

Glossary

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3-Phase Power -

A type of electrical power distribution common in industrial settings. Instead of there being 2 legs of 110-volts (Single Phase), you will have a third 110v leg, each of them having a different phase. While more efficient for heavy motors, it can be expensive to install. Note... if a utility quote is too expensive, a Phase Converter can be used to run 3-phase equipment on standard single-phase power.

The 3rd leg on 3-phase power is not always 110V, oftentimes they will have a "stinger leg" or "high leg" that is 240V. If your 3-phase system has a stinger leg, make sure it is installed into your power panel on the "Middle Leg (AKA "B" Leg)." Running a stinger leg to sensitive electronics will get expensive very quickly!

Acceptance Inhibited (Cash Only)-

If your coin mechanism screen reads Acceptance inhibited or all coins inhibited, or your Credit Card reader says Cash Only, these both are indicators of a credit left in your machine by the customer. Clear the credit by pressing the reset button on your control cabinet.

This may also be an indicator that your coin return motor is not pressing far enough down on the coin return lever at the top of the coin mechanism to trigger it so the customer is not getting back the change from a purchase.

Advanced Monitoring (Ice Maker)-

This refers to a strip of relays mounted in the condenser control panel of your ice maker that relays to the PLC what the current state of the ice maker is. It tells the PLC if the ice maker is tripped on low pressure, high pressure, oil pressure, etc.

Air Compressor -

This is the small 3 gallon air compressor usually located under or around the bagger. It supplies compressed air to the manifold that drives the pneumatic cylinders for the bagging system. The compressor itself should be set to supply air around 100 psi. The pneumatic manifold should be set to 70 psi.

Auger -

A large, motorized screw-like component used to push ice from the storage bin to the transition box (see Horizontal Auger) and a second auger to push the ice from the transition box to the bagging area (see Incline Auger). It is a high-torque part that requires regular inspection.

Avalanche Sensor - PLC X4

The Avalanche Sensor is an (orange) proximity switch located just above the transition box sensor on the left side of the ice bin. Its primary function is to serve as a "stop" for the Bin Floor motor. When ice accumulates against this sensor, it signals (in conjunction with the Pencil Prox / Bin Floor Drag Rod) the PLC that there is too much ice in the horizontal trough, and to "slow down" (Bump Mode) the bin floor motor, preventing an over-fill or "avalanche" in the horizontal auger area.

The Avalanche Sensor is wired in "series" with the Pencil Prox (Bin Floor Sensor) on the right-hand side of the bin. Because they are in series, if either sensor is triggered (open), the bin floor motor will automatically switch into "Bump Mode." In this mode, the floor only moves in short increments every six seconds. This prevents the ice bed from pushing too aggressively into the rake, which would cause a mechanical jam.

Backflow Preventer -

A plumbing device that ensures water only flows into your machine, not out. If city water pressure drops suddenly, this prevents your machine's water (which might have scale treatment or minerals in it) from being sucked back into the municipal drinking supply. Most local codes require these to be installed. This device is sometimes referred to as a "double-check-valve." It is typically located in the water line somewhere between your meter and icehouse.

Bag Drop (Drop Floor) - PLC Y5

The drop floor is where your bag sits as it is being filled. Once the dump box triggers and the blower has stopped, the drop floor pneumatic cylinder will trigger and "Drop" the bag down the chute to your customer. If you have a bag failure, look and see if the drop floor is stuck in the downward position, this is an indication that your air compressor or the manifold controlling the pneumatic system has failed.

Bag Loading Tool -

This is your Friend. This tool helps you load bags onto the bag hanger in the proper orientation without dropping them. Please find a spot in your machine that is its home and return it there after every use! Most owners store it over the latex glove holder that is mounted

on the wall near the bin room door. Should you leave it in the empty box after loading your bags, you might just throw it away. PUT IT BACK AFTER EVERY USE! It is worth the investment (if you have multiple machines), to invest in an extra so you can always have one with you, just in case the scenario above (you threw it away accidentally!) happens to you.

Bag Sensor - PLC X2

This is the proximity switch located just behind the metal bag flap which hangs vertically right in front of an empty bag when it is being filled. It reports to the PLC that a bag has been detected during the bagging process.

