

Because you're not like everyone else.

**luma**  <sup>TM</sup>  
comfort



**PORTABLE CLEAR ICE MAKER  
IM200SS  
OWNER'S MANUAL**

Manual v1.0

## BECAUSE YOU'RE NOT LIKE EVERYONE ELSE

And neither are we. Always at the forefront of our industry, our goal is to offer the best quality product and consumer value on the market. Our team is constantly pushing the boundaries of innovation and design to create exceptional products to help you achieve a more comfortable living or work space.

Our goal is to ensure that every Luma Comfort customer is 100% satisfied with their product. If you have any questions or concerns regarding your product, or if you would simply like to share an idea with us, please feel free to contact us.

### Contact Us:

For questions regarding your product, please contact us at:

**Call:** 1-855-963-9247  
**Email:** [support@lumacomfort.com](mailto:support@lumacomfort.com)  
**Online:** [www.lumacomfort.com](http://www.lumacomfort.com)

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## SAVE THESE INSTRUCTIONS

Please carefully read this manual before attempting to use this ice maker. For your own safety, comply with all safety instructions and warnings contained in this owner's manual to prevent personal injury or property damage.

## REGISTER YOUR PRODUCT ONLINE

### Register Your Luma Comfort Product Online Today!

Take advantage of all the benefits product registration has to offer:



#### Service and Support

Diagnose troubleshooting and service issues faster and more accurately



#### Recall Notifications

Stay up to date for safety, system updates and recall notifications



#### Special Promotions

Opt-in for NewAir promotions and offers

Registering your product information online is safe & secure and takes less than 2 minutes to complete:

[Register.LumaComfort.com](https://www.Register.LumaComfort.com)

Alternatively, we recommend you attach a copy of your sales receipt below and record the following information, located on the manufacturer's nameplate on the rear of the unit. You will need this information if it becomes necessary to contact the manufacturer for service inquiries.

**Date of Purchase:** \_\_\_\_\_

**Serial Number:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

## ● ● ● IMPORTANT SAFETY INFORMATION



These instructions are not meant to cover every possible condition and situation that may occur. Please read all instructions before using this ice maker. Failure to carefully read all instructions may result in possible electric shock or fire hazard, and will void the manufacturer's warranty.

1. Use this ice maker only as instructed in this owner's manual. Other uses may cause electric shock, injury or fire.
2. Close supervision is required if this portable ice maker is used near children or pets.
3. To protect against electric shock, do not immerse this ice maker or its plug and cord in water.
4. If the ice maker is being transported or will not be in use, disconnect it from the power supply by tightly gripping the plug and pulling it from the power outlet. Do not disconnect the power supply by pulling on the portable ice maker's power cord.
5. Avoid contact with any of the ice maker's moving parts.
6. Place the ice maker on a level surface.
7. This ice maker is intended to fit into a matching receptacle. Under no circumstances should the plug be altered in any way. An improper connection can result in electric shock.
8. If possible, avoid using extension cords with this ice maker. If an extension cord is absolutely necessary, do not use more than one extension cord to operate more than one ice maker.
9. Do not insert objects or allow fingers to enter into the ice maker's moving parts, as this may cause electric shock or bodily injury. Do not block or tamper with the ice maker while it is in operation.
10. Do not run the power cord under mats or carpeting, and do not cover the power cord with runners. Arrange the power cord away from room traffic and where it can be tripped over.
11. Do not operate this ice maker in the presence of flammable substances or explosives.
12. Do not place the ice maker near an open flame or cooking/heating appliances.
13. This product is not intended for use in wet or damp areas.
14. If the ice maker will not be in use, empty the tank of any remaining water.
15. If the ice maker's plug or power cord is damaged, do not attempt to repair the components yourself. Please contact Luma Comfort's customer service hotline at 1-866-737-6390 or have the unit examined by an authorized service provider.

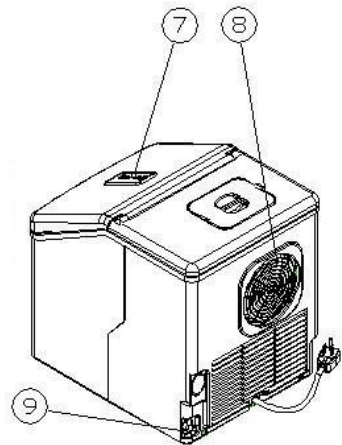
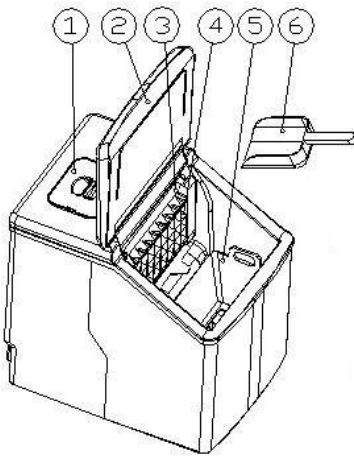


