

# I need ice.

That's why I choose Manitowoc.



America's #1 Selling Ice Machine

Manitowoc® Ice has built its reputation on developing the most innovative and reliable ice solutions for the foodservice industry. Solutions you'll find nowhere else. And, with one of the largest ENERGY STAR portfolios in the industry, our ice machines are not only dependable they are energy efficient. No one knows ice better than Maniowoc, that's why we have become America's number one selling ice machine.

Recognized as an industry leader, Maniowoc ice machines have been singled out with numerous awards of distinction. For the past 12 consecutive years our ice machines have been voted Best in Class based on a survey conducted by *Foodservice Equipment & Supplies* (FE&S) magazine involving the operator, consultant and dealer communities within the foodservice

industry. When it comes to engineering and design, the Indigo was recently recognized with a gold level Dealer Design Award from *The News Magazine* whose readers include the refrigeration service contractors. And, for technology and innovation, the Indigo received the restaurant industry's coveted National Restaurant Association (NRA) KI Innovations Award.

We offer one of the largest portfolios of ice machines in the foodservice industry. Flaker, nugget, cuber and gourmet ice machines, from 100 lbs. (45 kg) of ice to 3,000 lbs. (1,361 kg) per day, whatever your ice needs are, we have the solution. With a Maniowoc ice machine, great-tasting ice will be waiting for you when you need it the most.

Great tasting ice –  
where and when you need it.



# What's *your* ice type?

Manitowoc offers the largest variety of ice shapes in the widest range of production capacities. When deciding which ice machine to choose, there are two major factors to consider: which ice shape you need and how much ice you require per day. Manitowoc offers Half Dice, Dice, Regular, Tubular, Nugget, Flake, Crushed and Gourmet ice in production capacities ranging from 53 lbs. (24 kg) to 3,300 lbs. (1,497 kg) of ice per day.

With so many choices available, we've made the process easier with our online ice machine calculator. Available 24/7 on the Manitowoc Ice website, the calculator makes it fast and easy to narrow down your ice machine selection.

Go to [www.manitowocice.com/icecalc](http://www.manitowocice.com/icecalc)



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## Sustainability

At Manitowoc® Ice we strive to be a responsible manufacturer, industry leader, and employer, not only for this generation, but for future generations. All Manitowoc ice machines use environmentally friendly non-CFC refrigerants. We routinely engage our customers, industry partners, employees, strategic suppliers, domestic and international government agencies and associations, and the communities that we serve around the world.

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### Less Energy. Less Water.

Manitowoc Ice Machines earn the ENERGY STAR®

Commercial ice machines that have earned the ENERGY STAR are on average 15% more energy efficient and 10% more water efficient than standard models. Manitowoc Ice leads the way with dozens of qualifying ice machines that meet and exceed ENERGY STAR guidelines.

Visit [www.manitowocice.com/energystar](http://www.manitowocice.com/energystar) for a complete list of Manitowoc's ENERGY STAR-qualified ice machines.

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The EnerLogic™ program helps operators conserve energy and maximize profits. Look for our EnerLogic™ mark and you'll know you're getting the most from every energy dollar spent on Manitowoc foodservice equipment. This program incorporates a combination of third-party standards, including meeting or exceeding California Energy Commission rebate standards, or meeting criteria outlined by the Federal Energy Management Program, including those that:

- Incorporate new energy-saving technology
  - Involve renewable energy
  - Demonstrate water efficiency and/or
  - Feature sustainable design and operations
- 



Manitowoc® Ice has received for the **12th consecutive year**, the designation of "Overall Best in Class" in the Ice Makers category by foodservice equipment dealers and consultants in a survey sponsored by *Foodservice Equipment and Supplies* magazine. The annual survey conducted to gather industry data gives professional recognition to foodservice equipment manufacturers who best satisfy the needs of dealers and consultants in areas of product quality and support.