Bag Weight -

The bag weight is the long plate that covers the bags and forces them down the bag hanger. If the bag weight is left off, or there are not enough bags on the hanger, it may cause a bagging failure. The bags will tend to "Fold" over and not be aligned with the chute, and not dispense properly. Work-around/hack/temporary fix: If your machine often experiences bag failures when your bag count gets low (around 100-150 bags), you can temporarily increase the weight against the back of the bag weight to stop these failures by simply hanging an ice bag partially filled with water BEHIND the bag weight.

Bill Validator -

A bill validator discerns the denomination and checks whether a bill is legitimate or not then tells the MDB controller that cash has been received.

Our machines use 2 common brands, these are MEI (formally CPI) "Grey and Yellow", and COINCO "All Black" validators. If you get a validator from somewhere besides IHA make sure it is a 34 volt unit, not 110 volt.

Coinco Validators may need to be "Configured" to work with MDB Pro. (See Coinco Config)

Bill Recycler -

A "Recycler" is a bill validator that can store a number of certain bills I.E. \$5's so that if a larger bill is used by a customer, it will return the 5's as change. The new "Version 3" Talos recycler manufactured by MEI seems to be doing very well for many owners. The previous versions tended to fail quite often. The new version 3 recyclers came out in Jan 2026.

Bin Floor - PLC Y12

This is the motor and set of chains that brings the ice bed forward when the PLC decides that ice is needed in the trough/horizontal auger. The bin floor chains move independently of the

Rake and Augers. It is controlled by the Bin Floor Drag Rod that hangs in the center of the bin just behind the Rake.

Bin Floor Drag Rod -

This is the long vertical bar between the ice pile and the rake. Its purpose is to move the linkage to or from the pencil proximity switch on the right hand side of the bin. It works with the prox switch to single the PLC if the bin floor needs to run to bring ice to the rake and horizontal auger. If there is no ice pushing on the drag bar, the linkage moves away from the prox switch. If there is no ice pushing the drag bar, a timer starts in the PLC. After a selectable period of time with no ice present, the PLC will go into its out of ice mode.

Bin Floor Proximity Switch (Pencil Prox)- PLC X4

This is the orange pencil prox switch on the right hand side of the bin. Its purpose is to tell the PLC that there is ice against the rake so that the bin floor motor does not continue to press the ice block against the rake causing an avalanche into your trough. The drag rod and the proximity switch are also the mechanisms that tells the PLC that the bin is out of ice and gives a "NO ICE" alert.

Bin Full Flap -

Machines with the leveler system have a flap in the middle of the bin at the top. When ice pushes this flap up, it will cover a Proximity switch with a small tab of metal showing the PLC that the bin is now full. Many machines have been converted to Laser Eyes for reliability reasons or difficulty getting the leveler to work properly.

You may also find a bin full flap in kiosks (IVK) even though they do not have leveler systems. They will usually be attached to the ceiling right at the rear of the ice chute coming down from the maker.

Bin Full Circuit / AKA Kill Line-

This refers to the Black and blue wires that start in the ice maker timer box and end in the control panel up front. The ice maker switch on the wall inside the front door and the Bin Full Flap as well as the Laser Eyes / Photo Beams are all part of this circuit. If at any point the black and blue wires are directly connected, I.E. any of the switches or sensors are closed, this tells the ice maker to shut down when the timer reaches the shut down phase of its timer cycle. There is another kill line for the secondary ice maker, the wires for it are yellow and purple.

BinLogic -

This device is manufactured by Datawrx and was developed to replace the outdated mechanical timer in the ice maker.

It is shipped as a drop in panel which installs in the existing control box and replaces the complete mechanical timer panel including the contactors, PHC relay and the mechanical bin control, all of which have been known to be unreliable.

The BinLogic is a solid state, microprocessor based controller with plug in terminals for each input and output with LED indicators to clearly display the state of each I/O point. A Flash code indicates 13 error codes to tell you exactly what is wrong with the machine.

Live status of the icemaker including pressure switches, PHC, water flow, crusher rotation are monitored and reported back to the monitoring system along with error codes. Integrates with MyVends, Smart Ice and CSI monitoring. See more details at Datawrx.com

Blocker Relay - PLC Y6

This relay will light up and stop your coin mechanism and bill validators from taking anymore money. This is because the customer has already put in more money than your most expensive product.

