer to maintain the original proof of purchase in order to obtain the warranty benefits. In the event that you do not have proof of purchase date, the purchase date for warranty purposes will be the date of manufacture.

NQP warrants this CONTOURE Product ("product") will be free of all defects in material and workmanship for the applicable period specified below commencing from the date of original purchase. This warranty extends to the original buyer only.

**Ninety (90) Day Full Warranty Parts & Labor:** Within ninety (90) days from the date of original purchase, NQP/CONTOURE in its sole discretion, will either repair or replace, free of charge, any part proving defective in material or workmanship. All warranty repairs and service must be performed at a NQP/CONTOURE location of service by an authorized NQP/CONTOURE technician. All expenses related to replacing or repairing a defective part under this ninety (90) day warranty shall be assumed by except the cost of transporting the product to and from NQP/CONTOURE, which shall be assumed by the buyer. If the product is replaced, the replacement will be with a product that is identical or equivalent to the warranted product. If the product cannot be repaired or replaced, NQP/CONTOURE will issue a refund to the buyer for the original purchase price less that amount directly attributable to use by the buyer.

**One (1) Year Limited Warranty:** After the expiration of the ninety (90) day warranty, and within one (1) year from the date of original purchase, NQP/CONTOURE will replace any part proving defective in material or workmanship with a product that is identical or equivalent to the warranted part. The buyer shall assume the cost of transporting the defective product to and from NQP/CONTOURE and will assume the cost of labor associated with repair.

## **DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES**

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Claims based on implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law, but not less than one year. NQP/CONTOURE shall not be liable for consequential or incidental damages such as property damage and incidental expenses resulting from any breach of this written limited warranty or any implied warranty. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damage or limitations on the duration of implied warranties, so these limitations or exclusions may not apply to you. This written warranty gives you specific legal rights. You may also have other rights that vary from state to state.



# Warranty

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**How to Obtain Warranty Service:** Upon discovery of any defect, malfunction, or nonconformity in the warranty-covered product, the buyer should visit [www.contoureusa.com](http://www.contoureusa.com) and submit a warranty claim online. For any questions regarding your warranty you may also email us at [warranty@contoureusa.com](mailto:warranty@contoureusa.com)

**Notice to Buyer:** This warranty gives the buyer specific legal rights, and the buyer may also have other rights, which vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty. Every implied warranty, including any statutory warranty or condition of merchantability or fitness for a particular purpose, is disclaimed except to the extent prohibited by law, in which case such warranty or condition is limited to the duration and extent of this written warranty.

For added protection and secure handling of any NQP/CONTOURE product that is being returned, we recommend that you use a traceable, insured delivery service. NQP/CONTOURE cannot be held responsible for in-transit damage or for packages that are not delivered to us. Lost and/or damaged products are NOT covered under warranty. Please be sure to include your return address, daytime phone number, description of the product defect, product model number (located on the product), original date of purchase and any additional pertinent information pertaining to the product's return.

**Warranty Exclusions:** This warranty does not apply to any costs, repairs or services for the following:

- Products with original serial numbers that have been removed, altered or cannot be readily determined or products purchased "as-is"
- Product that has been transferred from its original owner to another party or removed outside of the USA or Canada
- Products used in commercial setting(s)
- Service calls to correct the installation of the warranty-covered products, to explain the usage of the product to the buyer, or to reset or replace home circuit breakers or fuses
- Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances not in ordinary household use or used other than in accordance with the provided instructions.
- Repairs necessitated by use other than normal home use / Products used in commercial settings
- Damage resulting from misuse, abuse, accidents, alterations, improper installation, fire, flood, acts of God or damage caused by the shipping of the product by the buyer to NQP
- Corrective work necessitated by repairs made by anyone other than a NQP authorized service technician / Rust on the interior or exterior of the unit.
- Costs incurred for disposing of the product at locations other than a NQP facility
- Food loss due to any refrigerator or freezer failure.
- Expenses for making the appliance accessible for servicing, such as removal of trim, cupboards, shelves, etc. which are not a part of the appliance when it is shipped from the factory.
- Damages to the finish of appliance or home incurred during installation, including but not limited to floors, cabinets, walls, etc.
- Damages caused by: services performed by unauthorized service companies; use of parts other than genuine NQP/CONTOURE parts or parts obtained from persons other than authorized service companies; or external causes such as abuse, misuse, inadequate power supply, accidents, fires or acts of God.
- Labor costs after ninety (90) days from your original date of purchase incurred for product repair or replacement as provided herein for carry-in appliances.



# Warranty

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**This warranty only applies in the USA and Canada.**

In the United States and Canada, your appliance is warranted by NQP/CONTOURE. NQP/CONTOURE authorizes no person to change or add any obligations under this warranty. Obligations for service and parts under this warranty must be performed by NQP/CONTOURE or an authorized service company.

**California Residents only:** California law provides that for In-Warranty Service, California residents have the option of returning a nonconforming product (1) to the store where it was purchased or (2) to another retail store which sells CONTOURE products of the same type. The retail store shall then, at its discretion, either repair the product, refer the consumer to an independent repair facility, replace the product, or refund the purchase price less the amount directly attributable to the consumer's prior usage of the product. If the above two options do not result in the appropriate relief to the consumer, the consumer may then take the product to an independent repair facility if service or repair can be economically accomplished.

NQP/CONTOURE and not the consumer will be responsible for the reasonable cost of such service, repair, replacement, or refund for nonconforming products under warranty.

California residents may also, according to their preference, return nonconforming products directly to NQP/CONTOURE for repair, or if necessary, replacement, by calling our Consumer Service Center toll-free at 1-888-656-9317 or sending us an email, [warranty@contoureusa.com](mailto:warranty@contoureusa.com). NQP/CONTOURE will be responsible for the cost of the repair, replacement, and shipping and handling for such products under warranty.