## HALF DICE



Hard, clear ice cube with unique "rhomboid" shape 3/8" x 1-1/8" x 7/8" (0.95 x 2.86 x 2.22 cm) in dimension, 96 cubes per pound of ice, maximum cooling with nearly 100% ice to water ratio.



## DICE



Hard, clear ice cube with unique "rhomboid" shape 7/8" x 7/8" x 7/8" (2.22 x 2.22 x 2.22 cm) in dimension, 48 cubes per pound of ice, maximum cooling with nearly 100% ice to water ratio.



## NUGGET



Easy to chew but hard enough to be dispensed without hand scooping, 3/8" (.95 cm) to 1/2" (1.27 cm) in width and length on average.



## FLAKE



Small, soft pieces of ice with a 73% ice to water ratio. Perfect for displaying products and hand scooping into drinks.



## REGULAR



Hard, clear ice cube with unique "rhomboid" shape 1-1/8" x 1-1/8" x 7/8" (2.86 x 2.86 x 2.22 cm) in dimension, 32 cubes per pound of ice, maximum cooling with nearly 100% ice to water ratio.



## TUBULAR NUGGET



Softer texture with good cooling. Cylindrical shaped nugget with 5/8" (1.59 cm) diameter and average length of 1" (2.54 cm) with 90% ice to water ratio.



## CRUSHED



Manitowoc dice or half dice cubes crushed into small pieces using a Manitowoc ice machine and a Servend® beverage dispenser equipped with icepic™ ice crusher.



## GOURMET



Hard, clear, individual ice cube with unique octagon shape 1-3/8" x 1-3/8" (3.49 x 3.49 cm) in dimension, maximum cooling with nearly 100% ice to water ratio.





## Intelligent thinking inside the box



Building the perfect ice machine wasn't easy, but inside-the-box thinking is just what you'd expect from America's number one selling brand of ice machine. We've combined intuition and innovation for the perfect modular cube ice machine. We call it Indigo, you'll call it "ice assurance", because you'll never have to worry about ice again.

The award-winning Indigo uses technology to simplify everything about the ice making process. State-of-the-art diagnostics provide constant and reliable monitoring of refrigeration systems. In turn, that information is used to improve energy management, set proper ice production levels, streamline cleaning processes, ease food safety concerns, maintain ice quality, and quickly display up-to-date service information.



### EasyRead™ Display

A simple display that communicates status and information in plain words.



### Intelligent Diagnostics

Alerts you of errors before running out of ice.



### Active Clean

Designed for easy cleanability and to stay cleaner longer.



### Ice Assurance

Revolutionary features prevent unscheduled down-time.



### Energy Management

Customized programs provide ice more efficiently.



### Service & Support

Machine data for faster and more accurate service calls.



[www.mtwindigo.com](http://www.mtwindigo.com)



The everywhere you need ice machine.



It's a new standard, a new class, a new approach and a new way for you to think about ice. By providing new levels in **performance**, **intelligence** and **convenience**, NEO offers an all-in-one solution to your undercounter ice cube needs. Perfect for restaurants, bars, cafés, coffee shops, stadium boxes, offices, medical uses, delis, churches — NEO is designed to deliver ice wherever you need it.



[www.manitowocice.com/neo](http://www.manitowocice.com/neo)

### Universally recognizable display icons:



The **Power Indicator** illuminates so an operator can easily see that the machine is operating and in ice making mode.



The **Delay** is a key feature that allows an operator to set a 4, 12 or 24 hour delay in ice production.



The **Clean** button light indicates the machine is going through a clean cycle.



The **Full Bin** indicator illuminates when harvested ice reaches the top of the bin.



The **Service** wrench icon illuminates in red and blinks to provide advance notice of a potential problem.

### LuminIce™ Growth Inhibitor

Available on both Indigo and NEO series ice machines, the optional LuminIce™ Growth Inhibitor creates “active air” by recirculating the air inside the ice machine foodzone components to inhibit the growth of yeast, bacteria, and other common micro-organisms.



