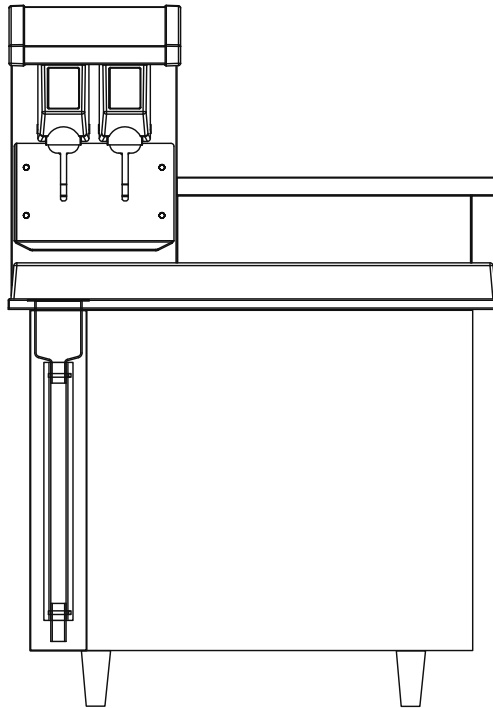


# CVU300 Series – 220 V 60 Hz Ice and Water Dispensers

Order parts online  
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Installation, Operation and Service Manual



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

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# Welcome to Follett

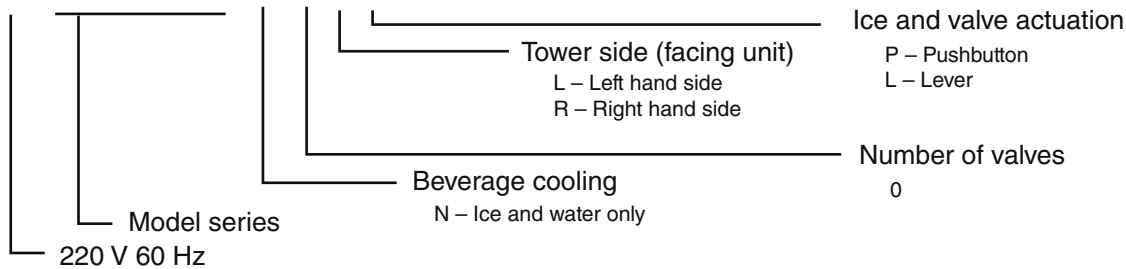
Follett ice dispensers enjoy a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this dispenser delivers that same degree of service, we ask that you take a moment to review this manual before beginning the installation of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

## Before you begin

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

Check your paperwork to determine which model you have. Follett model numbers are designed to provide information about the type and capacity of Follett ice dispensing equipment. Following is an explanation of the different model numbers in the VU300 series.

# CVU300N0LP



## Important cautions

**Storage area of dispenser contains mechanical, moving parts. Keep hands and arms clear of this area at all times. If access to this area is required, power to unit must be disconnected first.**

**Ice is slippery. Maintain counters and floors around dispenser in a clean and ice-free condition.**

**Ice is food. Follow recommended cleaning instructions to maintain cleanliness of delivered ice.**

**Always disconnect power before cleaning or servicing the dispenser.**

**Failure to remove all sanitizer may result in health hazard.**

**Follett manual load dispensers can accommodate most cube/cubelet ices up to 1" (26 mm) square, or Follett compressed nugget ice. Crushed, flake, bagged, nugget or congealed ice cannot be used. Use of these ices can jam dispenser and void warranty. Separate any "waffle-like" sections of cubes before adding to dispenser. For ice compatibility questions, please call Follett customer service at (877) 612-5086 or +1 (610) 252-7301.**

# Specifications

## Electrical

Each dispenser requires a separate circuit with electrical disconnect within 10 ft (3 m). Equipment ground required. Standard electrical – 220 V, 60 Hz, 1 phase. Maximum dispenser fuse – 20 amps.

<b>Model number</b>	<b>Dispenser amperage</b>
CVU300N series	2.2 amps

## Plumbing

**Dispenser**      3/4" PVC pipe nipple for bin drain  
                         3/4" PVC pipe nipple for drain pan drain

### Water connections

1/4" ID plain water beverage hose

**Note:** Drains should be hard piped and insulated. Maintain at least 1/4" per foot (6 mm per 304 mm run) slope on drain line run.

Water disconnect within 10 feet (3 m) of dispenser is suggested for automatic load units.

Follett recommends use of a Follett water filter (part# 00130229) on ice machines connected to automatic fill dispensers.