Blower - PLC Y7

This refers to the big blower that sits above the bagger and inflates the bags. Newer owners have confused this with the air compressor.

Brine Tank -

There is a large tank in the water softener system that holds salt pellets and water. This creates the "brine" solution used to clean and regenerate the resin beads that remove hardness from your water. Keep it at least half full of salt pellets.

Bulk Only - PLC Y11

If you are getting a "Bulk Only" alert, this is usually because you are out of bags, or a bag has been placed on the bag hanger backwards.

Bump Mode -

If the Avalanche Sensor or the Pencil Prox are triggered, the PLC will put the bin floor motor in "Bump Mode". This slows the motor down, preventing rapid movement of the ice block

into the rake and causing binding. It will “bump” the bin floor forward intermittently instead of full walking speed.

Capacitor -

A component that acts like a temporary battery to give motors a "kick-start." If your crusher motor or fan hums but won't spin, the capacitor has likely failed. ***Treat these with caution—they can hold a lethal electrical charge even after the main power is turned off.***

Carbon Filter -

This is the second filter water goes through once entering your machine. When facing the filters on the wall in the bin area, it is the one on the left. It is a 4" x 20" 5 micron carbon block filter. The carbon block acts like a sponge, chemically bonding to chlorine and organic compounds to neutralize odors and foul tastes.

Coin Mechanism -

Your coin mechanism or “Coin Mech” is how you receive coins and in most cases is how you deliver change when a customer has over paid. Check out the bill recycler definition.

Coinco Config (DeConfig) -

Your new Coinco bill validator (all black) may need to be configured to work with MDB Pro, or if you are adding a secondary Coinco validator, you will need one to be (Coinco Config) and the secondary to be (Coinco DeConf).

1. Install **ONLY ONE** Coinco validator into the MDB daisy chain at a time.
2. Press the Yellow enter button on MDB Pro and scroll to (Sys Settings) Enter.
3. Scroll to (Coinco Config) Enter. Or (Coinco DeConf) for secondary Enter.
4. Choose Yes, Enter.
5. Scroll to (Back) Enter.
6. Scroll to (Exit) Enter.

Compressor (Ice Maker)-

The "engine" of the refrigeration system. It basically pumps refrigerant through the coils to create the cold temperatures needed for making ice. It is the most expensive component in the machine, protecting it with properly set Low-Pressure and High-Pressure cutouts is your top priority.

Condensing Unit -

This is the brown cabinet of your ice maker. It removes the heat from the refrigerant and allows the vapor to "Condense" back into a liquid which is then sent to the evaporator, AKA "Ice Tubes." Think of this as the outdoor section of your air conditioner at home.

Contactor -

An electrically controlled, heavy-duty switch used for frequently establishing or interrupting high-power electrical circuits, such as motors and compressors. It utilizes an electromagnet to close contacts, typically designed to handle larger amounts of electricity.

We use two types of contactors in our machines, the control contactors in the control cabinet for motors, and the compressor contactor in the ice maker condensing unit.

Control Cabinet -

This is the tall stainless steel cabinet in the bagging area of your machine. It contains both the money system and the control system for your equipment.

Cooler -

This is the packaged cooler unit on the roof that keeps the ice bin area cold to prevent loss due to ice melt. The controls and on/off switch are located on the back of the cooler on the roof. The factory setting is 38 degrees.

Crank Case Heater -

Your ice maker compressor has a bowl of oil inside of it that most of the internal moving parts sit in. This oil will thicken during cold weather and not provide the necessary lubrication these parts need. The crank case heater sits under the bottom right hand side of your compressor and keeps this oil warm. You can reach under the right side of the compressor and feel the bottom for warmth. If it feels as cold as the rest of your machine, you may have a bad heater.

If the power to your ice maker has been off for any significant amount of time, power outage, snow, hard freeze, turn the ice maker switch in the front room of your ice house off and allow the compressor to sit for at least two hours with the power on so the crank case heater can warm this oil up.