*The LuminIce space-saving design fits inside the ice machine so existing exterior clearances are not impacted. In addition, power for the unit is supplied through the ice machine's internal electrical supply so outlet space is conserved.*

With LuminIce



Without LuminIce



*The LuminIce device runs quietly 24 hours a day keeping your ice machine cleaner and helping to relieve the stress and pain of frequent cleanings due to challenging foodservice environments where yeast, flour, and other contaminants create an environment favorable to growth. Reduced cleanings ultimately saves labor time, cost, and machine downtime during the cleaning process.*

# Cube

Ice machines available in 22" (55.9 cm), 30" (76.2 cm) & large capacity modular and undercounter.



HALF DICE



DICE



REGULAR

Manitowoc cube ice machines are available in modular and undercounter models with ice production levels from 60 lbs (27 kg) to 3,300 lbs (1,497 kg) per day. Undercounter ice machines fit underneath counters and contain both an ice maker and a storage bin. Modulares are ice makers which are paired with a separate bin or dispenser for ice storage. Maximum cooling with nearly 100% ice to water ratio, cube ice machines are perfect for maximum cooling, slow melt, and quick production.

**Compact QM and NEO™ ice machines are ideal for smaller-volume ice production, limited-use needs, or as back-ups for larger machines.**

- Designed to fit beneath counters or in restricted floor space.
- Ideal for coffee shops, stadium boxes, office break areas.
- Front air intake and exhaust.
- Easy Installation - just water, drain and power to install.
- Featuring Maniowoc's proven, proprietary vertical evaporator technology.
- Exclusive Patented Cleaning Technology cleans or sanitizes in under 24 minutes.



UNDERCOUNTER			MODULAR			
19.69" (50 CM) WIDE	26" (66 CM) WIDE	30" (76.2 CM) WIDE	22" (55.9 CM) WIDE	30" (76.2 CM) WIDE		
QM-30 QM-45	U-140 U-190 U-240	U-310	i-322 i-522	i-300 i-450 i-500 i-606	i-850 i-1000 i-1200	i-686C i-870C i-1070C i-1470C i-1870C i-2170C

115V/60Hz, 230V/60Hz and 230V/50Hz versions available. Half Dice and Regular Cubes are not available on QM products.





**The 22" (55.9 cm) wide modular cube ice machines save on valuable floor space.**

- Indigo™ Series technology including Intelligent Diagnostics and EasyRead display.
- Ice production up to 485 lbs. (220 kgs).
- Match to the 22" (55.9 cm) wide ice storage bin, floor-standing ice dispenser or adapt to numerous countertop ice/beverage dispenser models.

**The 30" (76.2 cm) wide modular ice machine is our most popular size for mounting on storage bins, countertop dispensers or floor-standing dispensers.**

- Indigo Series technology including Intelligent Diagnostics and EasyRead display.
- Medium to high production ice needs in a minimal amount of floor space.
- Ideal for restaurants, hotels, motels, and a wide variety of commercial applications.
- Available with air, water, or remote air-cooled condensing system.
- Modular ice storage bins allow customers to select the ice capacity bin best suited to their application.

**Need even more ice? Manitowoc offers the 48" (121.9 cm) large capacity modular cube ice machine.**

- Perfect for fast-food outlets, full-service restaurants, institutional kitchens, cafeterias, and other foodservice operations requiring continuous, large-volume ice production.
- Available with air, water or remote air-cooled condensing system.
- Choose companion 48" (121.9 cm) wide B-970 ice storage bin or adapt to larger capacity F-1650 storage bin.



**LARGE CAPACITY**

**48"**  
**(121.9 CM) WIDE**

i-1400  
i-1800

S-3300

**ICE/BEVERAGE**

iB-696C  
iB-890C  
iB-1090C

**THE ULTIMATE  
IN ICE PRODUCTION**

Manitowoc's S-3300 ice machine, nicknamed **Quadzilla**, is capable of producing over **1.5 tons** (1.3 metric tons) of ice per day.