**Ice machine**      Refer to detailed specifications in ice machine installation manual packed with ice machine

# Dimensions and clearances

## Required clearances

60" (1524 mm) minimum above counter for installation if dispenser will be dropped into counter

49" (1245 mm) minimum above counter for auger removal

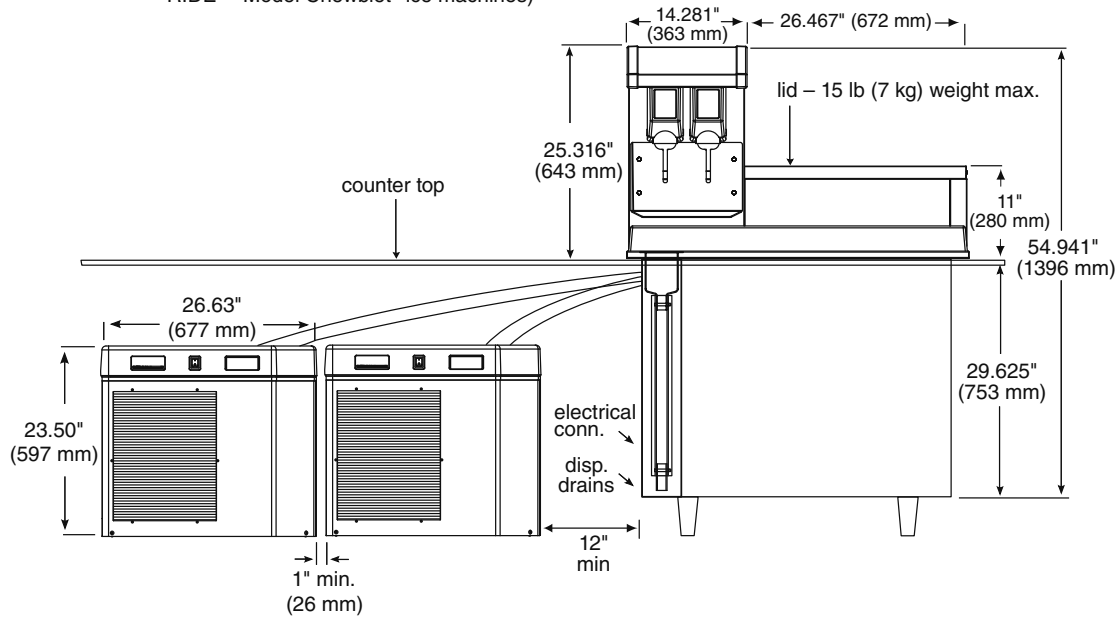
12" (305 mm) minimum on ice chute side for service

12" (305 mm) minimum on side opposite ice chute if ice transport tube enters this side

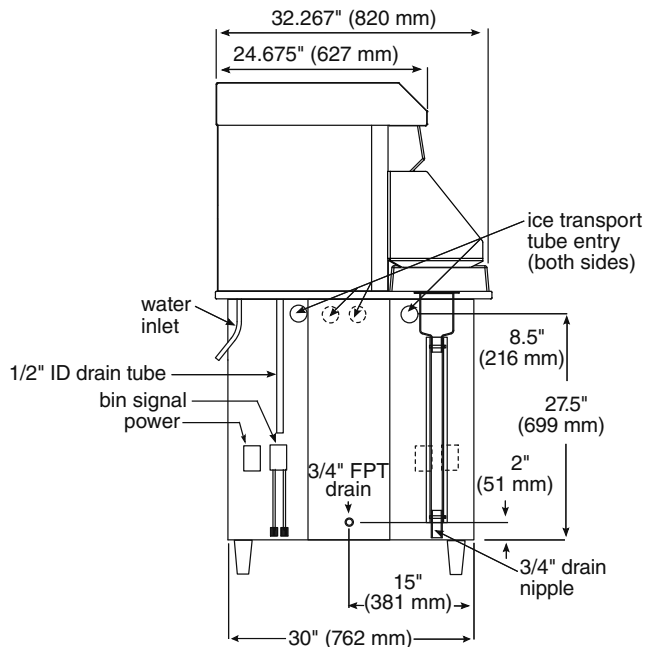
12" (305 mm) minimum between dispenser side(s) and optional ice machine(s)

### Front View

(shown with two Horizon™ HCC1000AVM  
RIDE™ Model Chewblet® ice machines)



### Side View



# Installation

## Installing dispenser in counter

**Note:** All dispensers must be supported from below with supplied 4" – 6" (102 – 153 mm) adjustable leg accessory, or equivalent. Do not hang dispenser on flange.

All dispensers must be installed level in both directions to ensure proper operation.

