

Installation, Operation and Service Manual  
Serial numbers before D17617

7CI100A



7FS100A



**Following installation, please forward this manual  
to the appropriate operations person.**

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## Welcome

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Follett equipment enjoys a well-deserved reputation for excellent performance, long-term reliability, and outstanding after-the-sale support. To ensure that this product delivers that same degree of service, we ask that you take a moment to review this manual before beginning the installation. Should you have any questions or require technical help at any point, please call our technical service group at (877) 612-5086 or +1 (610) 252-7301.

## Before You Begin

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After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. If damage is found, immediately notify the shipper and contact Follett Corporation so that we can help in the filing of a claim, if necessary.

Check your paperwork to verify that you received the correct dispenser. Follett configuration numbers are designed to provide information about the type of dispenser you are receiving. The following is an explanation of the different model numbers.

| Model    | Configuration | Series                              | Condenser    |
|----------|---------------|-------------------------------------|--------------|
| 7 Series | CI<br>FS      | 100 lbs per day (icemaker capacity) | A Air-cooled |

## Important Safety Information

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Please read and adhere to the following safety information while installing, using, or servicing your Follett 7 Series Ice Dispenser.

1. Always disconnect power before servicing the dispenser.
2. Ice is slippery. Maintain counters and floors around dispenser in a clean and ice-free condition.
3. Ice is food. Follow the recommended cleaning and sanitizing instructions to maintain cleanliness of delivered ice.

# Specifications

## Dimensions

|                      | 7CI100A         | 7FS100A          |
|----------------------|-----------------|------------------|
| Width                | 14.55" (370 mm) | 14.55" (370 mm)  |
| Depth                | 22.05" (560 mm) | 22.05" (560 mm)  |
| Height               | 17.53" (450 mm) | 41.93" (1065 mm) |
| Unit Shipping Weight | 90 lb (41 kg)   | 120 lb (54.4 kg) |

## Ambient Information



### CAUTION!

The 7CI100A and 7FS100A are for indoor use only.

|                   | Maximum       | Minimum      |
|-------------------|---------------|--------------|
| Air Temperature*  | 100 F (38 C)  | 50 F (10 C)  |
| Water Temperature | 90 F (32.2 C) | 40 F (4.5 C) |
| Water Pressure    | 70 psi        | 10 psi       |
| Relative Humidity | 55% at 78 F   |              |

\* Best performance is achieved between 80 F (27 C) and 50 F (10 C).

## Plumbing

- Water Inlet: 1/4" MPT
- Optional Drain Accessory Kit (item# 00956375): 1/2" ID tubing
- Water Mineral Content: Greater than 5 ppm (mg/l) TDS and less than 400 ppm (mg/l) TDS
- Water shut-off recommended within 10 feet (3 m) of dispenser

## Water

- For use in applications with less than 400 ppm (mg/l) total dissolved solids in water (either naturally occurring or treated with reverse osmosis)
- Not recommended for use with softened water

## Clearances

- 3" (77 mm) behind and on each side of dispenser for electrical and connection and ventilation

## Electrical

- 115V, 60 Hz, 1 phase, 5A, maximum fuse 15A
- Connect to dedicated 15A circuit, fuse or breaker. **Note:** It is preferred that circuit be protected by a GFCI

## Refrigeration

- Refrigerant R134a – 7.2 ounces (204 grams)

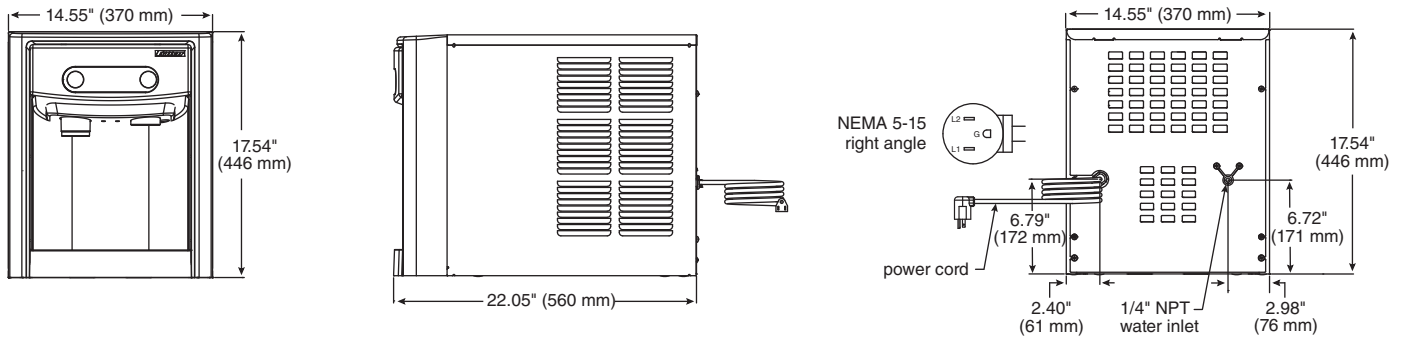
## Heat Rejection

- 1700 BTU/hr (498 W)

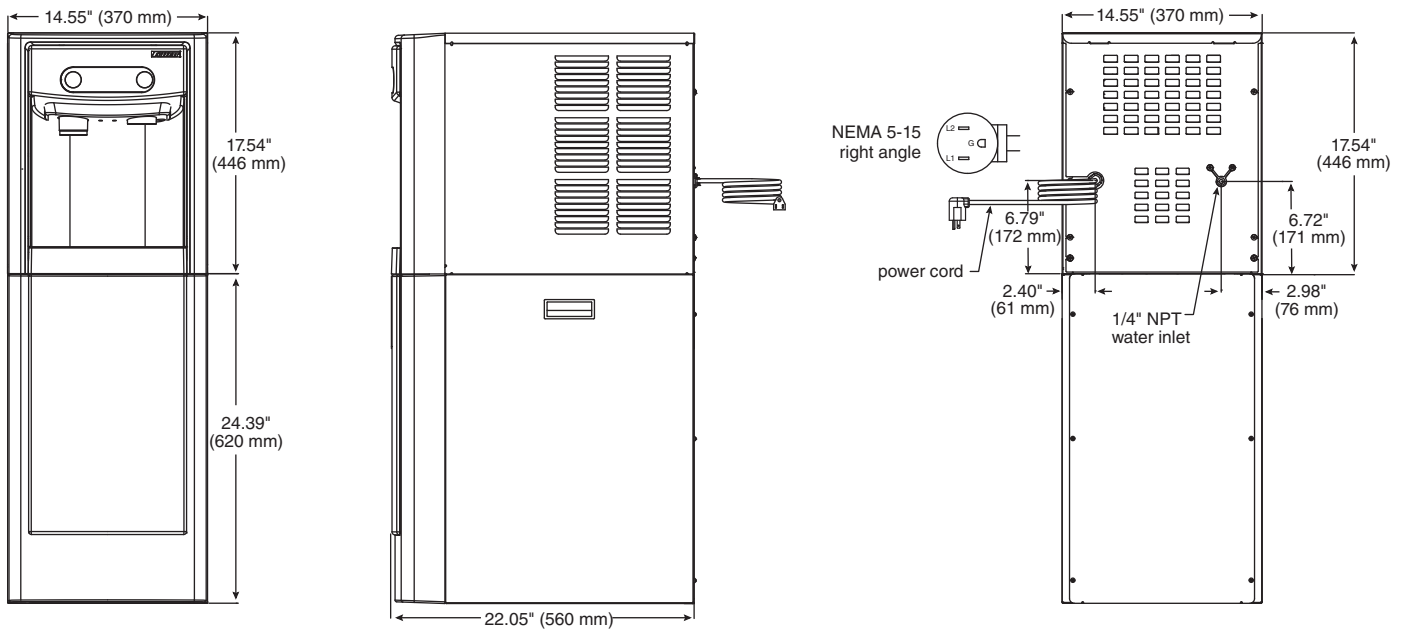
# Specifications (continued)

## Detailed Drawing

### Countertop models



### Freestanding models



# Installation



## CAUTION!

No service or maintenance should be performed until the technician has thoroughly read this service manual. Except for routine cleaning and sanitizing, only qualified technicians should attempt to service or maintain this equipment.

## Countertop Installation

Installation instructions for freestanding model may be found on page 8.

1. A clearance of at least 3" (77 mm) is required behind and on each side of the dispenser for electrical connection and ventilation (**Fig. 1**).
2. Rough-in the electrical service and water line.
  - Electrical: 115V, single phase, 15A receptacle required. The dispenser has an integral 8 ft. (2.4 m) cord and plug.
  - Water: supply line (with shut-off valve) connects to the dispenser's 1/4" MPT inlet.

## NOTICE!

If installing optional Drip Tray Drain Kit or Leg Accessory, complete those steps before proceeding.

3. Connect water line. Recommended routing (**Fig. 2**) allows easy access to water for cleaning and sanitizing procedure.
4. Connect power supply.
5. Sanitize the dispenser prior to use (see *Cleaning and Sanitizing* on page 13).