Crusher Motor (Belt)-

Your crusher motor is located inside the stainless steel cabinet of your ice maker just inside the right hand panel. Your ice maker drops the ice off the tubes into a rotating crusher. The crusher is driven by the crusher motor with one or two crusher belts depending on the size machine you have. A 5200 maker (4 tubes) will have one 4L-350 Belt. The 1000 model (6 tubes) may have two 4L-350 belts.

The crusher motor may start without warning, never check the tension of the belts or move the belt by hand without assuring the power is off. You can be seriously injured.

Check proper belt tension by squeezing the belt together in the middle, it should squeeze together no more than about a half inch. Replace any belts that show rub spots from the pulleys or any kinds of abrasion.

Cycle Timer (Ice Timer)-

The cycle timer is the "clock" looking device inside the stainless steel ice maker cabinet to the right. We commonly refer to the box it's in as the 404 box due to the 404 Refrigerant sticker on its cover. The cycle timer controls the freeze, harvest, and shutdown phases of the ice making process.

Divot (Ice Timer)-

On the ice timer clock, the divot is the small missing chip that is on the outer edge of the dial. This is where the microswitches "Drop" into the timer wheel and activate.

Drop Floor -

On Houses and Kiosk's, the drop floor is a pneumatically actuated plate that holds the bag up until it has been filled. Once filled, the pneumatic actuator activates and "Drops" the bag out of the chute.

Dump Box -

Most Ice Houses (IVM's) have two Dump Boxes, Bag or Bulk. These are counterweight boxes that tip over and dump the ice into either a bag or into the Bulk chute once a certain weight has been overcome.

Multilevel baggers will use the dump box for the larger poundage bag and Laser Eyes for the smaller bag. Kiosks and Merchants only use the Laser Eyes.

Evaporator -

This is the stainless steel cabinet of your ice maker where the freeze tubes and timer controls are located. Think of this as the indoor section of your air conditioner at home.

Expansion Valve (TXV) -

The component that regulates the flow of refrigerant into the ice tubes. It's the "throttle" of the freezing system. If it fails, ice might freeze too high on the tubes or fail to get cold enough to freeze water at all.

Fan Cycle Switch -

A pressure-sensitive switch that turns the condenser fans on and off. On a cold day, you don't want the fan running constantly or the pressure will drop too low to make ice. This switch keeps the machine in the "Goldilocks" zone—not too hot, not too cold.

Float Valve -

A mechanical valve that monitors the water level in the ice maker reservoir. If this sticks "open," your ice maker will have water flowing out the back drain line from the roof; if it sticks "closed," the pump will run dry and may cause a low pressure trip..

Freeze Phase (Ice Timer)-

The phase of the ice timer where the machine produces the most ice on the ice tubes and cycles the condenser fan(s) to get rid of the heat it has pulled from the incoming water.

Grounding Rod -

A copper rod driven into the earth at the machine site. Because these machines are metal boxes full of water and electricity sitting in open lots, proper grounding is your only defense against lightning strikes and electrical shorts. This is a separate thing all together from a neutral line.

Harvest Phase (Ice Timer) -

The phase of the ice timer where the machine stops freezing and warms the ice tubes with "hot gas" to drop the ice into the crusher and then the storage bin. This phase is usually referred to as the 6 o'clock position on the ice timer.

Heat Tape -

An electric heating cable wrapped around water pipes and drains outside the machine. In colder climates, this is the only thing standing between you and downtime after a hard freeze.

High-Pressure Cutout -

A safety switch in the condenser cabinet that shuts down the ice maker if the refrigerant pressure gets too high (often due to a dirty condenser or a failed fan). This prevents the machine from "blowing a seal" or destroying the motor.

Horizontal Auger - PLC Y3

The Horizontal auger in your machine moves ice from the bin trough to the left and forces the loose ice into the Transition Box. The Horizontal Auger is chained together and moves with the Rake.

Ice2U -

This is the IHA app that your customers can download on their devices to purchase products from your machine. You must have IHA monitoring on your machine for this to be available for your customers.

Ice House (IVM) -

This is the original full size ice vending machine. It is 8 feet wide by 24 feet long with a bin that can hold 6,500 pounds of ice.

Ice Kiosk (IVK) -

This is the mid-sized ice vending machine. They come in 12 foot or 16 foot models with a bin that can hold up to 3,200 pounds of ice.