*115V/60Hz, 230V/60Hz and 230V/50Hz versions available.*

# Nugget

*Ice machines available in countertop and modular.*



**TUBULAR  
NUGGET**

Great things happen when you combine the popularity of nugget ice with the quality and reliability of Manitowoc. Manitowoc’s nugget ice provides a soft, chewable texture while maintaining maximum cooling ability.

Manitowoc offers tubular nugget ice in RN Series modular ice machines with up to 1,200 lbs. (544 kg) of daily ice production. With longer pieces and 90% ice quality, tubular nugget is ideal for dispensing applications reducing the potential for congealing ice and minimizing drink dilution. High capacity dispensing make these ideal for convenience stores and restaurant settings.



**NUGGET**

Manitowoc offers its bite-sized nugget ice in the RNS Series ice machines with up to 306 lbs. (139 kg) of daily ice production. Small nuggets of ice make these ice machines perfect for dispensing, carbonated beverages, smoothies, and healthcare applications.



### Easy to Chewz

Manitowoc’s nugget ice offers the ideal chewable ice to water ratio of 90% which allows for a chewable texture with good cooling.



COUNTERTOP DISPENSER	UNDERCOUNTER	MODULAR			BEVERAGE DISPENSER
RNS-12 RNS-20	20" & 29" (50.8 & 73.66 CM) WIDE	22" (55.9 CM) WIDE	30" (76.2 CM) WIDE	22" (55.9 CM) WIDE	RN-1000 on Servend SV250 Dispenser
	RNS-0244 RNS-0385	RNS-0308 RN-0400	RN-1000 RN-1400	RN-1078C RN-1278C	

Ice machines available in undercounter and modular.

# Flake



When it comes to food preservation, a cool presentation can lead to cold, hard profits. Not only does your product need to look good and stay fresh, the ice needs to look good too. Manitowoc flake ice machines offer quick cooling, moldable flakes. All day, every day. Small, soft pieces of ice gently form around objects and hold in place without tipping or spilling. Perfect for food and beverage presentation, hand scooping into drinks or cold therapy. Manitowoc offers flake ice in undercounters, modulars, remotes and racks models with daily ice production ranging from 150 (68 kg) to 2,400 lbs. (1,179 kg).

**Perfect Presentation**  
 Manitowoc's flake ice offers the ideal ice to water ratio of 73% allowing the ice to form around objects without bruising or damage.



UNDERCOUNTER		MODULAR		LARGE CAPACITY	
20" (50.8 CM) WIDE	29" (73.66 CM) WIDE	22" (55.9 CM) WIDE	30" (76.2 CM) WIDE	37" (93.98 CM) WIDE	30" (76.2 CM) WIDE
RF-0244A RF-0266A	RF-0385A RF-0399A RF-0644A	RFS-0300 RFS-0650 RFS-1278C RFS-1279R	RFS-1200	RF-2300	RFS-2378C RFS-2379R

115V/60Hz, 230V/60Hz and 230V/50Hz versions available on select models.

# Gourmet

*Ice available in the compact SM-50 and EC2 ice machines.*



Perfect Premium Beverage Companion with its crystal-like appearance, the unique, eight-sided gourmet cube keeps drinks colder for longer periods of time.

The **SM-50** is a compact, small capacity ice machine designed for use in undercounter settings next to traditional cabinetry. It is the ideal ice machine for the boardroom, conference rooms, or kitchen lunch areas. The unit is designed to be installed into a standard 15" (38 cm) cabinet opening or can be free-standing. Features include a multi-function control panel with unique "delay-start mode," lighted and over-sized bin opening, and a built-in innovative water filtration system. Produces individual octagon shaped cubes.