1. Check that dispenser location meets all requirements in this manual and cut counter as shown below.
2. Place support blocks in cabinet to raise dispenser to a height of 12" (305 mm).
3. Place dispenser in counter onto support blocks.
4. Attach adjustable legs to dispenser.
5. Remove support blocks and lower dispenser feet to floor.
6. Adjust legs for 1/8" (4 mm) clearance between dispenser lip and countertop to verify there is no load on flange.
7. Apply a bead approximately 1/4" (6 mm) in diameter of NSF-listed silicone sealant (Dow Corning RTV-732 or equivalent) around perimeter of dispenser where it meets counter. Smooth sealant to a 1/8" (4 mm) radius.
8. Install a PVC drain line with at least a 1/4" per foot (20 mm per 1 m) slope. Insulate drain line to prevent condensation.

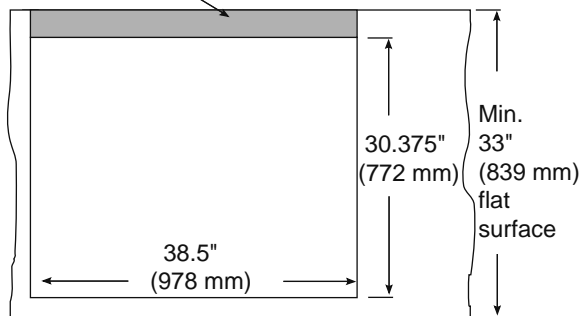
**Note:** Do not apply excessive heat if any sweating of fittings is necessary. Heat conduction through metal may melt threads in plastic drain.

Do not reduce drain line size or tie drains together.

9. Make electrical connections in accordance with applicable wiring diagrams provided. Provide disconnects within 10 ft (3 m) of dispenser and ice machine for servicing.

### Plan View – Counter cut-out

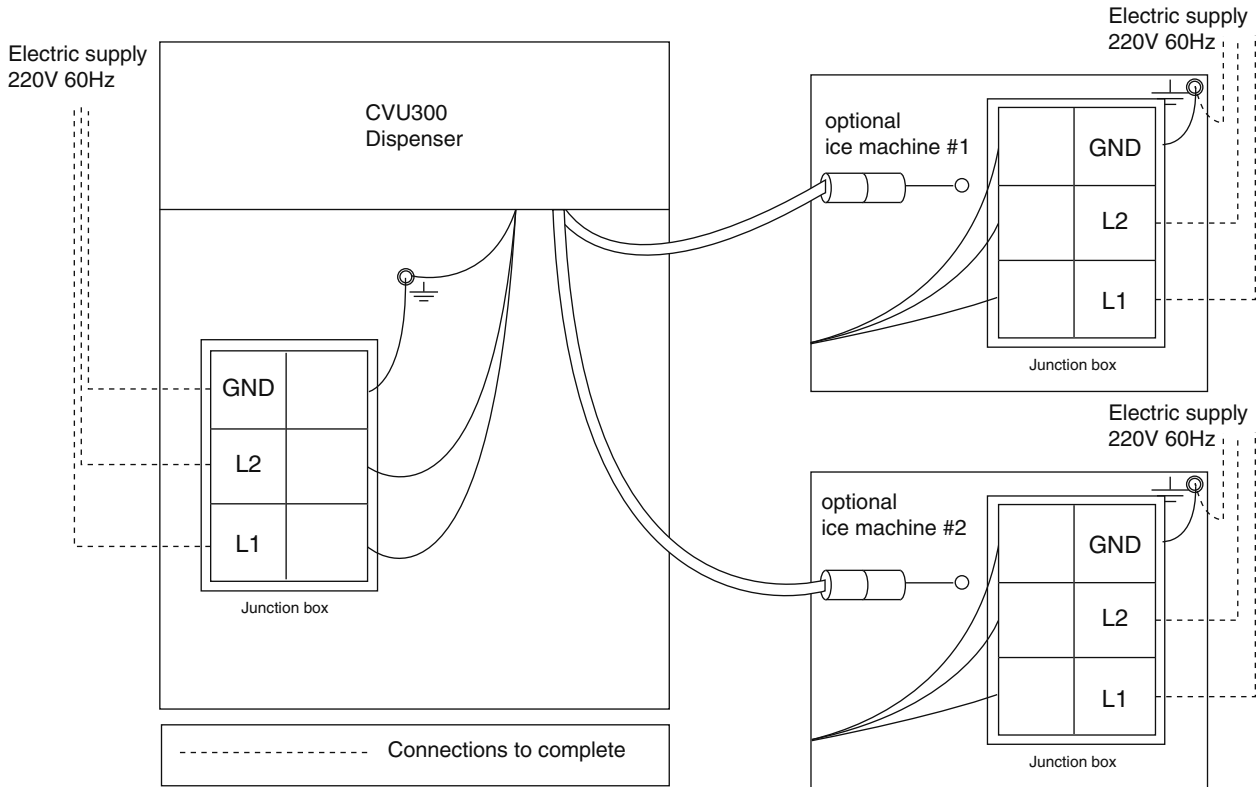
Shaded area is additional cut-out required for slide-in installations only