Fig. 1

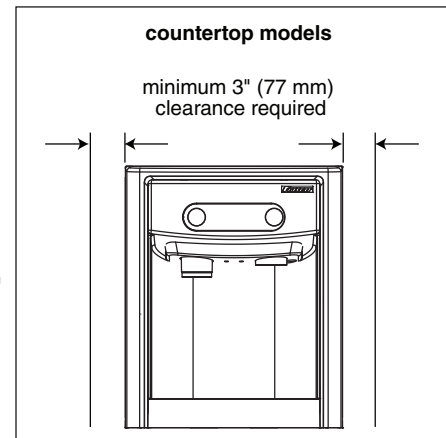
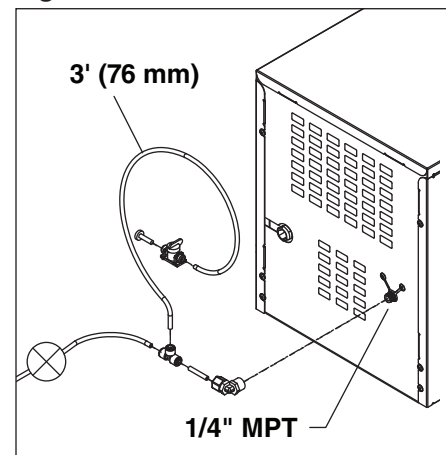


Fig. 2



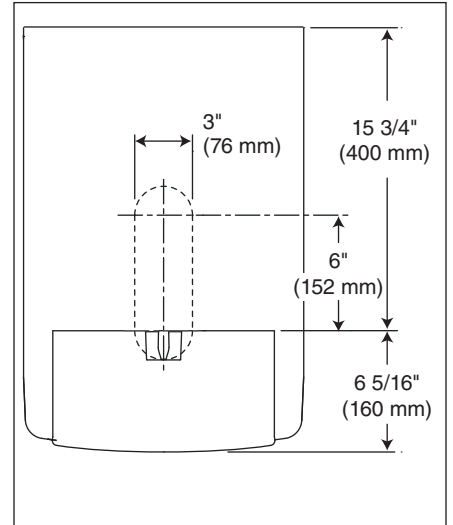
**Optional Drip Tray Drain Installation**

1. If installing optional Drip Tray Drain Kit\*, cut hole in countertop for drain tube. Units without legs must have alternate hole positioning (**Fig. 3**)

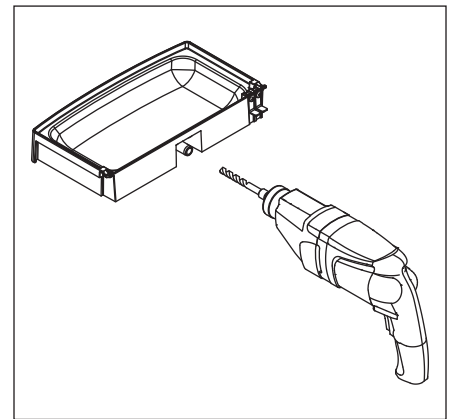
\* The optional Drip Tray Drain Kit (item# 00956375) requires a floor drain within 15 ft. (4.5 m) of the dispenser. For detailed installation instructions, please refer to the instructions shipped with the Drip Tray Drain Kit.

2. Remove drip tray and drill 11/32" hole through drain nipple (**Fig. 4**).
3. Connect supplied drain tubing to drain tray nipple with supplied hose clamp. Run drain tubing to floor drain.
4. Return tray to original position.

**Fig. 3**



**Fig. 4**

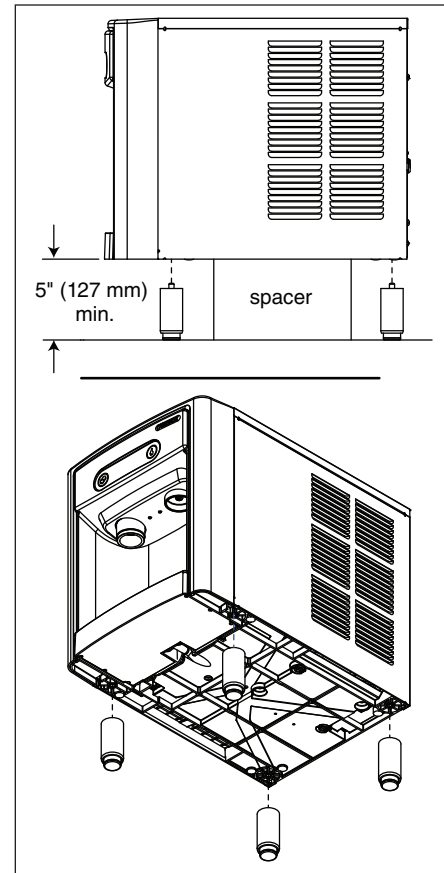


## Installation (continued)

### Optional Leg Accessory Installation

1. If installing optional 4" Leg Accessory (item# 00956300), place a 5" (127 mm) spacer underneath the dispenser to ease installation.
2. Remove four plastic, thread-protecting plugs from bottom of dispenser.
3. Screw each leg into chassis (**Fig. 3**).

Fig. 5



### Freestanding Installation

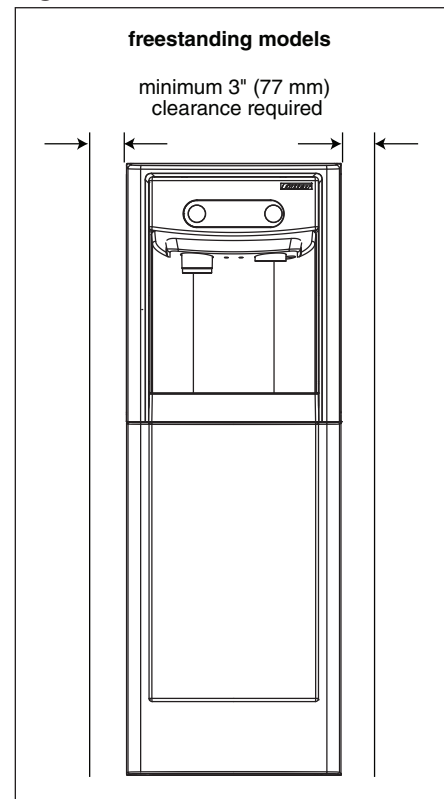
Installation instructions for countertop model may be found on page 6.

1. A clearance of at least 3" (77 mm) is required behind and on each side of the dispenser for electrical connection and ventilation (**Fig. 1**).
2. Rough-in the electrical service and water line.
  - Electrical: 115V, single phase, 15A receptacle required. The dispenser has an integral 8 ft. (2.4 m) cord and plug.
  - Water: supply line (with shut-off valve) connects to the dispenser's 1/4" MPT inlet.

#### **NOTICE!**

*If using Leg Accessory with base stand, complete those steps before proceeding.*

Fig. 6





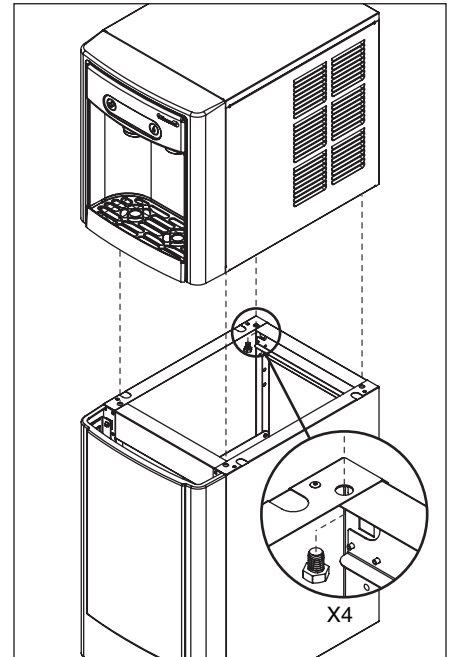
## Installation (continued)

3. Remove four plastic, thread-protecting plugs from bottom of dispenser.
4. Attach dispenser to base stand with supplied hardware (**Fig. 7**).

### NOTICE!

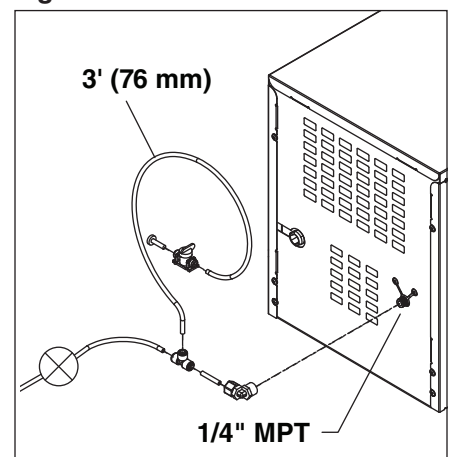
If installing optional Drip Tray Drain Kit, complete those steps before proceeding.

**Fig. 7**



5. Connect water line. Recommended routing (**Fig. 8**) allows easy access to water for cleaning and sanitizing procedure.
6. Connect power supply.
7. Sanitize the dispenser prior to use (see *Cleaning and Sanitizing* on page 13).

**Fig. 8**



## Installation (continued)

- Secure unit to wall or cove molding with supplied bracket (**Fig. 9**) to prevent tipping.

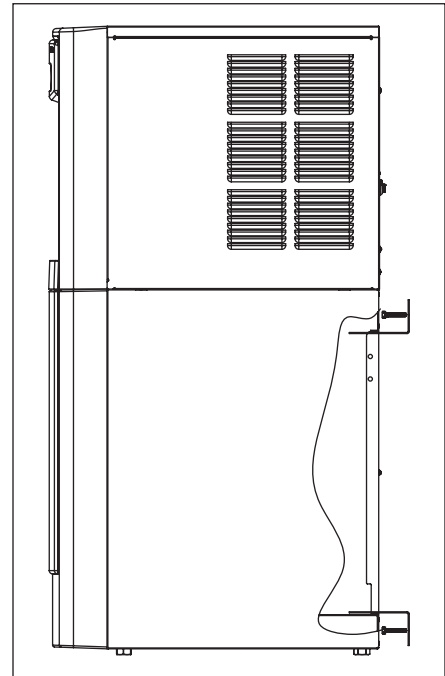
**Note:** Fasteners must be supplied by installer.



### **WARNING!**

*Freestanding unit must be secured to wall to prevent tipping. Failure to do could result in personal injury or damage to the unit.*

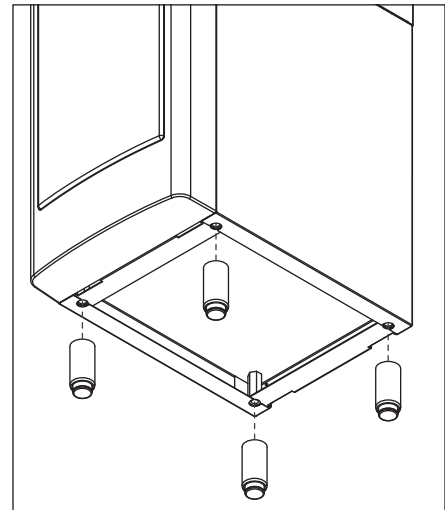
**Fig. 9**



### Optional Leg Accessory Installation

- If installing optional 6" Leg Accessory (item# 00956318), tilt or lay base stand on side and screw each leg into stand (**Fig. 10**).