Ice Merchant (IVT) -

There are 2 versions of the Ice Merchant. The stand-alone merchant has the approximate storage capacity of 750 pounds of ice, and the in-line merchant has an approximate storage capacity of 1000 pounds ice.

Ice Maker -

In your machine, we commonly refer to the entire machine on the roof as the ice maker. It consists of two main parts. The condenser is the brown cabinet with the fans and coils at the back, and the evaporator is the stainless steel cabinet where the ice freezes on the tubes.

Incline Auger - PLC Y1

The Incline Auger moves ice from the Transition Box, into the bagging area and drops the ice into the dump boxes.

Laser Eyes -

Your machine may use photo sensors to see whether the bin is full as well as telling if a bag is full. These sensors come in two pieces. A transmitter (with Green LED Light that's always on) and a transmitter (with Red LED Light that only turns on when blocked).

Low Bag Count Sensor -

This sensor is located just above the bag hanger. As the bags are sold, the bag weight will gradually move down the hanger and eventually a small finger of metal will cover the sensor. This will trigger a "Low Bag Alert" on the PLC and send it to your monitoring software.

Low-Pressure Cutout -

A safety switch in the condenser cabinet that shuts down the ice maker if the refrigerant pressure gets too low (often due to a lack of water like a bad water pump). This prevents the machine from "freezing up" and damaging the compressor.

MBD -

Stands for "Modular Data Bus" or "Multi-Drop Bus" this is a method of communication created in the vending world to allow money systems to communicate with each other and allow the vending machine to know it has received payment and can now deliver the product to the customer.

In older machines the MDB system is controlled by the V-293 to V-297 controllers. In newer machines the MDB system is controlled by MDB Pro, or the Modern Controller. It is beyond time to upgrade to the MDB Pro Controller. You can find the programming guides for the V-293 to V-297 controllers in the appendix. The older V-293 to V-297 controllers can not go

above \$2.95. If you plan on raising your price to \$3.00 you will have to upgrade. You are also missing out on so much more information that is available in the MDB Pro.

MDB Pro -

The MDB Pro is an MDB controller developed by Anil Asher at DATAWRX. This is a MDB controller that uses many advanced features to communicate with the vending machine and monitoring system to provide you with many data points that were previously unknown.

If your machine does not have MDB Pro, you should upgrade immediately, you are seriously missing out.

Micron Rating -

The measurement of how small of a particle a filter can catch. A 5-micron sediment filter catches a much smaller "trash" than a 20-micron filter.

Modern Controller -

The Modern Controller replaces the PLC in the modern water vendors as well as the Stand-Alone and In-Line Merchants. It is capable of controlling the MDB (Money System) as well as machine controls.

Multi Vend -

A vending mode of the MDB Pro that allows multiple purchases on one transaction. This is useful for when credit cards and large bills are accepted and the customer wants to vend multiple items without needing to swipe their card or insert bills for each individual vend.

MyVends - icehouse monitoring system

The MyVends monitoring system was developed by Datawrx (Anil Asher) in 2008 and it has gone through many improvements over the years.

The notable features of the system include the plug and play installation, requiring you to only plug in a module in the PLC and connect the included modem to it. This makes the system economical and easy to install. There is no need to do anything else.

Since the MyVends monitoring system adapts to the machine new features and functionality usually only require minimal wiring or a relay to be added.

The clean and intuitive web interface works as a web app on Android and iPhone and features detailed financial reports, maintenance logging and reporting, live PLC and machine

status view, ice maker remote control and scheduler, integrated cameras, text notifications, user management, event logging and much more. New features are being added all the time.

Visit MyVends.com or Call 214-315-7252 for more information or email support@datawrx.com

Neutral Line -

A neutral line (or neutral wire) from utility power is the return conductor in an alternating current (AC) circuit. It carries electrical current back to the source—typically the service transformer on a utility pole—after it has passed through a load (such as a motor or electronic device). Sensitive electronics like your PLC or the MDB Pro require a good neutral to function properly. This is separate from a ground wire.

Oil Pressure Switch -

Your ice maker compressor has an oil pressure switch either on the front or bottom edge of the compressor control box. This is in the brown cabinet on the roof behind the wire grate that keeps birds from getting into your ice maker fans. You may need to reset this if there has been a power blip near your machine.