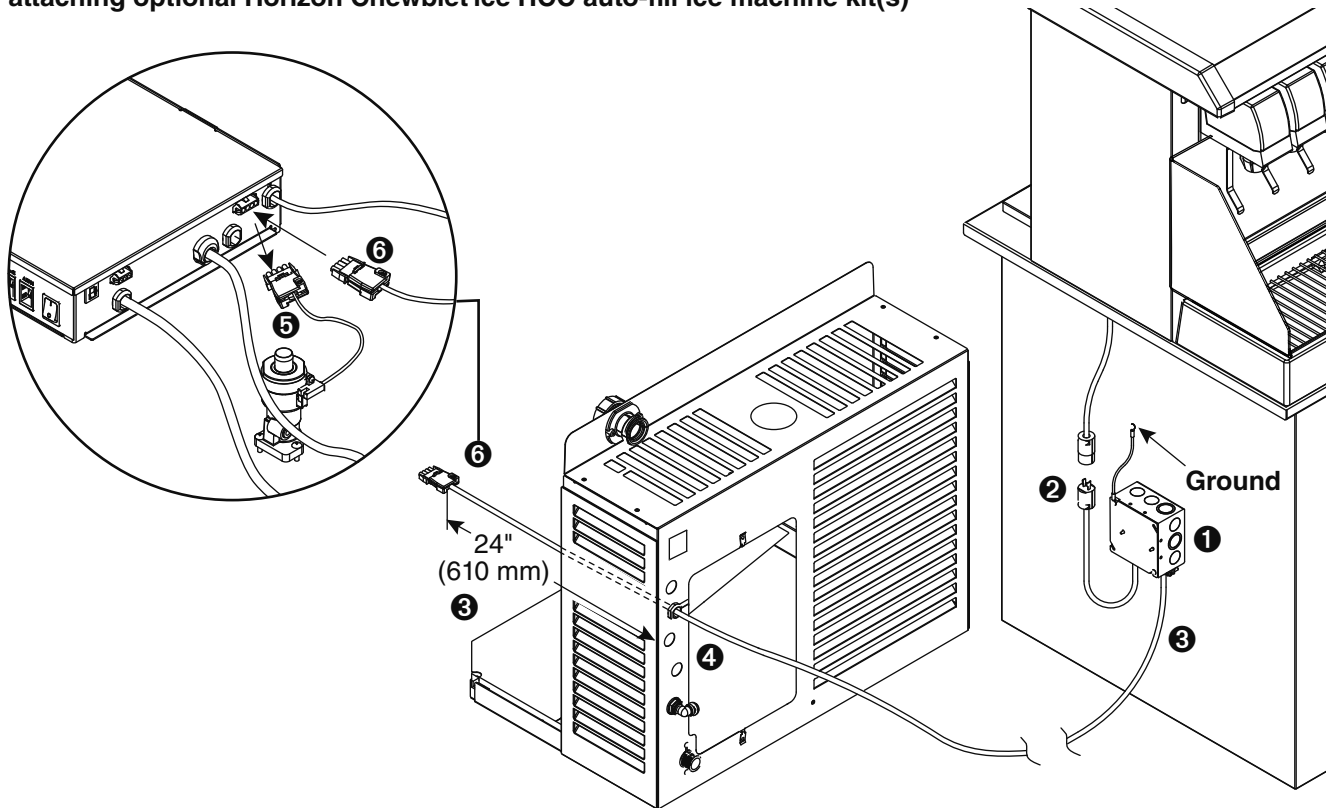
# Field wiring diagrams

**Note:** Field wiring diagrams are intended to aid electricians or technicians in understanding how equipment works. All field wiring must be installed in accordance with all local and NEC codes.

## If attaching optional Maestro™ Chewblet ice MCC400AVM auto-fill ice machine kit(s)



## If attaching optional Horizon Chewblet ice HCC auto-fill ice machine kit(s)



## Installing optional auto-fill ice machine kit(s)

Correct installation of RIDE model ice machine(s) is critical to proper performance of ice machine. Refer to installation manual packed with ice machine for important details on ice transport tube run, ventilation requirements and other installation requirements. Failure to comply with instructions may void warranty.

### To start and operate dispenser

1. Follow detailed cleaning instructions in service manual before operating dispenser.
2. For manual load units, remove front drain pan or rear lid and fill storage area with approved ice.

**Note:** Follett manual load dispensers can accommodate most cube/cubelet ices up to 1" (26 mm) square, or Follett compressed nugget ice. Crushed, flake, bagged, nugget or congealed ice cannot be used. Use of these ices can jam dispenser and void warranty. Separate any "waffle-like" sections of cubes before adding to dispenser. For ice compatibility questions, please call Follett customer service at (877) 612-5086 or +1 (610) 252-7301.