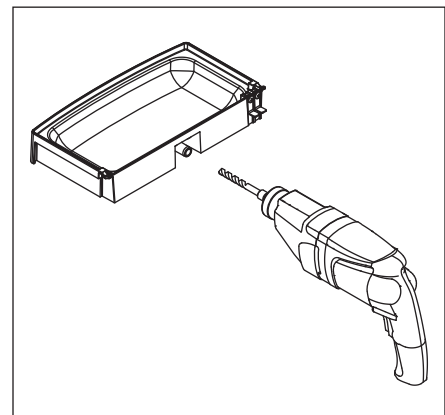
**Fig. 10**



### Optional Drip Tray Drain Installation

- If installing optional Drip Tray Drain Kit\*, remove drip tray and drill 11/32" hole through drain nipple (**Fig. 11**).
- Connect supplied drain tubing to drain tray nipple with supplied hose clamp. Run drain tubing to floor drain.
- Return tray to original position.

**Fig. 11**



\* The optional Drip Tray Drain Kit (item# 00956375) requires a floor drain within 15 ft. (4.5 m) of the dispenser. For detailed installation instructions, please refer to the instructions shipped with the Drip Tray Drain Kit.

## Maintenance/Cleaning Mode

### Cleaning Mode (Dispensing Disabled) - Use when cleaning surface

Entering Cleaning Mode disables the User Interface and allows you to clean the outside of the dispenser without accidentally dispensing water or ice.

1. To enter Cleaning Mode, press and immediately release the maintenance/clean switch (**Fig. 12.1**) so that only "FRESH FILTERED ICE AND WATER" displays in the user interface (**Fig. 12.2**).
2. To exit Cleaning Mode, press and immediately release the maintenance/clean switch so that the ice and water icons also display in the user interface.

### Maintenance Mode (All Operation Disabled) - Use when cleaning/servicing ice machine

Entering Maintenance Mode disables all operations and allows you to safely clean and/or sanitize the icemaker and dispenser as well as service the entire unit.



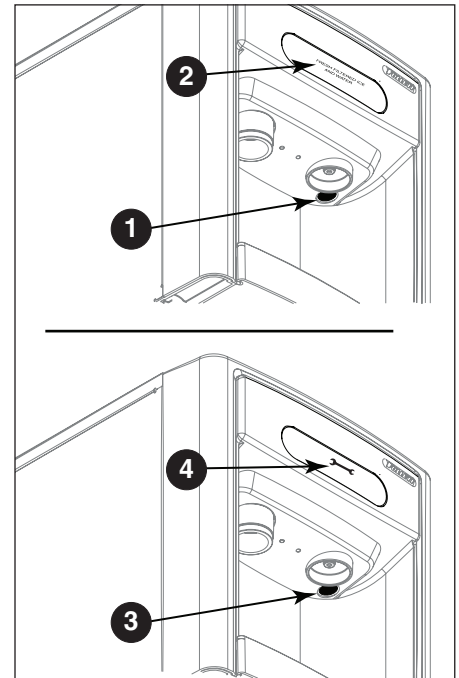
1. To enter Maintenance Mode, press and hold the maintenance/clean switch (**Fig. 12.3**) until  displays in the user interface (**Fig. 12.4**).
2. To exit Maintenance Mode, press and hold the maintenance/clean switch until  no longer displays in the user interface.

Fig. 12



## Accessing Internal Components

### CAUTION!

*Except for routine cleaning and sanitizing, only qualified technicians should attempt to service or maintain this equipment.*


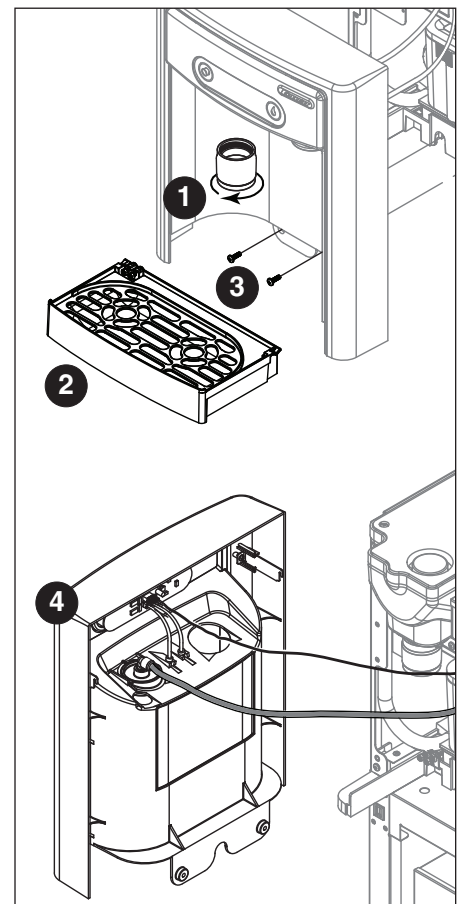
1. Press and hold the maintenance/clean switch (**Fig. 12.1**) until  displays in the user interface (**Fig. 12.2**).
2. Remove (unscrew) chrome ice dispenser chute (**Fig. 13.1**).
3. Remove the drip tray (**Fig. 13.2**).
4. Remove the two screws (**Fig. 13.3**) on the front panel (behind the drip tray).
5. Remove and set aside the front panel (**Fig. 13.4**) - **do not disengage the plug on the back of the User Interface or the tubing at the water dispenser chute (if so equipped).**

Fig. 13



## Filter Display Indicator Activation

If you purchased your dispenser with a Follett filter, the filter display indicator activation has been preset at the factory.

If you are using an “after market filter,” an adjustment may be made to activate the “Fresh Filtered Ice & Water” display and a six-month maintenance reminder on the User Interface.

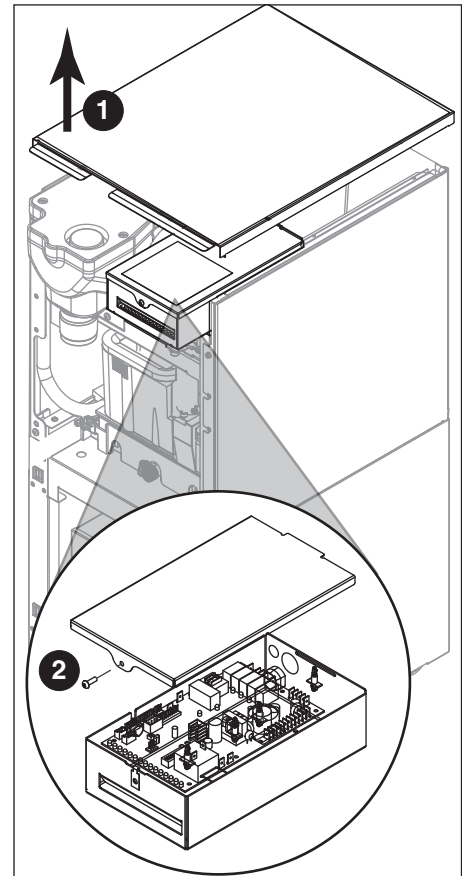
### Activating “Fresh Filtered Ice & Water” and the Six-Month Maintenance Reminder

1. Remove the front panel as explained in *Accessing Internal Components on page 11* then refer to **Fig. 14**.
2. Remove top panel (**Fig. 14.1**).
3. Remove (1) screw and top of control board enclosure (**Fig. 14.2**).
4. Locate the DIP switch on the dispenser's control board (**Fig. 15**). Use a fine-pointed object to move the “Filter” DIP switch to the ON position.

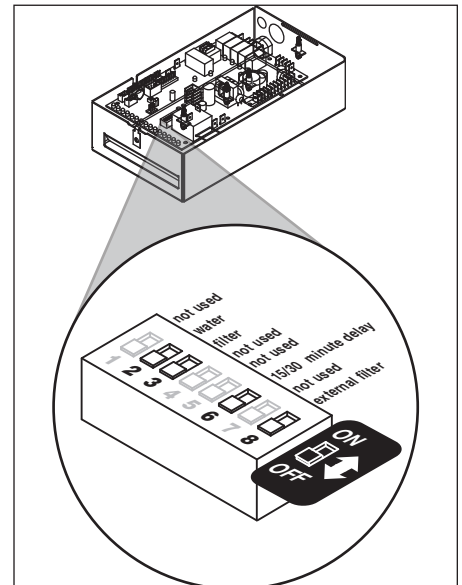
### Deactivating the Six-Month Maintenance Reminder

1. Use a fine-pointed object to move the “External Filter” DIP switch to the ON position.

**Fig. 14**



**Fig. 15**



| DIP Switch | Function           |
|------------|--------------------|
| 1          | Not used           |
| 2          | Water              |
| 3          | Filter             |
| 4          | Not used           |
| 5          | Not used           |
| 6          | 15/30 minute delay |
| 7          | Not used           |
| 8          | External Filter    |

## Cleaning and Sanitizing

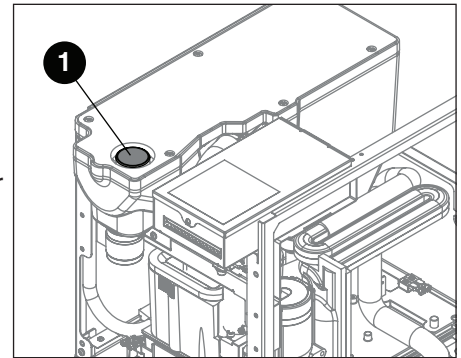
### CAUTION!

Place the dispenser in Maintenance Mode prior to servicing or cleaning the ice machine. See Maintenance/Cleaning Mode on page 11.