**EC2\* ice machines** are designed specifically to meet the needs of Europe and Asia foodservice markets with improved performance, consistent production capacity and higher levels of ice production. In addition, energy consumption has been reduced by 30%. Plug and Play installation and a front panel toggle switch make it easy to clean and fill ice machine. EC2 ice machines have daily ice production from 18 to 80 kgs with storage up to 44 kgs.



*\*Not available in North America*

				
<b>14.75"</b> (37.5 CM) WIDE	<b>13.58"</b> (34.5 CM) WIDE	<b>17.72"</b> (45.0 CM) WIDE	<b>21.65"</b> (55.0 CM) WIDE	<b>27.56"</b> (70.0 CM) WIDE
SM-50	EC-18	EC-20 EC-30	EC-40 EC-50	EC-65 EC-80

## Crushed

Ice available in combination with Servend® icepic™ beverage dispensers.



Manitowoc dice or half dice cubes crushed into small pieces using a Maniowoc ice machine and a Servend® beverage dispenser equipped with icepic™ ice crusher. Provides a selection of crushed or cubed ice from a single ice maker/ice-beverage dispenser combination. Maximum cooling with nearly 100% ice to water ratio.



i-322 ice machine on Servend® MDH-302 beverage dispenser

## Gourmet Spray\*

These machines are offered in a variety of cube sizes and production



capacities. Perfect for cafés, bars and restaurants in countries where demand for ice in beverages is reduced.



## Scale\*

Scale ice is extremely hard and cold industrial flake ice with sizes ranging from 1.5 mm



to 3 mm

in thickness. Scale ice is perfect for industrial applications, food processing and display applications.



At Maniowoc® Ice we strive to offer innovative product designs that help our customers operate in both a more environmentally friendly and more profitable manner. R290 is a refrigerant grade propane\*, which is naturally occurring with no ozone depletion potential and extremely low global warming potential. Maniowoc currently offers R290 coolant on select 50 Hz ice machines including QP-210, QP-270, IP-320 and IP-500.

## Specialty Markets

### Correctional

Correctional models are available for Series 300 through 1800 in both air and water-cooled models. Correctional models have no removable plastic on the outside of the machine, stainless steel top, back and front panels, and tamper-proof screws for both front panel and back cover which require a special tool for removal.

### Marine

Niche markets require engineering modifications of standard models to satisfy special customer needs. These products include marine model ice cube machines and companion ice storage bins available in Series 600, 850, 1000, 1400, and 1800 (water-cooled models). Marine models have a stainless steel exterior, internal frame and bulkhead to address corrosion concerns.

# Ice Storage Bins and Dispensers

Find the perfect ice machine pairing with Manitowoc's wide variety of ice storage bins and dispensers.



**Water and Soda Dispensers**  
Manitowoc's sister company, Servend, offers a complete countertop self-service ice and beverage model offering.



**B-Style Ice Storage Bins**

Available in 22" (55.9 cm) and 30" (76.2 cm) widths.

Featuring one-piece corrosion-free composite-resin base, impact-resistant polyethylene bin liner, soft durameter trim that helps silence bin closing, internal scoop holder and protectant bumper guards.



**SPA and SFA Series Ice Dispensers**

Available in 22" (55.9 cm) and 30" (76.2 cm) widths.

Featuring high-volume dispensing with patented "push-for-ice" rocking chute dispense mechanism and paddle wheel technology.



**Modular Ice Machines**

Available in 22" (55.9 cm), 30" (76.2 cm) and 48" (121.9 cm) widths.



**F-Style Large Capacity Ice Storage Bins**

Available in 30" (76.2 cm), 48" (121.9 cm) and 60" (152.4 cm) widths.

Equipped with ice gate for increased employee safety, easier ice removal, and reduced spillage. The 30" (76.2 cm) model is one of the smallest footprint large capacity storage bins available.



**Ice Storage Bin and Cart System**

Includes two 240 lb. (109 kg) capacity carts with lids.