ALWAYS check to see if there is oil in the sight glass on the front of the compressor before pressing the reset button. If the sight glass looks empty, or if this oil pressure trip happened while it's cold outside, Stop!!!! And ask for some help. This could get expensive really quickly! **NEVER** reset the oil pressure switch more than once, something else is going on! See Also, Crank Case Heater.

Phase Converter -

A piece of equipment that converts single-phase electricity into three-phase electricity. This can be a lifesaver for owners whose properties aren't already wired for industrial-grade (3-phase) power.

Piano Hinge -

This is a security door upgrade for your machine. It consists of a full length stainless steel hinge that replaces the smaller hinges on the exterior door.

PLC -

PLC stands for "Programmable Logic Controller." In your machine, this is the primary "Brain." It listens to the ice vending machine and tells it what to do based on the information it hears.

Positive Harvest Control-

This is a pressure actuated relay, located just above the timer box, that stops the ice timer so that the machine “knows” that the ice has fallen off the tubes before it continues the ice cycle.

Proximity Switch -

Commonly called a “Prox” Switch, this is a sensor that is activated when something comes into close “Proximity” of the switch. We use them as safety switches as well as detection devices to see if there is ice in the transition box.

PSI (Pounds per Square Inch) -

The measure of water pressure. Monitoring the PSI before and after your filter housings tells you exactly when your filters are clogged and need replacement.

Puck Lock -

These are the round “Hockey Puck” looking locks that are used to secure your machine doors.

Pulse (Coin Acceptor) -

A type of signal used by older coin acceptors in older water vendors. Instead of the digital “talk” of MDB, a pulse system sends a quick “zap” of electricity to the controller for every nickel or dollar inserted. Most machines have moved to MDB, but you may see “Pulse” settings in your controller menus.

Rake -

The Rake is the large set of chains at the front of the bin that grinds the ice off the ice bed into the horizontal auger and trough. Please note that the Rake and the Horizontal Auger are chained together so that when the rake is activated, so is the Horizontal Auger.

The rake can start at any time!!! Never reach into the rake area without first killing power to the motor. It will kill you!

Relay -

A relay is like a contactor but on a smaller scale. Relays are used to control other circuits as well as run smaller motors and communicate between devices.

Remote Reset -

A feature of your monitoring system that allows you to "reboot" the machine's brains from your phone. This can fix most of your problems (like a temporary sensor glitch) without you having to drive to the site. If you don't have cameras on your machine (Which you should), don't reset your machine more than once or twice without putting your eyes on what the issue actually is, you could damage something.

Reset Button - PLC X14

This is the black reset button on the side of your control cabinet. This button will reset the logic of your PLC.

Reverse Osmosis (RO) -

This is a process that works by using a high-pressure pump to force water through a semi-permeable membrane. This membrane has pores so microscopic that they allow water molecules to pass through while trapping and flushing away up to 99% of dissolved contaminants, including salts, minerals, heavy metals, and bacteria.

Your RO system is critical for two reasons:

1. **Product Quality:** It ensures the water and ice taste premium and "crisp," rivaling expensive bottled brands.
2. **Machine Health:** By removing "hard" minerals before they reach the ice maker, the RO system prevents the white scale buildup that typically clogs lines and destroys expensive evaporator plates.

The "Waste Water" or "Reject Water" flowing from your RO system isn't a mistake—it's the system "self-cleaning" by washing the rejected minerals down the drain. If that line stops flowing, your membrane will foul and fail. For every gallon of RO water you make, you will reject the same amount.

Scale -

Scale is a white chalky mineral build-up that attaches to the ice tubes and other components throughout your machine. Think of it as the "HARD" stuff in hard water. We remove this with filters, softeners, and Reverse Osmosis. You can use Scale-Safe to suspend it in your water so that it doesn't stick to anything, but it does not "remove" it.

Sediment Filter -

This is the first filter water goes through once entering your machine. When facing the filters on the wall in the bin area, it is the one on the right. It is a 4" x 20" 5 micron poly filter.