3. Turn power switch located on dispenser control box to ON position.
4. For automatic fill units, follow detailed instructions in ice machine installation section of installation manual, then turn ice machine (bin signal) switch(es) located on dispenser control box to ON position and begin to make ice.
5. When dispenser has at least 6" (153 mm) of ice in storage area, test operation.

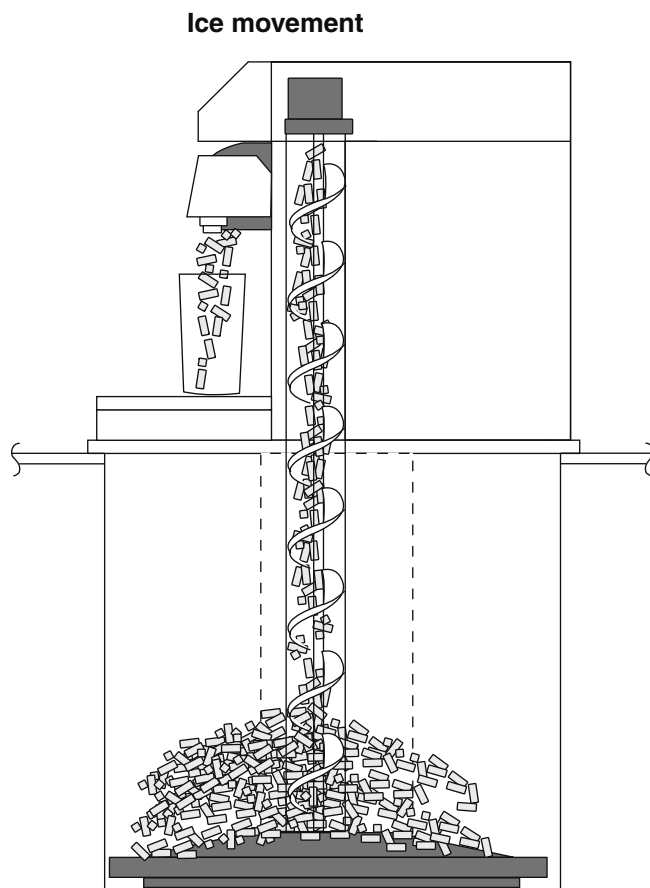
## Operation

### How the dispenser works

Follett's dispensers may be fed by Follett RIDE™ model ice machines or manually loaded (using ice from another source).

In all models, ice is stored below the counter in the dispenser storage area. When the dispense lever or button is pushed, the dispense motors are activated. This causes the wheel assembly in the storage area to turn, moving ice

to the vertical auger assembly, which carries ice up to the dispense chute where it drops by gravity into the container. In units used with an optional ice machine accessory, ice is manufactured remotely and may be located up to 75 ft (23 m) away from the dispenser. Extruded ice is transported through a tube and pushed to the storage compartment of the dispenser. When the bin is filled, a bin thermostat shuts the ice machine off to avoid overfilling the bin.





# Cleaning

Using solutions below, clean and sanitize storage area and beverage lines before starting unit and on a routine basis as noted below.

**Note:** Always disconnect power before cleaning dispenser.

Do not run plastic parts through a dishwasher.

**Solution A:** Prepare cleaning solution of 200 ppm of available chlorine content. Solution temperature must be +75 F – +125 F (+24 C – +52 C).

**Solution B:** Prepare sanitizing solution of 50 ppm of available chlorine content. Solution temperature must be +75 F – +125 F (+24 C – +52 C).

## Recommended cleaning prior to start up

### Cleaning ice storage area before use

1. Refer to disassembly instructions (see Service section) and remove dispense wheel from ice storage area.
2. Remove auger, auger tube and dispense mechanism.
3. Wipe all components and ice storage area with cleaning Solution A.
4. Rinse all components and ice storage area thoroughly with clear, potable water.
5. Wipe all components and ice storage area with sanitizing Solution B.

### Recommended daily dispenser cleaning

1. Remove all debris from drain pan.
2. Pour 1 gallon (4 L) hot water into drain pan to keep drain lines clear.

### Recommended weekly dispenser cleaning

1. Remove drain pan and grille and wash with Solution A. Rinse thoroughly.
2. Pour a solution of one cup (8 oz/237 ml) household bleach mixed with one gallon (3.8 L) hot water into drain pan to help prevent algae growth in drain lines.

### Recommended quarterly dispenser cleaning

1. Remove top from dispenser and turn power switch to OFF position.
2. Remove ice from storage area.
3. Remove dispense chute cover, chute, auger motor assembly, auger and auger tube (see Service section).
4. Remove drain pan, grille, dispense wheel, agitator rods, and drive shaft (see Service section).
5. Clean all components and bin storage area with Solution A, rinse thoroughly with clear water and sanitize with Solution B.
6. Remove nozzles and diffusers from valves, soak for at least 10 minutes in cleaning Solution A, rinse, sanitize with Solution B and reinstall.