# Ice/Beverage Series

## An Ice Machine Designed Specifically for Beverage Dispensers

With a narrow depth of only 14" (35.56 cm) deep versus standard models that are 23" (58.42 cm) deep, the Manitowoc Ice/Beverage Series provides the operator with easy access to the inside of the dispenser for cleaning, sanitizing, and maintenance. This unique capability is made possible by Manitowoc's patented CVD technology which results in an extremely compact design and allows the machine to operate with virtually no noise or heat exhaust. It also provides a large open front access area that permits convenient manual loading of ice in the ice dispenser should the need arise. The Ice/Beverage unit will not obstruct sight lines and can be installed or retrofitted to virtually any commercial beverage dispenser.

This compact Ice/Beverage Series ice machine is available in high volume ice production capacities to satisfy nearly every beverage dispenser application at quick service restaurants, convenience stores, recreational or educational foodservice operations.



Ice/Beverage Series 1090C ice machine on Servend SV-250 beverage dispenser

# Ice/Beverage Nugget Dispensing



RN-0408A nugget ice machine on Servend® SV-250 beverage dispenser



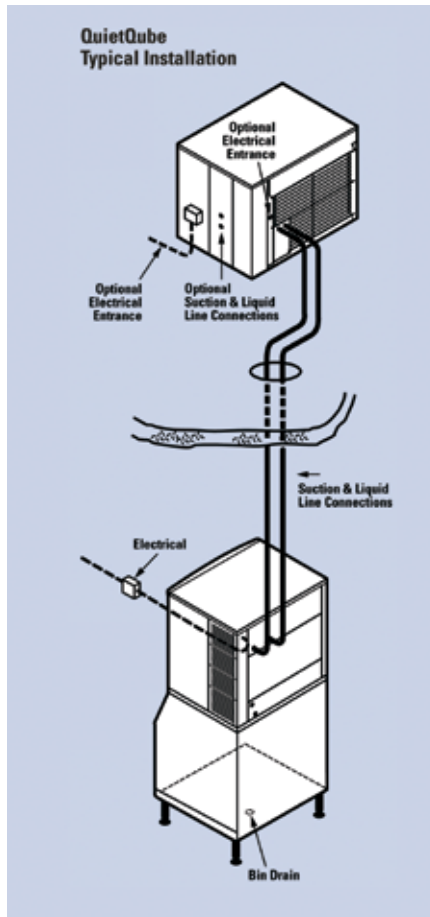
# Remote Condensing Options

## QuietQube®

### *The Quietest Ice Machine Ever Made*

*Up to 75% quieter than a self-contained or standard remote ice machine.*

Manitowoc QuietQube ice machines use an exclusive technology that puts the compressor and condenser fan motor on the roof. Our patented CVD technology® uses cool vapor rather than hot gas to harvest ice. It not only makes QuietQube ice machines the quietest ever; it makes them more reliable, more efficient, and provides high levels of ice production too. Available in cube, flake and nugget models.



### **Vertical Discharge Remote Condensers**

Remote air-cooled condenser systems improve efficiency, increase ice production, and conserve energy. Remote systems for Series 500, 600, 850, 1000, 1400 and 1800 ice machines consist of ice maker, bin, remote condenser, and interconnecting refrigerant lines. (Each ordered separately.)

# Options & Accessories



### **Ice Bagger**

Ideal for all ice bagging retailers. Convenient, time-saving,

no-mess operation. Sits on bin door frame. Bracket adapts to left or right side location. Only 28.75" (73 cm) high, 10.25" (26 cm) wide, and 13" (33 cm) deep.



### **Arctic Pure® Water Filter with Quick Disconnect Design**

Conditions incoming water, reduces machine cleaning frequency and service costs,

maximizes equipment performance, and improves ice quality. Features include replaceable filters and compact size. All systems carry a 3-year parts-and-labor warranty (excluding filter cartridge).