#### Required Supplies

- (3) x 7 ounce SafeCLEAN™ environmentally-friendly icemaker cleaner packets
- Nu-Calgon IMS-II sanitizer
- Funnel
- Bucket

Fig. 16



#### Cleaning: Icemaker and Dispenser

1. Dispense all the ice out of the unit, then see *Accessing Internal Components* on page 11.
2. Press and hold maintenance/clean switch until  displays in the user interface to enter Maintenance Mode.
3. Remove (unscrew) chrome ice dispense chute.
4. Remove drip tray.
5. Remove (2) screws located behind the drip tray.
6. Move front panel and place on top or beside unit.
7. Remove plug cap from the end of drain tube and lower tube to drain water into bucket.
8. After the system has been drained of water replace plug cap in drain tube.
9. Secure tube in holder.
10. Remove cap from bin lid cover.
11. Screw cap onto ice discharge chute.
12. Mix SafeCLEAN Ice Machine Cleaner, (3) x 7 ounce packets, with three gallons (11.4 L) of water.
13. Pour cleaning solution into bin lid access spout until solution reaches the spout neck.
14. Allow the solution to remain in unit for 15 minutes.
15. While machine is cleaning, remove top and right side panel to access and clean air-cooled condenser.
16. Drain system by lowering drain tube into bucket.
17. Secure drain tube into holder.
18. Fill one time with potable water and drain with fill tube. Secure drain tube.

#### Sanitizing: Icemaker and Dispenser

1. Mix a sanitizing solution of 2.5 gallons (9.5 L) of water and 4 ounces (118 ml) of Nu-Calgon\* IMS-II sanitizer.
2. Pour sanitizing solution into bin lid access spout until solution reaches the spout neck.
3. Allow the solution to remain in unit for 5 minutes.
4. Drain system by lowering drain tube.
5. Secure drain tube into holder.
6. Fill and drain three times with potable water.
7. Place a bucket under the dispense chute and remove cap.

**Caution:** Some sanitizing solution will remain and drain out when cap is removed. Reposition cap on bin lid spout.

8. Reinstall front panel, ice dispense chute, and drip tray.
9. Press and hold maintenance/clean switch to exit Maintenance Mode.

\* Calgon is a licensed trade name.

## Cleaning and Sanitizing (continued)

### Cleaning: User Interface and Exterior Cabinet

1. Press and release maintenance/clean switch so that only "FRESH FILTERED ICE AND WATER" displays in the user interface to enter Cleaning Mode (and disable dispensing).
2. Plastic parts, including the user interface, can be cleaned with non-abrasive cleaners like Windex or Fantastic. Clean stainless steel panels with stainless steel cleaner.
3. Press and release maintenance/clean switch to put unit back into service.

## Service

### LED Indicator Description

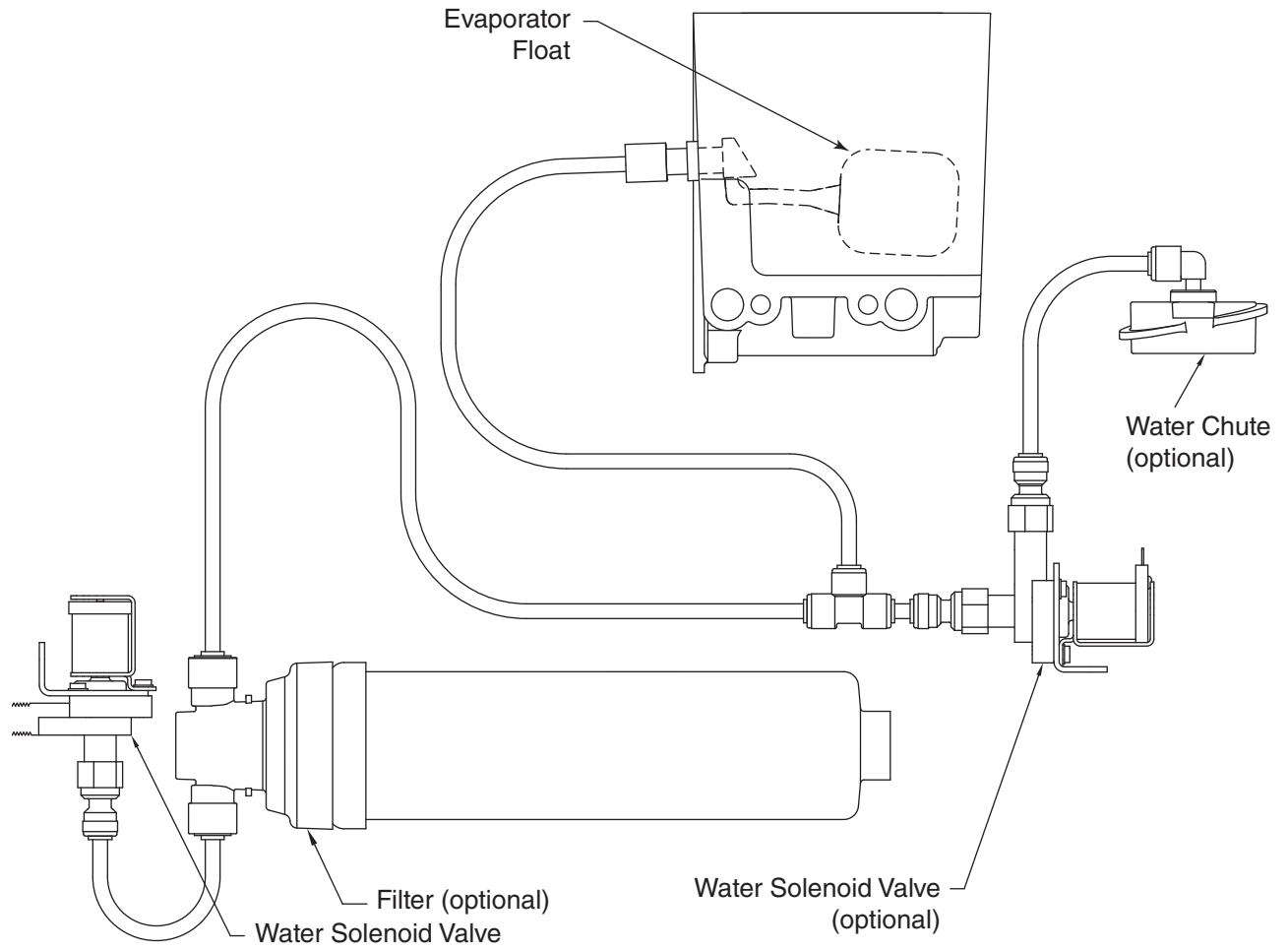
The LED Indicator is located behind the front panel.

Fig. 17

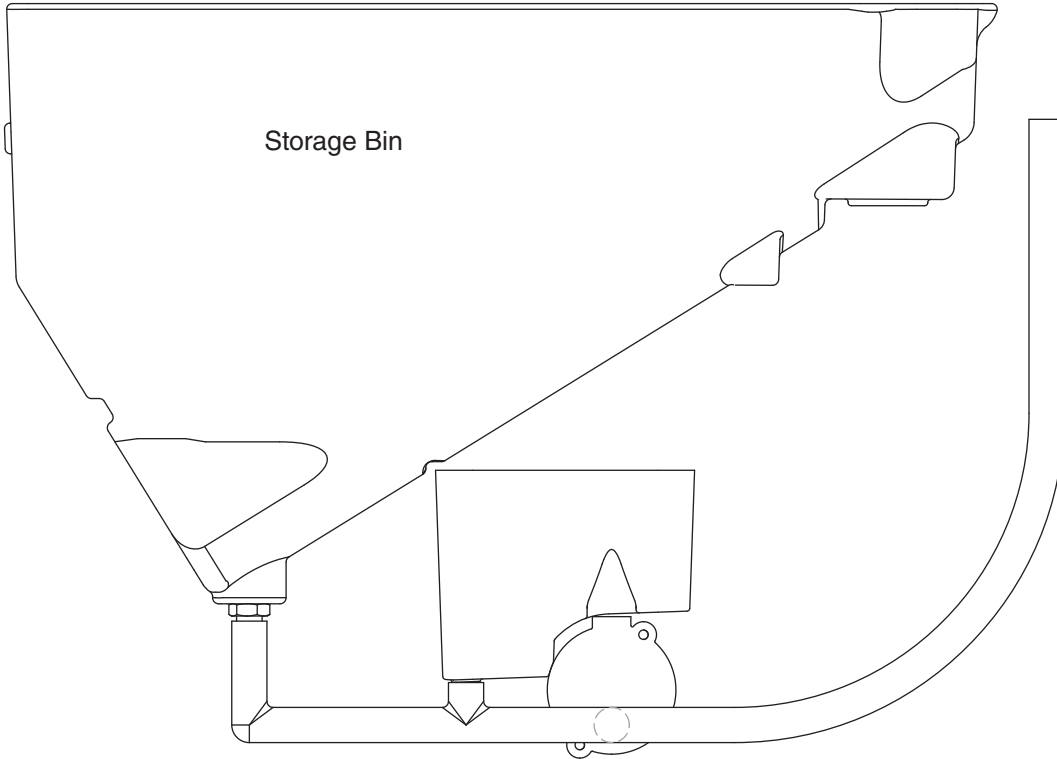


| LED Name    | LED Color | Description  |
|-------------|-----------|--|
| Clean       | Green     | The dispenser is in Cleaning Mode. Dispenser is disabled to allow for cleaning of front panel. See <i>Maintenance/Cleaning Mode on page 11.</i>                  |
| UV          | N/A       | Not used.  |
| Filter      | Red       | Six-month time has expired.  |
| Drip tray   | Red       | Drip tray full.  |
| Water leak  | Red       | Internal leak in dispenser.  |
| High amps   | Red       | Auger gearmotor has exceeded 0.55 amps.  |
| Service     | Red       | 8000 hour bushing check (call Follett technical service group at (877) 612-5086 or +1 (610) 252-7301).   |
| Maintenance | Yellow    | Enter Maintenance Mode by pressing and holding maintenance/clean switch for 5 seconds. Unit will not make or dispense ice.                                       |
| Low water   | Yellow    | Insufficient water supply to machine or no low bin LED upon startup.   |
| Time delay  | Yellow    | Ice production will not resume for at least 15 minutes after a full bin is achieved and a minimum amount of dispense activity has elapsed.                       |
| Sleep cycle | Green     | After a full bin and 10 minutes of non-use, the unit goes into standby and will not produce ice until either 12 hours has elapsed or ice or water has dispensed. |
| Making ice  | Green     | Gearmotor, compressor, and fan motor energized.  |
| Low bin     | Green     | Bin switch closed calling for ice.   |
| Power on    | Green     | Power supplied to unit.  |