### Putting unit back in service after quarterly cleaning

1. Reassemble components.
2. For manual load units, fill unit with an approved ice (see important cautions on page 3).
3. For RIDE models, turn bin signal switch(es) and dispenser power switch to ON position and allow storage area to fill.
4. Push dispense button or lever to test that dispenser is functioning properly.

### Recommended quarterly cleaning of optional auto-fill ice machine kit(s).

Units equipped with optional ice machines require cleaning of ice machine system at least every six months, and more often if local water conditions dictate. Failure to clean ice machine system will result in decreased performance and potential damage to ice machine. Refer to Ice Machine Installation, Operation and Service Manual.

# Service

## Dispense chute cover removal

1. Remove top cover.
2. Pull cover up and off to remove.
3. On push button units, disconnect plug on harness.

## Auger motor assembly removal

1. Remove drain pan.
2. Remove thumbscrews from splash guard and remove.
3. Remove thumbscrews from splash panel; lift and pull forward at base of panel and remove.
4. Unplug auger motor at connector.
5. Remove two 1/4-20 bolts holding auger motor to hold-down bracket.
6. Remove two thumbscrews from auger motor stabilizer bracket and set aside.
7. Lift auger motor off.

## Gate assembly removal

1. Remove dispense chute cover and auger motor assembly.
2. Remove thumbscrews on each side of clear focus chute and remove.
3. Remove quick release pin holding dispense gate assembly and chute.
4. Lift gate up and over hinge tabs, then carefully pull and tilt to unhook from solenoid link.
5. Pull ice chute toward you to unclip from dimples on chute mounting bracket.
6. Pull ice chute and gate toward you and out through panel opening.
7. Lift dispenser mechanism assembly off auger and auger tube.

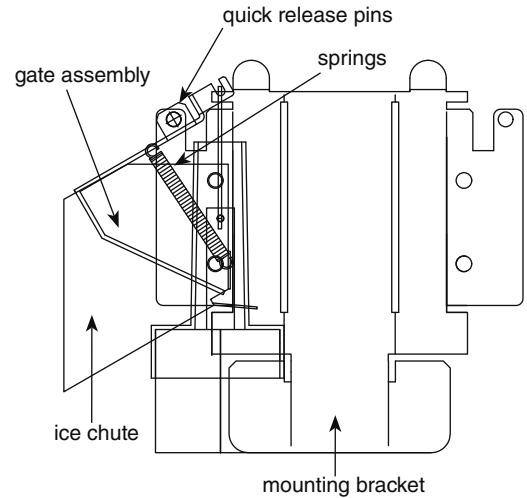
## Auger and auger tube removal

1. Remove dispense chute cover and auger-motor assembly.
2. Remove side panel of tower.
3. Remove screw holding top auger tube ring to lower ring.
4. Lift auger out of auger tube.
5. Lift out auger tube, turning as needed to clear rivnuts on side auger motor mounting bracket.

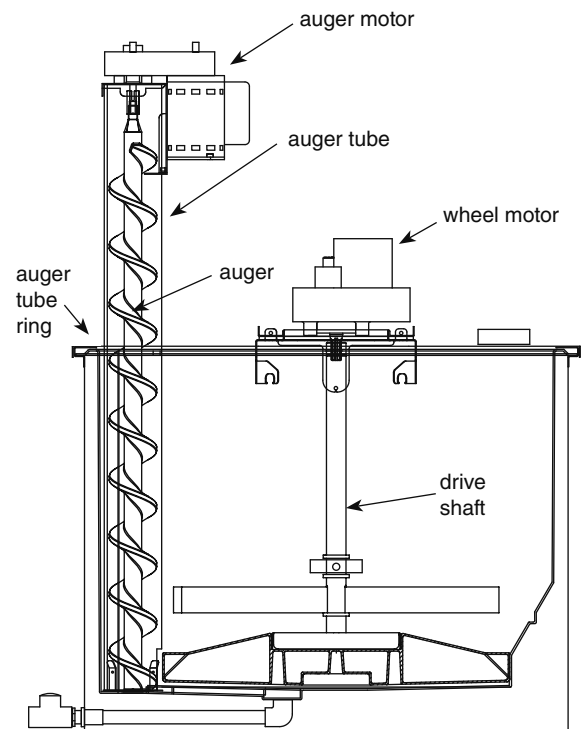
## Dispenser wheel removal

1. Remove dispenser top and turn power switch OFF.
2. Remove all ice from bin.
3. Remove drain pan and ice bin access cover below it.
4. Remove splash guard and wheel motor access cover.
5. Unplug wheel motor at connector and remove ground wire.
6. Remove wheel motor by pulling out two quick release pins.
7. Lift drive shaft up through hole in countertop.
8. Lift dispense wheel out through drain pan opening.