### **Automatic Cleaning System (AuCS®)**

eliminates routine maintenance. AuCS counts

the number of ice-making cycles and, at a frequency you select, initiates a cleaning or sanitizing cycle... AUTOMATICALLY. Choose from 2-, 4-, or 12-week settings. Available for most models.



## Sizing

In any business, ice needs are rarely uniform. For example, more ice is needed in summer than in winter and on weekends than on weekdays. Size your Manitowoc ice machine and storage bin to meet your peak needs.



Avoid sizing a new ice machine solely on the performance of your present equipment. The age and mechanical condition of your present ice machine may mislead you in determining the production capacity you need. Remember, surrounding air and incoming water temperatures affect the quantity of ice a machine produces.

Determine what these temperatures will be during times of peak usage, then verify your selection from the machine's production chart. The Ice Usage Guide will help you calculate your production requirements based on your peak needs. After calculating how much ice you expect to need, add 20% to accommodate future business growth. Taking the time to correctly size ice making equipment assures ample ice supply during peak periods.



For proper sizing assistance, scan this barcode for instant access to our online ice machine calculator or visit our website at [www.manitowocice.com/icecalc](http://www.manitowocice.com/icecalc)

## Ice Usage Guide

Foodservice	Approximate Ice Cube Needs Per Day
Restaurant.....	1-1/2 lbs .68 kgs per person
Cocktail.....	3 lbs 1.4 kgs per person/seat
Water Glass.....	4 oz 118 ml per 10 oz 296 ml glass
Salad Bar.....	30 lbs 13.6 kgs per cubic foot
Fast Food.....	5 oz 148 ml per 7-10 oz 207-296 ml drink
	8 oz 237 ml per 12-16 oz 355-473 ml drink
	12 oz 355 ml per 18-24 oz 532-710 ml drink

### Lodging

Guest Ice .....	5 lbs 2.7 kgs per room
Restaurant.....	1-1/2 lbs .68 kgs per person/seat
Cocktail .....	3 lbs 1.4 kgs per person/seat
Catering.....	1 lb .45 kgs per person

### Convenience Store

Beverage .....	6 oz 177 ml per 12 oz 355 ml drink
	10 oz 296 ml per 20 oz 591 ml drink
	16 oz 473 ml per 32 oz 946 ml drink
Cold Plate .....	50% more ice per day
Packaged Ice .....	lbs per bag x bags sold per day

### Healthcare

Cafeteria .....	1 lb .45 kgs per person
Patient Ice .....	SN12: Up to 20 beds

### Beverage Service

Drinks .....	40% ice per drink x number of drinks served on peak day
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## Installation Hints

### Dimensions

Be sure components will fit through doorways, down halls, and into the installation space. Once installed, most ice machines must have at least 5" (12.7 cm) to 8" (20.3 cm) of clearance above, behind and on both sides.

### Location

Locate the ice machine in an area where the ambient air temperature stays between 35°F (1.67°C) and 110°F (43.33°C).

### Connections

Electrical and water connections must be within 6' (183 cm) of the ice machine. Connections must meet local, state, and national codes.

### Plumbing Requirements

- Ice machine must be connected to cold water supply.
- Water temperature: minimum 33°F (.56°C), maximum 90°F (32.22°C).
- Ice making water pressure: minimum 20 psi, maximum 80 psi.
- Condenser water pressure (water-cooled models): minimum 20 psi, maximum 150 psi.
- Use separate drain lines for ice machine and storage bin.
- Ice machine drain tubing: 1/2" (1.27 cm) minimum I.D.
- Bin drain tubing 3/4" (1.9 cm) minimum I.D.
- Ice-making water drain and bin drain must be vented to the atmosphere. Do not vent condenser drain on water-cooled models.

## You've purchased the best ice machine available – keep it that way.

Manitowoc® Ice offers unmatched customer satisfaction with our turn-key installation and start-up programs and a worldwide network of dedicated expert service technicians. Our programs ensure that your ice machine is installed and started properly, your staff is thoroughly trained on its operation, and customized maintenance programs are available. These programs provide a superior ownership experience and help to extend product longevity.