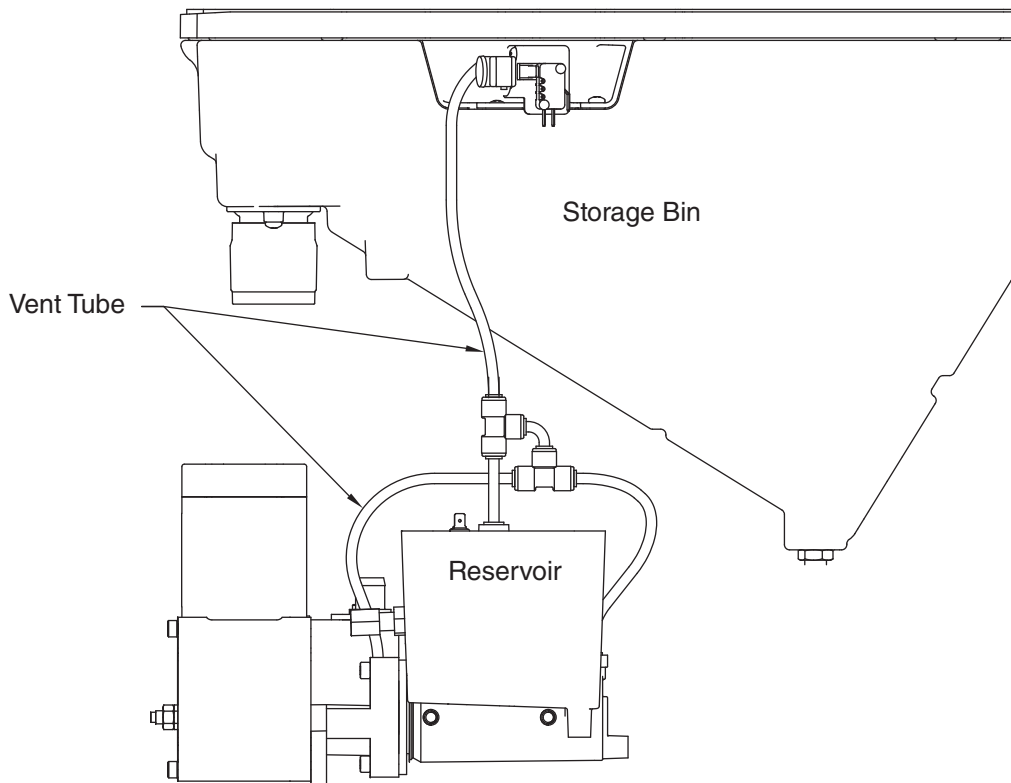
Water Feed Schematic



### Bin Melt Water/Evaporator Feed/Clean Out System Schematic

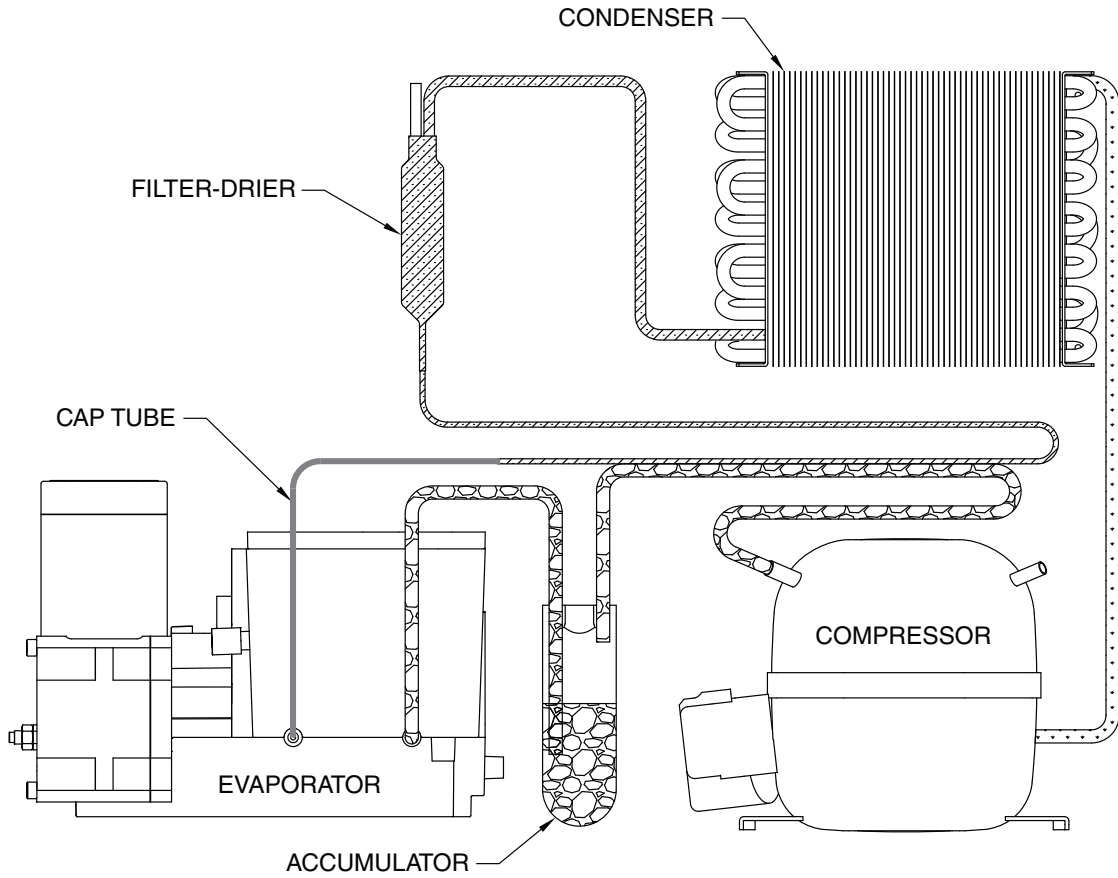


### Vent System Schematic





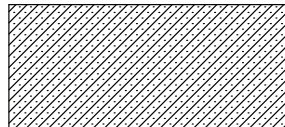
### Refrigeration Schematic



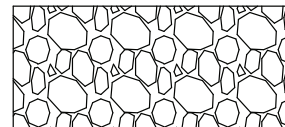
HIGH PRESSURE VAPOR



LOW PRESSURE LIQUID

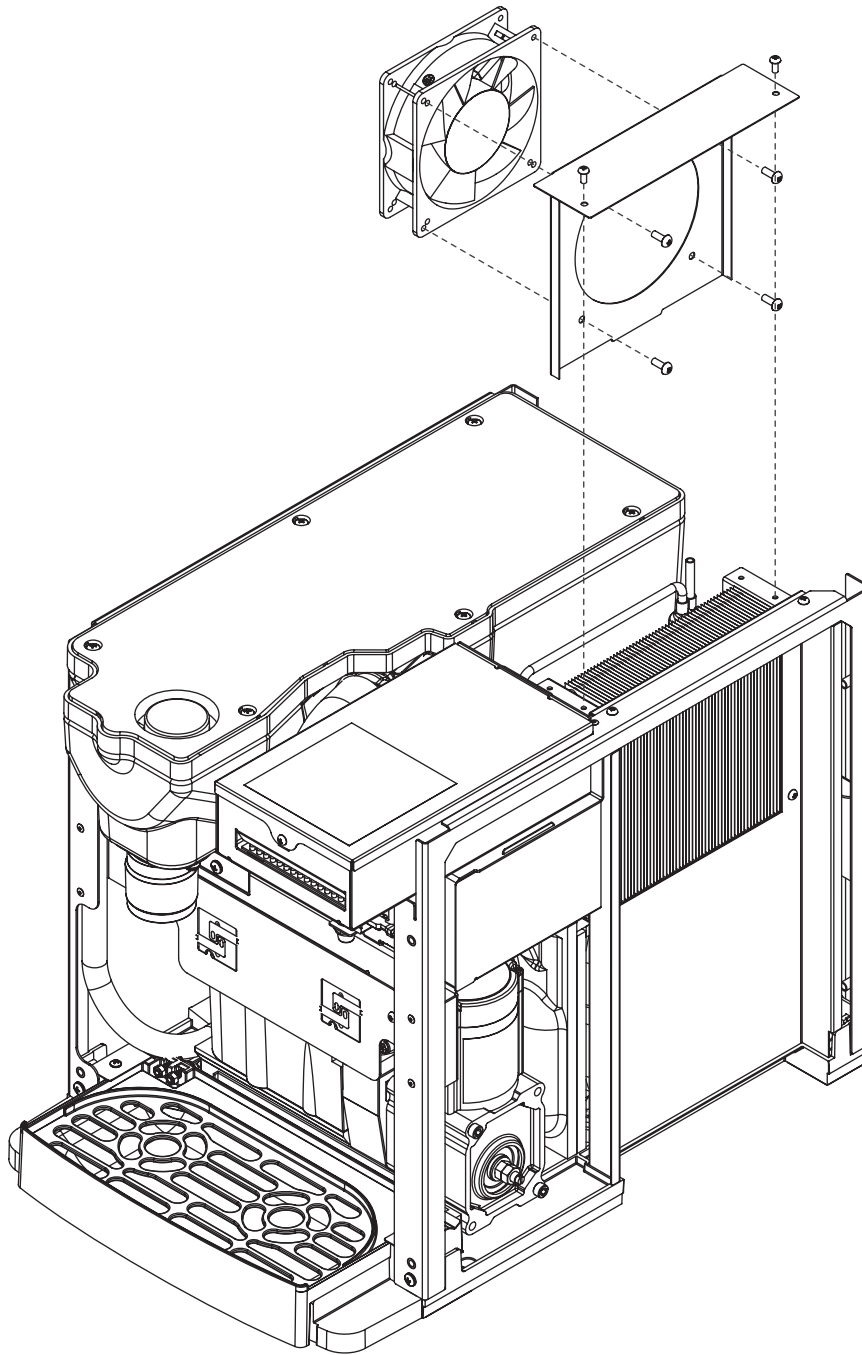


HIGH PRESSURE LIQUID





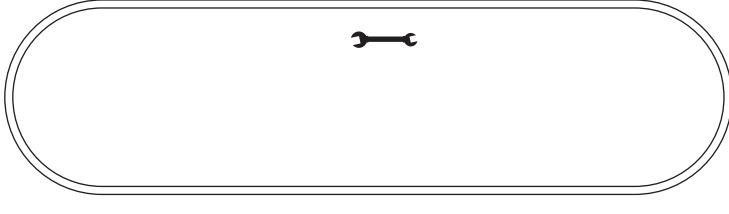



LOW PRESSURE VAPOR



## Condenser Fan Motor Removal



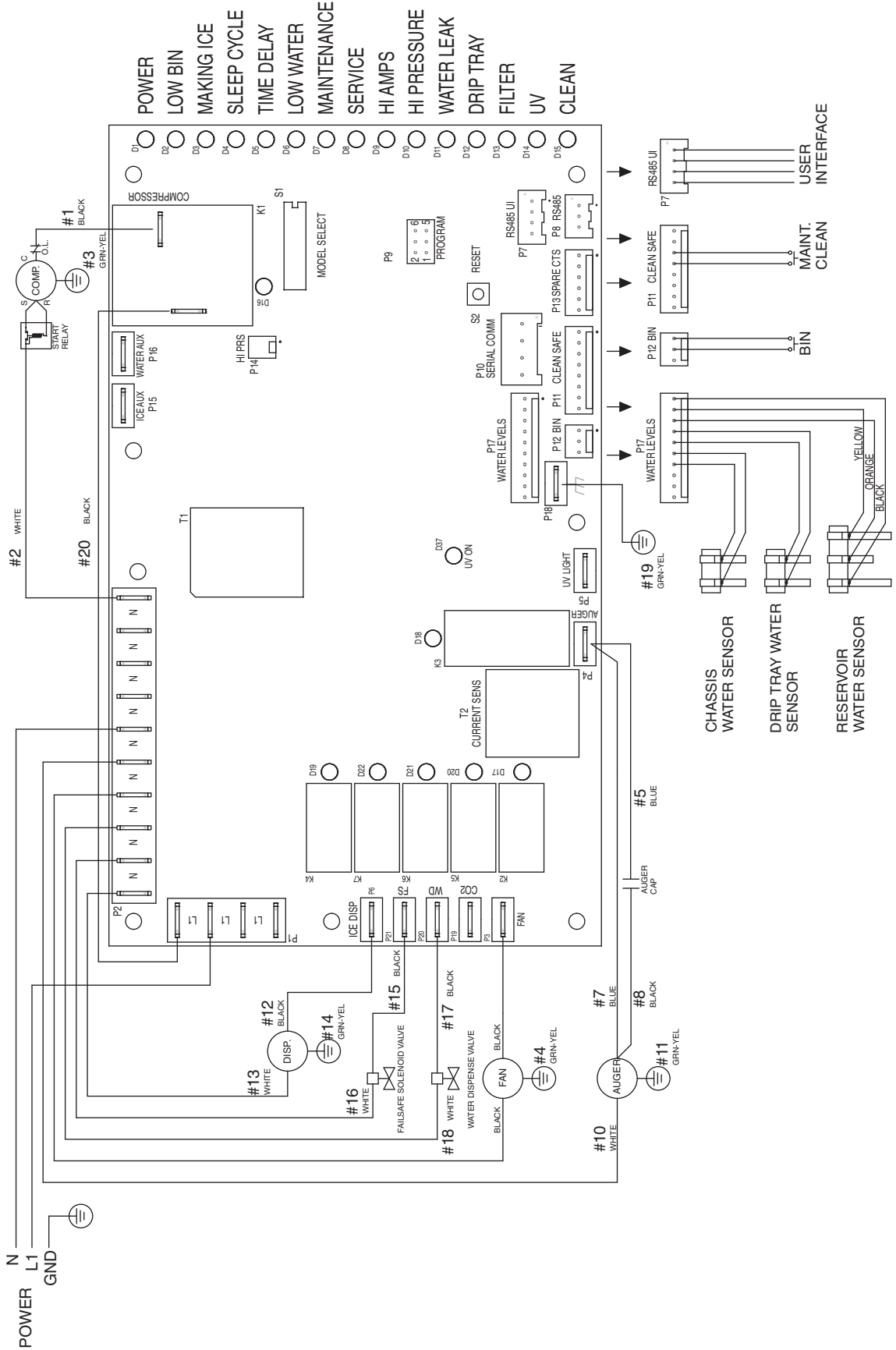
User Interface Display Identification

| Operation Display   | Condition                             | Procedure  |
|---|---------------------------------------|--|
|    | Normal operation                      | —  |
|    | Cleaning Mode                         | Press and release maintenance/clean switch to clean the user interface without dispensing ice or water (see <i>Maintenance/Cleaning Mode on page 11</i> ).   |