## ● ● ● GET TO KNOW YOUR ICE MAKER

### PRODUCT BENEFITS

- Plug & play operation
- No plumbing required
- Produces up to 28 lbs. of clear ice daily
- Space-conserving countertop design
- Stylish stainless steel finish
- Push button controls & LED display
- Utilizes commercial technology
- Works in as little as 15 minutes
- Clear ice melts 5x slower than cloudy ice

### PARTS DIAGRAM



1. Water reservoir cover
2. Ice maker cover
3. Water separator pipes
4. Evaporator
5. Ice basket

6. Ice scoop
7. Control panel
8. Exhaust
9. Water drainage port

## ● ● ● SET UP INSTRUCTIONS

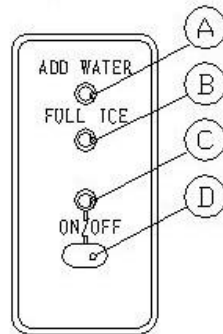
1. Remove the ice maker's exterior and interior packaging, and remove any tape from the unit. Do not discard the unit's box. Keep it for future storage purposes.
2. Check to make sure the ice scoop and other components shown in the list of main parts are included.
3. Clean the interior with lukewarm water and a soft cloth.
4. Find a location for your ice maker that is positioned away from direct sunlight and other heat sources such as stoves, furnaces and radiators.
5. Allow the unit's refrigerant to settle for one hour before plugging in the ice maker for the first time. Also ensure that the ice maker is positioned so that the plug is fully accessible.

**Important:** After unpacking your ice maker, it must rest in an upright position for at least one hour before you plug it in or the compressor may be damaged, shortening the life span of the unit.

## ● ● ● OPERATING INSTRUCTIONS

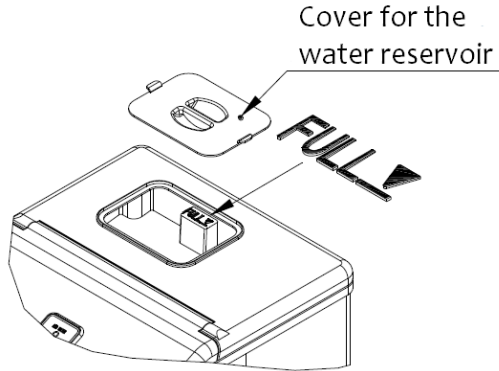
### CONTROL PANEL

- A. ADD WATER (Tank Empty) indicator
- B. FULL ICE indicator
- C. Power Indicator
- D. ON/OFF Button



## MAKING ICE

1. Remove the water reservoir cover and pour clean drinking water into the water reservoir. Keep the water level below the "FULL" water level mark. Close the water reservoir cover to prevent foreign matter from entering the reservoir.



**Please Note:** Do not pour water into the internal water tank located underneath the ice basket. Doing so will affect the ice maker's performance.

2. Plug the ice maker into a suitable electrical outlet. Press the ON/OFF button on the control panel to begin the ice making cycle. The green power indicator will turn on for 2 seconds and then flash for 3 seconds. It will then be on continuously.
3. The ice making cycle lasts anywhere from 15 to 30 minutes, depending on the ambient temperature. The ice making cycle will also take slightly longer when using the appliance for the first time. The ice making time may vary significantly if the unit is being used in extremely warm temperatures, but this will not exceed 50 minutes.
4. To make thicker ice, plug in the unit, press and hold the ON/OFF button for 5 seconds or longer, and then release it to start the unit. The ice making cycle will take an additional 3 minutes, but the ice cubes will be thicker.
5. While the ice maker is on, periodically verify the water level in the reservoir. If there is not enough water in the reservoir, the ice maker will automatically stop, and the ADD WATER indicator light will turn on.



6. If the ice maker is full of ice, the unit will automatically stop making ice and the FULL ICE indicator light will turn on.
7. Change the water in the water reservoir every 24 hours. If the unit will not be in use for an extended period of time, drain all of the water left in the water reservoir.
8. Periodically check to make sure the water filter is free from dust or particles. The water filter is located on the bottom of the large water reservoir and internal water tank.
9. After shipping or moving the unit, allow the refrigerant inside the compressor to settle for at least 3 minutes before restarting the ice maker.

## ADDITIONAL OPERATING TIPS

1. Clean the ice maker's interior (water reservoir, etc.) with lukewarm water and a soft cloth.
2. Position your ice maker away from direct sunlight and other heat sources such as stoves, furnaces and radiators. Place the ice maker on a flat, level surface and make sure there is at least 6 inches of space in between the back and sides of the ice maker and the wall.
3. Allow the refrigerant inside the ice maker's cooling system to settle for approximately one hour before plugging your ice maker in for the first time.
4. Make sure the ice maker's plug is fully accessible.