Shut Down Phase -

This is the portion of the freeze timer that looks for a signal from the machine that either the bin is full or another component wants the ice maker to shut down. This phase is commonly referred to as the 9 o'clock position on the ice timer.

Sight Glass -

A small window in the refrigeration line that allows you to see the refrigerant flowing. If you see "bubbles" constantly in the glass while the machine is running, you could be low on refrigerant. It may flash some bubbles occasionally, but should look like clear, moving liquid when the system is properly charged. In the very center is a green dot. If this dot turns yellow in color it means there is moisture in your refrigerant and should be looked at by a refrigeration technician before it gets expensive.

Smart Ice -

Smart Ice is the IHA monitoring system you can use to monitor your machine, see analytics, access cameras, and many other pieces of information your machine can give you. When calling in to Tech-Support, you will need your machine's serial number if you wish for them to find your machine in Smart Ice. Smart Ice is not a phone app, it is a web page you goto and login on. www.mysmartice.com.

Lot's of people have asked why Smart Ice is web based instead of an App you can download. Our understanding is that since Smart Ice is constantly being updated and changed, the need for rapid changes that web based applications provide is necessary. If it was a phone app, it would need to go through timely approval processes that are outside of IHA's control.

Solenoid Valve -

An electromechanical valve used to control the flow of water or refrigerant.

Teeter-Totter - PLC Y4

This is the pneumatically driven diverter that sits at the top center of the bagger frame and swaps the ice flow from the incline auger from the bulk to the bag dump boxes.

Terminal Strip -

This is a long strip of connectors where all the individual wires from the sensors and motors meet. If a sensor stops working, the first thing to check is a loose screw on the terminal strip.

Total Dissolved Solids (TDS) -

A measurement (usually in Parts Per Million) of the minerals and salts in your water. You should have a handheld TDS meter to test your tap water vs. your RO water. If your RO water TDS starts creeping up toward the tap water level, your membranes are probably failing.

Transition Box -

This is the box to the left of the Horizontal Auger that allows the Incline Auger to pick up ice and move it to the bagging area. It contains two Proximity Switches, the Avalanche Sensor and the Transition Box Sensor.

Transition Box Sensor - PLC X6

When ice is present against this sensor, the Rake and Horizontal Auger are stopped. The PLC now knows that there is ice present and ready to send to the bagging area. This is the bottom of the two sensors in the Transition Box. The Avalanche Sensor is the upper sensor.

UV Bulb -

An ultraviolet light and sterilizing chamber that the water passes through just before vending. The UV light kills bacteria and viruses on contact, ensuring the water is safe for the customer.

Vend Panel -

This is the panel where your customers interact with your machine. This includes the buttons, CC Reader and everything out front.

IHA has many options when it comes to upgrading these vend panels. A modern, clean-looking Vend Panel is necessary for a good customer experience.

Water Softener -

A water softener works through a process called "ion exchange." Inside the tank are millions of tiny resin beads that act like magnets, pulling the hardness minerals out of the water.

The softener will have two tanks that when one needs regenerating, it will swap to the second tank and start cleaning itself.

This regeneration cycle will use salt water from the brine tank to do this.

Water Vendor -

The Water Vendor is an add-on to a standard machine that allows you to sell water to customers. Newer Water Vendors use the Modern Controller to handle payment and controls.

Modern Water Vendors have the option to be added on to Houses and Kiosks by bolting them onto the exterior.

Water Pump -

Your Ice maker water pump is located in the stainless tube cabinet at the bottom right hand side and sits in the water trough. This pump circulates water non-stop during the freeze phase. The only time it will not be running is if the ice maker is off, or the timer is in the harvest phase.

When replacing this water pump it is very necessary to replace it with a similar size and hopefully same exact model pump. Using a "Rescue" pump or a pump of smaller rating can actually damage your compressor over time by not having the same amount of water flow. This low flow condition causes a "low suction pressure" and can also cause extra "Oil Migration" from the compressor. Over time this can add extra wear and tear on a compressor.

Wicket -

The U-shaped metal wire that holds a stack of 125 ice bags. When loading the machine, you slide the bag tool onto the wicket and then the bags from the wicket onto the bag tool. If you don't align the bags onto the bag hanger correctly with the bag tool, the blower won't be able to open them for vending.