|    | Drip tray full                        | Empty drip tray.   |
|  | Six-month filter maintenance required | Change filter and reset per Maintenance Mode procedure below. To disable reminder, see <i>Filter Display Indicator Activation on page 12</i> .   |
|  | Maintenance Mode                      | Change filter and reset timer with maintenance/clean switch: Press and hold for 5 seconds until  displays. Press and release clean switch to display "FRESH FILTERED ICE". Press and hold clean switch for 5 seconds to reset your selection. |

**Service** (continued)

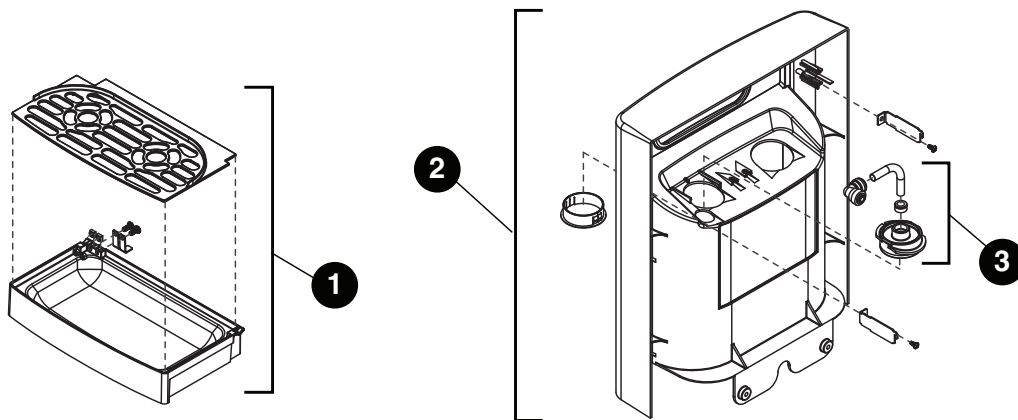
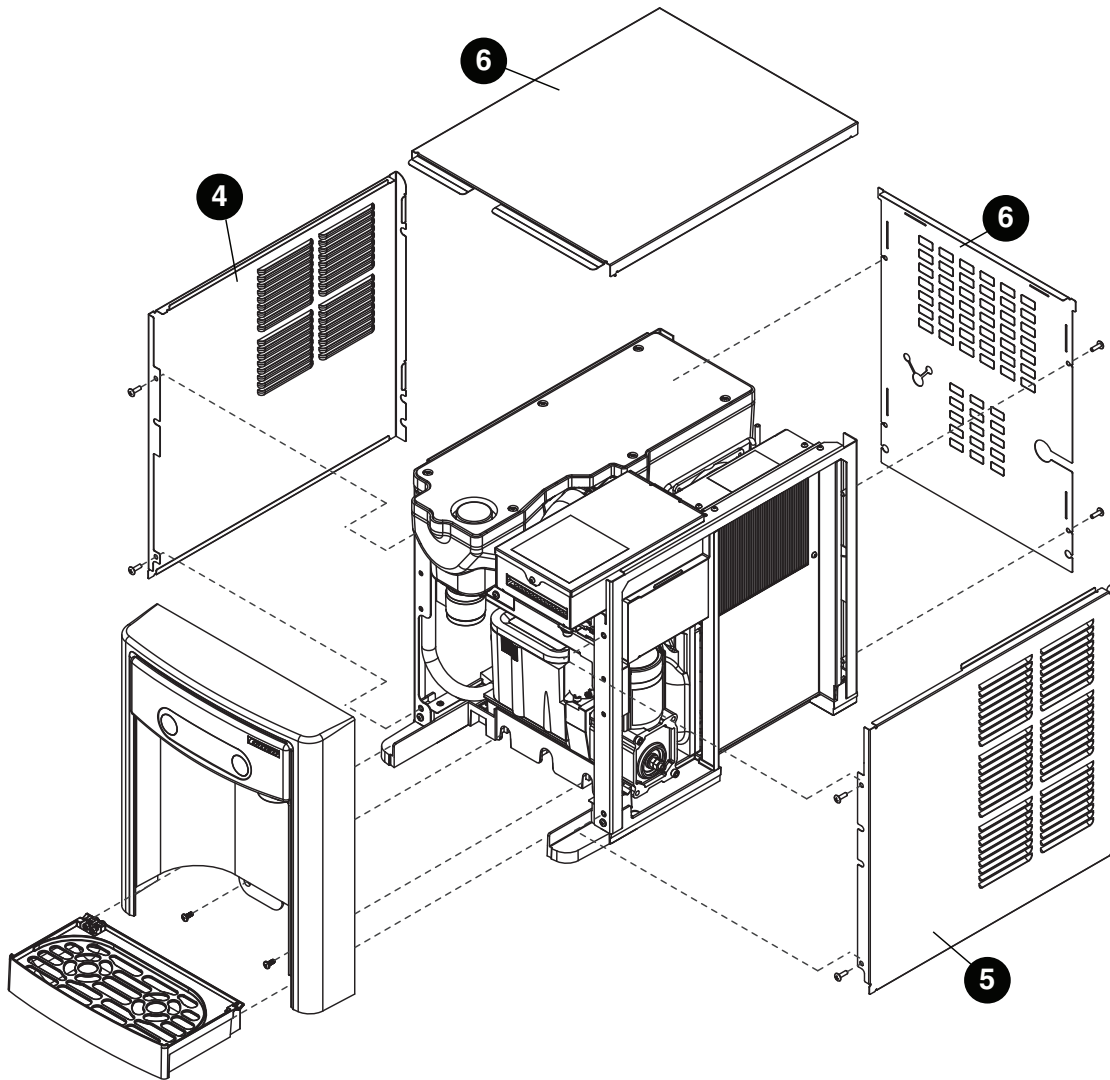
| Service Display   | Condition                  | Procedure  |
|---|----------------------------|--|
|  | High amps                  | Contact Follett technical service group at (877) 612-5086 or +1 (610) 252-7301.                |
|  | Internal leak in dispenser | Locate leak and repair - Press reset on control board. Contact Follett if icemaker is leaking. |