## ● ● ● MAINTENANCE

Clean your ice maker before use. To properly clean your ice maker, follow these instructions:

1. Unplug the unit from the power supply.
2. Place a small container or receptacle under the drainage port and clean the interior with diluted detergent, warm water and a soft cloth. First pour the warm water with diluted detergent into the internal water reservoir and then into the space below the clear viewing window.
3. Use this water and detergent solution to clean the rest of the ice maker's interior and drain out the water by unplugging the drain cap located on the bottom of the unit. Dry the interior with a soft cloth.
4. Use warm water and diluted detergent to clean the exterior of the ice maker. Dry the exterior with a soft cloth.
5. If the ice maker will not be in use for an extended period of time, open the drain cap and drain out all of the water from the water reservoir.

## ● ● ● TECHNICAL SUPPORT

Luma Comfort is committed to providing a premier service experience. If you are experiencing any technical issues with your product related to either setup or operation, please contact our product support team at 1-866-737-6390 or support@lumacomfort.com.

### PRODUCT SPECIFICATIONS

Model:	IM200SS
<b>Product Dimensions:</b>	11.3" x 14.8" x 14.1"
<b>Product Weight:</b>	25.5 pounds
<b>Voltage:</b>	115V
<b>Wattage:</b>	130W
<b>Ice Making Capacity:</b>	28 pounds daily
<b>Operating Cycle:</b>	15-30 minutes
<b>Ice Type:</b>	Clear ice cubes
<b>Display Type:</b>	LED
<b>Alert Features:</b>	Low water & full ice
<b>Includes:</b>	Ice maker, scoop & manual
<b>Warranty:</b>	1 year manufacturer's warranty

### TROUBLESHOOTING

Problem	Possible Cause(s)	Possible Solution
The "ADD WATER" indicator light is on.	There is not enough water in the water reservoir.	Turn off the ice maker, fill it with water and press the "ON/OFF" button again to restart the unit.
The "FULL ICE" indicator is on.	There is too much ice in the machine.	Remove ice from the ice basket.
The large reservoir is full of water, but the "ADD WATER" indicator is also on.	<ul style="list-style-type: none"> <li>a. The water in the tank may be distilled.</li> <li>b. The water filter located on the bottom of the reservoir is blocked, preventing water from entering the lower tank.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use tap or mineral water in the tank.</li> <li>b. Clean the water tank.</li> </ul>

Problem	Possible Cause(s)	Possible Solution
<b>Water does not flow out from the water separator pipes.</b>	The openings in the water separator pipes may be blocked.	Use a pin to pry each pipe opening until water can easily flow through.
<b>There is no water in the unit, but the "ADD WATER" indicator light is not on.</b>	The water in the tank may have impurities. The wall of the lower tank located underneath the ice basket is dirty.	Use normal drinking or tap water in the unit. Clean this water tank.
<b>The ice cubes being produced are thin and break easily.</b>	The ambient temperature is too high.	Turn off the unit first and press/hold the "ON/OFF" button for more than 5 seconds to turn on the unit again. This will lengthen each ice making cycle and make thicker ice cubes.
<b>The ice making cycle is starting but no ice is being made.</b>	<ul style="list-style-type: none"> <li>a. The ambient temperature or the water temperature in the inner tank is too high.</li> <li>b. The refrigerant is leaking.</li> <li>c. The pipe in the cooling system is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>a. Move the ice maker to an area with an ambient temperature under 90°F and pour cooler water into the tank.</li> <li>b. Consult a technician.</li> <li>c. Consult a technician.</li> </ul>

## ● ● ● WARRANTY

Luma Comfort products are warranted to be free from defects in workmanship or materials for one (1) year from the date of purchase. If the product is found to be defective within this period, Luma Comfort, at its sole option, will repair or replace any components that fail during normal operation. The repairs or replacement will be made at no charge to the customer for parts and labor, assuming that the customer shall be responsible for all transportation costs to and from Luma Comfort. Luma Comfort retains the right to repair or replace (with a new or newly-refurbished replacement product) the appliance at its sole discretion. This warranty does NOT apply to the following:

- Products without a proof of purchase
- Products purchased from a source other than an authorized Luma Comfort dealer
- Cosmetic damage such as scratches or dents
- Damage caused by service performed by anyone who is not an authorized service provider of Luma Comfort
- Damage in transit
- Damage caused by accident, abuse, misuse, water, flood, fire, improper installation, maintenance negligence, commercial use for a non-commercial unit, acts of God or any other acts of nature or external causes
- Damage to a product caused by modifications or alterations without the written permission of Luma Comfort
- Normal wear and tear of parts that are designed to be replaced, such as filters or batteries
- Power failure and improper power supply such as low voltage, defective wiring or inadequate fuses
- Use of force or damage caused by external influences
- Complete or partially dismantled appliances

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL LUMA COMFORT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

If you believe your product is defective, contact Luma Comfort for warranty service at 1-866-737-6390 or [support@lumacomfort.com](mailto:support@lumacomfort.com). In your correspondence with Luma Comfort, please describe the problem and request a return material authorization (RMA) number. You will also need to provide the proof of purchase, return shipping address and a daytime phone number.

After a Luma Comfort representative confirms that your product is defective and is still under warranty, you will receive an RMA and return shipping instructions. Products sent to our headquarters without an RMA will be refused.