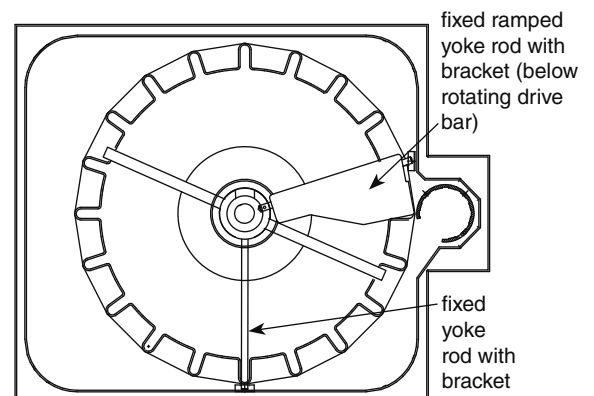
## Dispense chute assembly



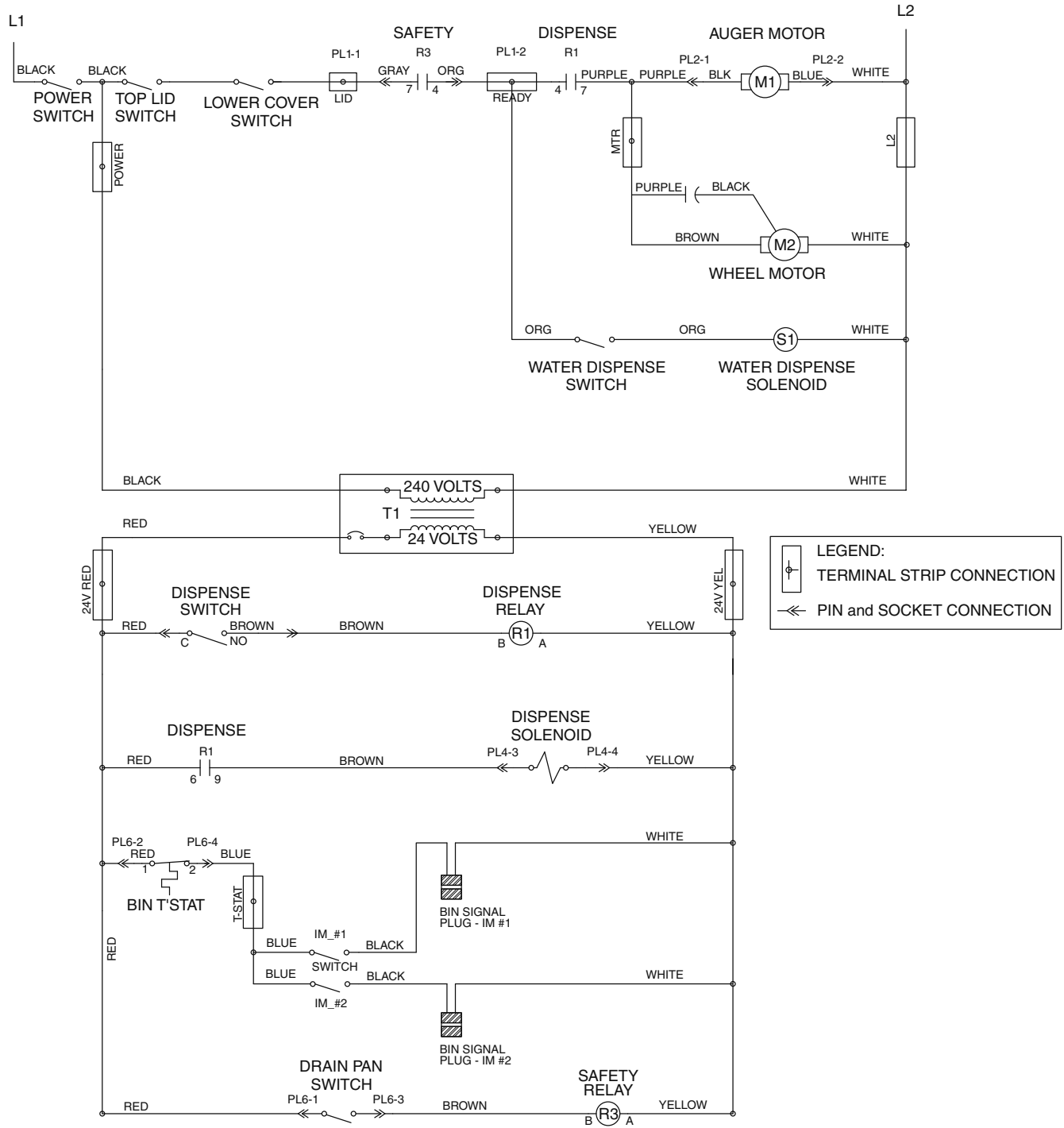
## Dispenser cutaway – front view



## Front



# Wiring diagram



## Dispenser troubleshooting guide

### Before calling for service

1. Check that ice is in the dispenser and that congealed cubes are not causing a jam.
2. Check that circuit breaker and switches are in ON position.
3. Check that drain pan and top are on securely. If ajar, dispenser will not operate. When the top is off, auger does not operate, even though the solenoids do.
4. Check that all drains are clear.

**Note:** For units equipped with Follett Chewblet ice auto-fill ice machine kit(s), see Ice Machine Operation and Service Manual for service and troubleshooting information.

Symptom	Possible cause	Solution
Ice does not dispense. <ul style="list-style-type: none"> <li>• Auger motor does not run</li> <li>• Wheel motor does not run</li> </ul>	<ol style="list-style-type: none"> <li>1. Power switch faulty or in OFF position; loose connection.</li> <li>2. Faulty dispense switch.</li> <li>3. Faulty transformer.</li> <li>4. Drain pan ajar.</li> <li>5. Faulty drain pan safety switch.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn power switch to ON position; check connections.</li> <li>2. Replace switch.</li> <li>3. Replace transformer.</li> <li>4. Check pan and reset.</li> <li>5. Replace switch.</li> </ol>
Ice does not dispense. <ul style="list-style-type: none"> <li>• Auger motor runs</li> <li>• Wheel motor runs</li> <li>• Gate does not open</li> </ul>	<ol style="list-style-type: none"> <li>1. Loose electrical connection.</li> <li>2. Linkage problem between solenoid and gate.</li> <li>3. Faulty solenoid.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections.</li> <li>2. Check linkage.</li> <li>3. Replace solenoid.</li> </ol>