Electrical Wiring Diagram



# Parts

## Exterior

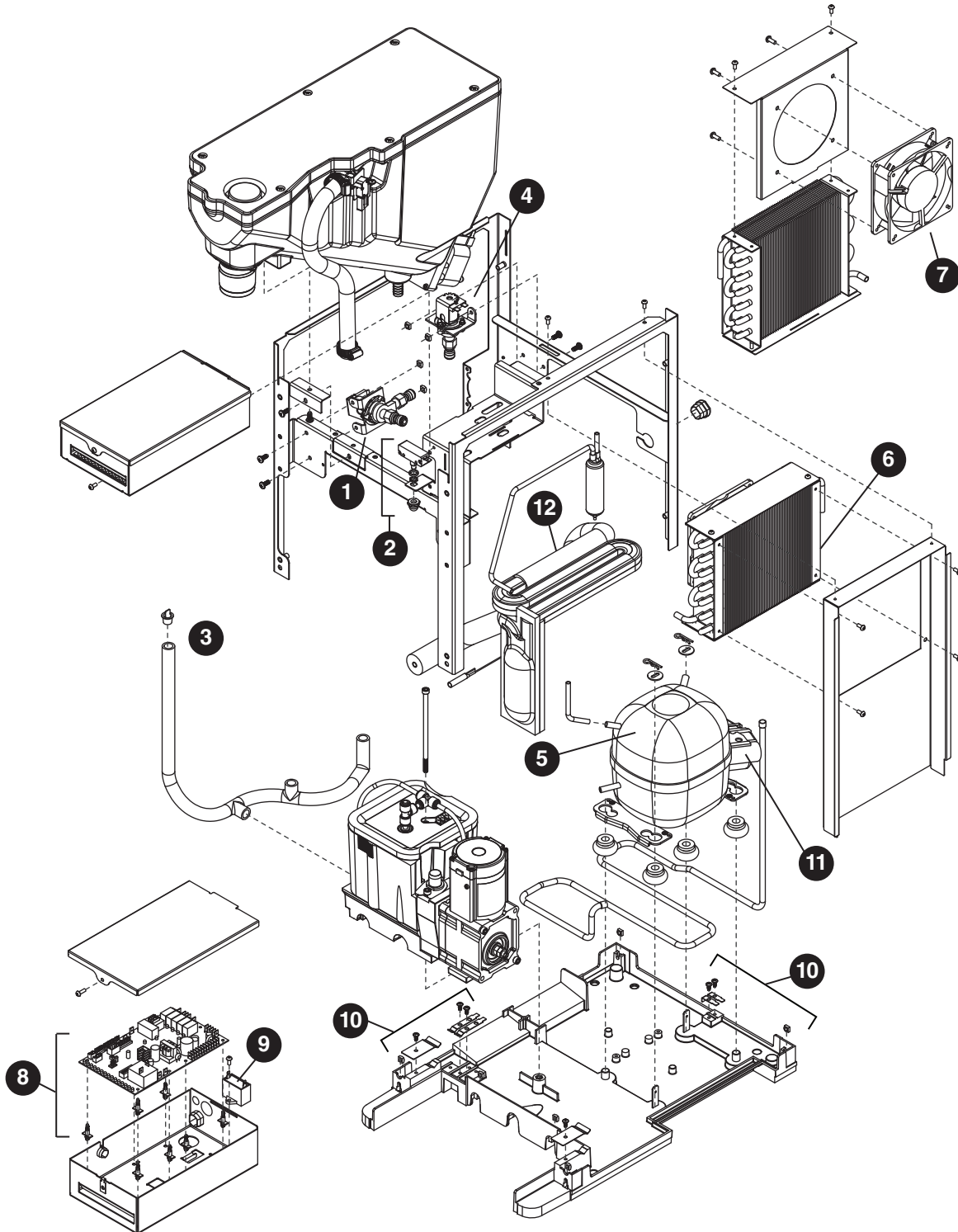


**Parts** (continued) 

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| <b>Reference #</b> | <b>Description</b>                                 | <b>Part #</b> |
|--------------------|--|---------------|
| 1                  | Drain, Tray Assy                                   | 00957613      |
| 2                  | Panel, Front Assy - Includes Water Nozzle and Plug | 00957621      |
| 3                  | Chute, Water                                       | 00957688      |
| 4                  | Panel, Left  | 00957639      |
| 5                  | Panel, Right                                       | 00957647      |
| 6                  | Panel, Top   | 00957654      |
| 7                  | Panel, Rear  | 00957662      |
| Not Shown          | Cord, 115 VAC                                      | 00958058      |
| Not Shown          | Packaging for Returns, Dispenser                   | 00957993      |

Interior



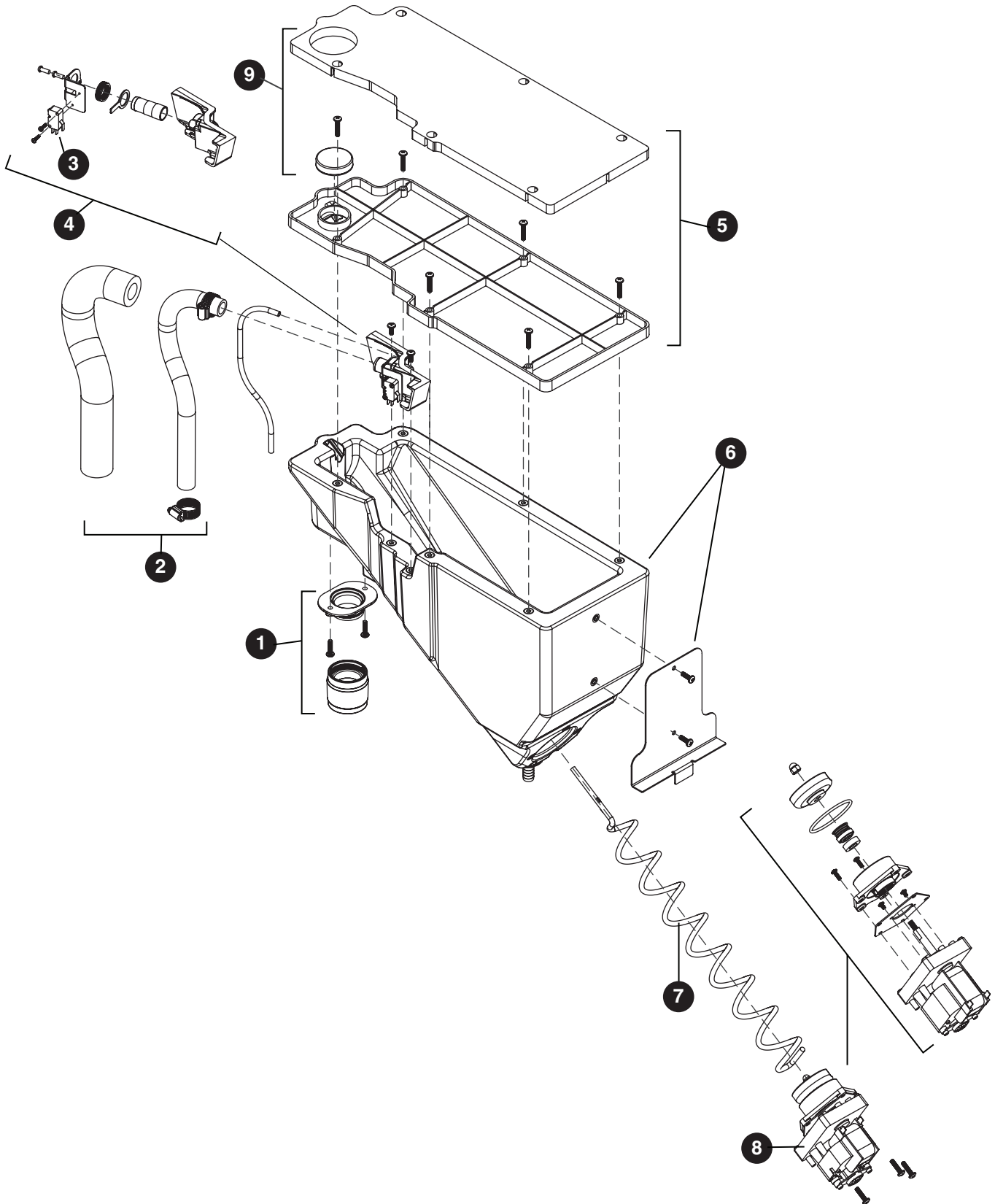


**Parts** (continued) 

---

| <b>Reference #</b> | <b>Description</b>                | <b>Part #</b> |
|--------------------|-----------------------------------|---------------|
| 1                  | Valve, Dispense Solenoid          | 00957704      |
| 2                  | Switch, Cleaning                  | 00957712      |
| 3                  | Drain/Feed Tube with Cap          | 00957720      |
| 4                  | Valve, Failsafe Solenoid          | 00957738      |
| 5                  | Compressor with Mounting Hardware | 00958009      |
| 6                  | Condenser                         | 00958017      |
| 7                  | Condenser Fan and Cord            | 00958025      |
| 8                  | Control Board with Stand-offs     | 00958033      |
| 9                  | Capacitor, Gearmotor              | 00958041      |
| 10                 | Sensor, Retainer Hardware Kit     | 00958066      |
| 11                 | Relay and Overload                | 00958090      |
| 12                 | Refrigeration, Piping Assy        | 00958132      |