Our exceptional aftermarket support is built on these foundations:

- Global Factory Authorized Service provides experienced technicians and quick access to localized and extensive parts distribution network, assuring a "First Time Fix" service call.
- Manitowoc's exclusive Turn-Key Installation Program with global service network and factory-trained installers gets equipment up and running in no time.
- Customer support through planned maintenance programs and extended service contracts keeps equipment running at optimum performance.
- Timely auditing of service support systems to maintain high-caliber service standards.
- Warranty service done by Manitowoc Factory Authorized Service representatives.
- World-class training centers around the world ensure knowledgeable service technicians.
- Unparalleled e-Tools and online training resources for round-the-clock support.
- Global Service call centers provide direct contact with Manitowoc during regular business hours allowing you to talk with a real person.

We don't turn our backs on our equipment once it leaves the showroom. Our customer-centric service programs provide reliable, responsive, and superior service throughout the lifecycle of your equipment. From installation, to general maintenance, our comprehensive after-market service support gives you one less thing to worry about.



 **STARService**

Manitowoc provides a comprehensive parts-and-labor warranty to repair or replace any defective part or assembly under normal use and care, For complete details, please refer to the individual warranty statements that accompany our products.

## COMMERCIAL WARRANTY

### Cube Ice Machine

- 5-year parts-and-labor coverage on Indigo, S, NEO, QQ and IB-model ice machine evaporators.
- 5-year parts and 3-year labor coverage on Indigo, S, NEO, QQ and IB-model ice machine compressor.
- 3-year parts-and-labor coverage on all dispensers, storage bins, and Indigo, S, NEO, QQ and IB-model ice cube machines.

### QM Series Ice Machine

- 3-year parts-and-labor coverage on all components.

### SM Series Ice Machine

- 3-year parts-and-labor coverage on all components.

### RF/RFS/RN/RNS Ice Machines

- 3-year parts.
- 2-year labor.
- Compressor parts for 5 years and labor for 2 years.

### RNS Countertop Series Ice Machine

- 2-year parts-and-labor coverage on all components.
- Compressor parts for 5 years and labor for 2 years.

## RESIDENTIAL WARRANTY

### All Ice Machines

- 1-year parts-and-labor

## Quality Assurance

*Before crating and shipment, every Manitowoc ice cube machine is operated for a minimum of two ice-making cycles. During this testing, inspectors record the serial number, air and water temperatures, humidity, freeze times, and harvest times as part of their final inspection. Ongoing reviews of this test data assure that Manitowoc ice machines consistently meet the highest standards of quality.*

## ISO 9001:2008 Quality System Certified

Quality is the #1 consideration at Manitowoc. Our company-wide commitment to quality makes us especially proud of our certification to ISO 9001:2008 quality standards and our position as North America's first ISO-certified manufacturer of ice machines.



## Listings



For information on our complete line of products, price and availability,  
contact your local Manitowoc representative or visit us online at

**[www.manitowocice.com](http://www.manitowocice.com)**

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**SOLUTIONS**

Manitowoc Ice provides many of the operational solutions from Manitowoc Foodservice, a global company dedicated to bringing value to foodservice operators by equipping them with highly individualized real-world answers that enhance menus, service, profits and efficiency.



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Manitowoc Foodservice offers low-rate, fast approval financing on all our leading brands through Manitowoc Finance. Preserve capital, simplify budgeting and get the equipment you need, today.



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Manitowoc Foodservice products are backed nationwide by STAR Service. This network of service agents provides fast response with factory-trained experts to assure your equipment will be fixed right the first time. STAR Service agents guarantee their work and use genuine OEM parts for best equipment performance and longer life.

To learn how Manitowoc Foodservice and its leading brands can equip you, visit our global web site at [www.manitowocfoodservice.com](http://www.manitowocfoodservice.com) then find the regional or local resources available to you.