Bin Assembly

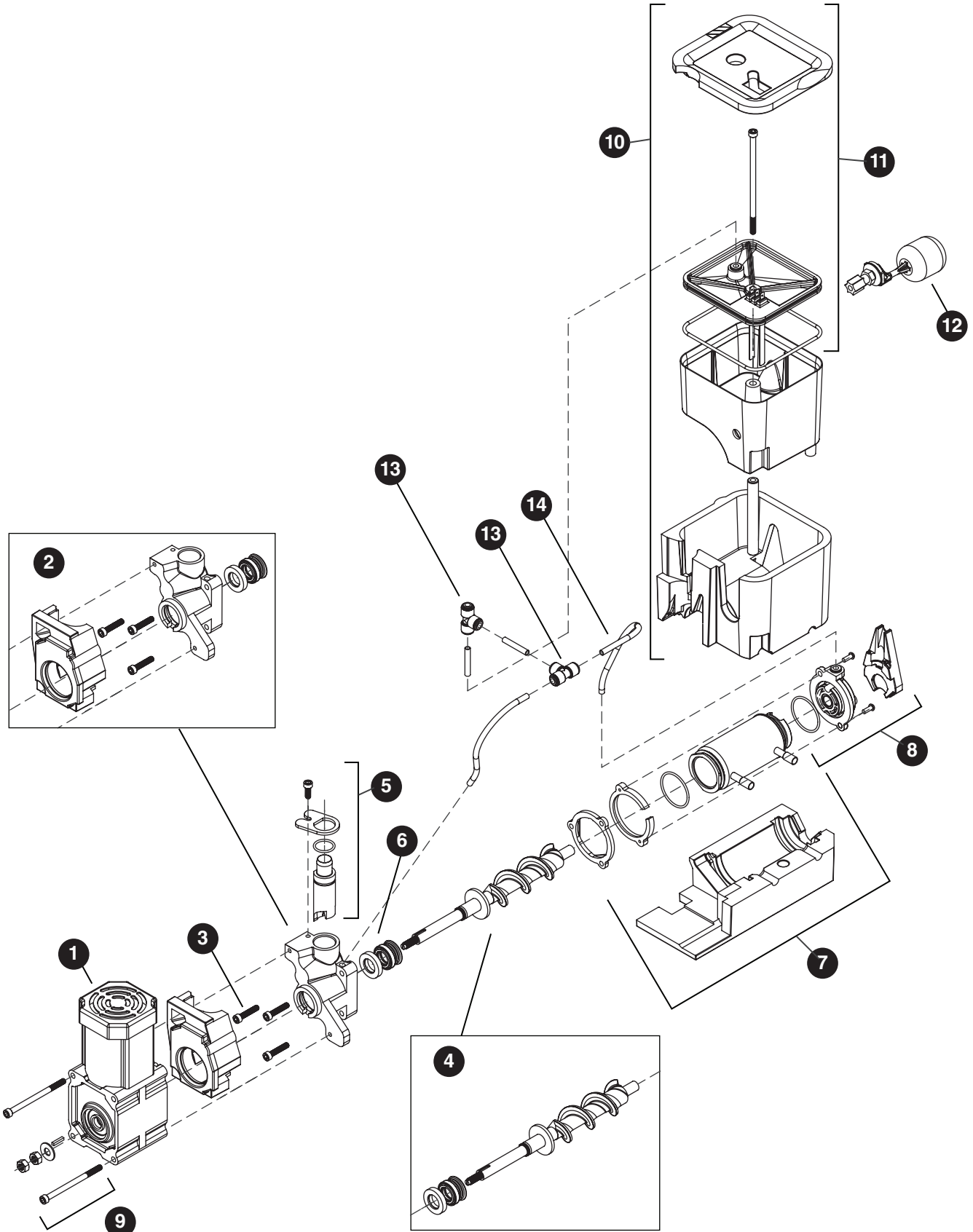


**Parts** (continued) 

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| <b>Reference #</b> | <b>Description</b>                   | <b>Part #</b> |
|--------------------|--------------------------------------|---------------|
| 1                  | Ice Chute Assembly                   | 00957670      |
| 2                  | Ice Transport Tubing with Insulation | 00957746      |
| 3                  | Switch, Shuttle                      | 00957753      |
| 4                  | Shuttle, Complete Assembly           | 00957761      |
| 5                  | Lid, Bin Assembly                    | 00957779      |
| 6                  | Bin, Assembly                        | 00957787      |
| 7                  | Auger, Dispense                      | 00957795      |
| 8                  | Motor, Dispense                      | 00957803      |
| 9                  | Cap and Insulation, Bin              | 00957936      |

Evaporator Assembly

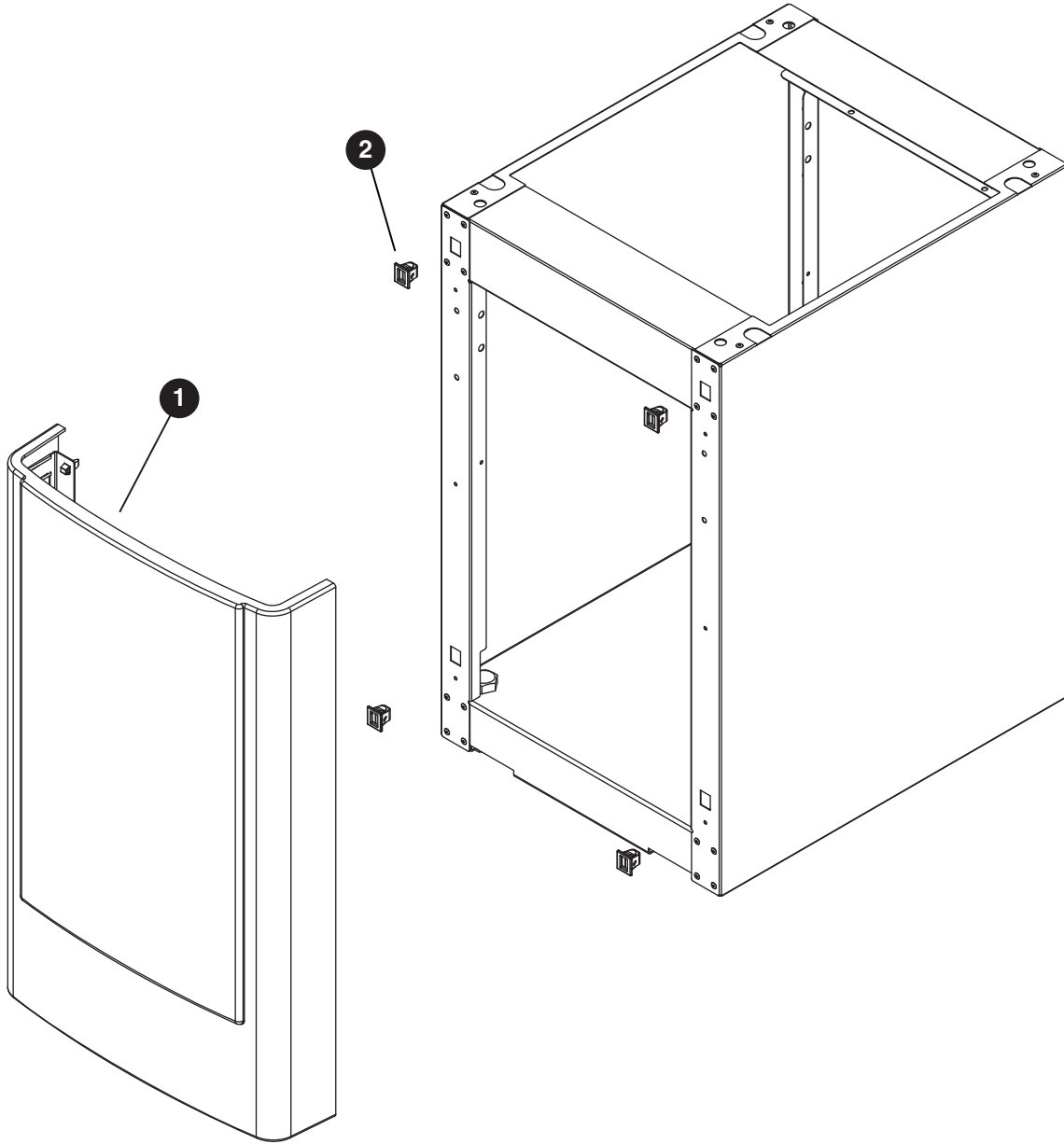


**Parts** (continued) 

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| Reference # | Description                               | Part #   |
|-------------|---|----------|
| 1           | Gearmotor                                 | 00957811 |
| 2           | Main Housing with Front Seal and Screws   | 00957829 |
| 3           | Screws, Main Housing                      | 00957837 |
| 4           | Auger with front seal                     | 00957845 |
| 5           | Ice Compression Nozzle Assembly           | 00957852 |
| 6           | Front Seal and O-Ring                     | 00957860 |
| 7           | Evaporator Assembly with Insulation       | 00957878 |
| 8           | Housing, Bushing with Insulation          | 00957886 |
| 9           | Hardware kit, Gearmotor                   | 00957894 |
| 10          | Reservoir and Float Complete Assembly     | 00957902 |
| 11          | Lid, Reservoir with Insulation and O-Ring | 00957910 |
| 12          | Float Valve                               | 00957928 |
| 13          | "T" Fitting - 1/4"                        | 502923   |
| 14          | Tubing - 1/4"                             | 502079   |

Base Stand



## Parts (continued)

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| Reference # | Description                 | Part #   |
|-------------|-----------------------------|----------|
| 1           | Front Panel, Base           | 00958108 |
| 2           | Latches with Bayonets, Base | 00958116 |
| Not Shown   | Tray, Base                  | 00958124 |
| Not Shown   | Packaging for Returns, Base | 00957985 |

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