Ice does not dispense. <ul style="list-style-type: none"> <li>• Auger motor does not run</li> <li>• Wheel motor runs</li> </ul>	<ol style="list-style-type: none"> <li>1. Loose electrical connection.</li> <li>2. Faulty auger motor.</li> <li>3. Faulty run capacitor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections.</li> <li>2. Check auger motor.</li> <li>3. Check run capacitor.</li> </ol>
Ice does not dispense. <ul style="list-style-type: none"> <li>• Auger motor runs</li> <li>• Wheel motor does not run</li> </ul>	<ol style="list-style-type: none"> <li>1. Loose electrical connection.</li> <li>2. Faulty wheel motor.</li> <li>3. Faulty run capacitor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections.</li> <li>2. Check wheel motor.</li> <li>3. Check capacitor.</li> </ol>
No ice in dispenser.	<ol style="list-style-type: none"> <li>1. Power switch in OFF position or faulty.</li> <li>2. Bin signal switches in OFF position or faulty.</li> <li>3. Faulty bin thermostat.</li> <li>4. Faulty transformer.</li> <li>5. Ice machine related problem.</li> <li>6. Faulty or disconnected wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check switch and replace if necessary.</li> <li>2. Check switch and replace if necessary.</li> <li>3. Replace bin thermostat.</li> <li>4. Replace transformer.</li> <li>5. Refer to Ice machine Operation and Service Manual for diagnosing.</li> <li>6. Check for power and bin signal on ice machine PC board.</li> </ol>

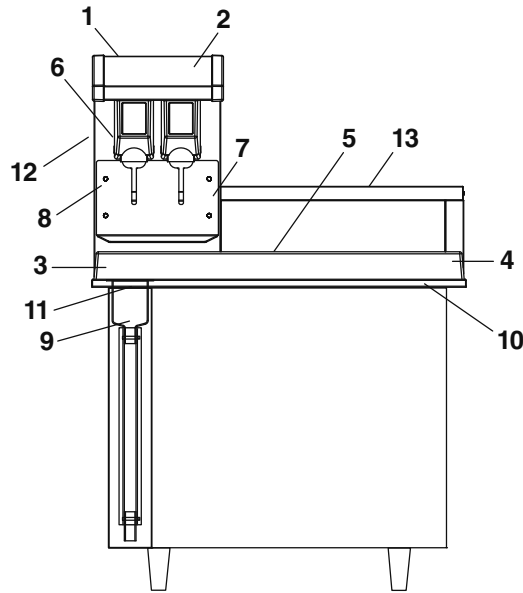
**If problems persist after following this basic troubleshooting guide, call Follett's technical service department at (877) 612-5086 or +1 (610) 252-7301.**

# Replacement parts

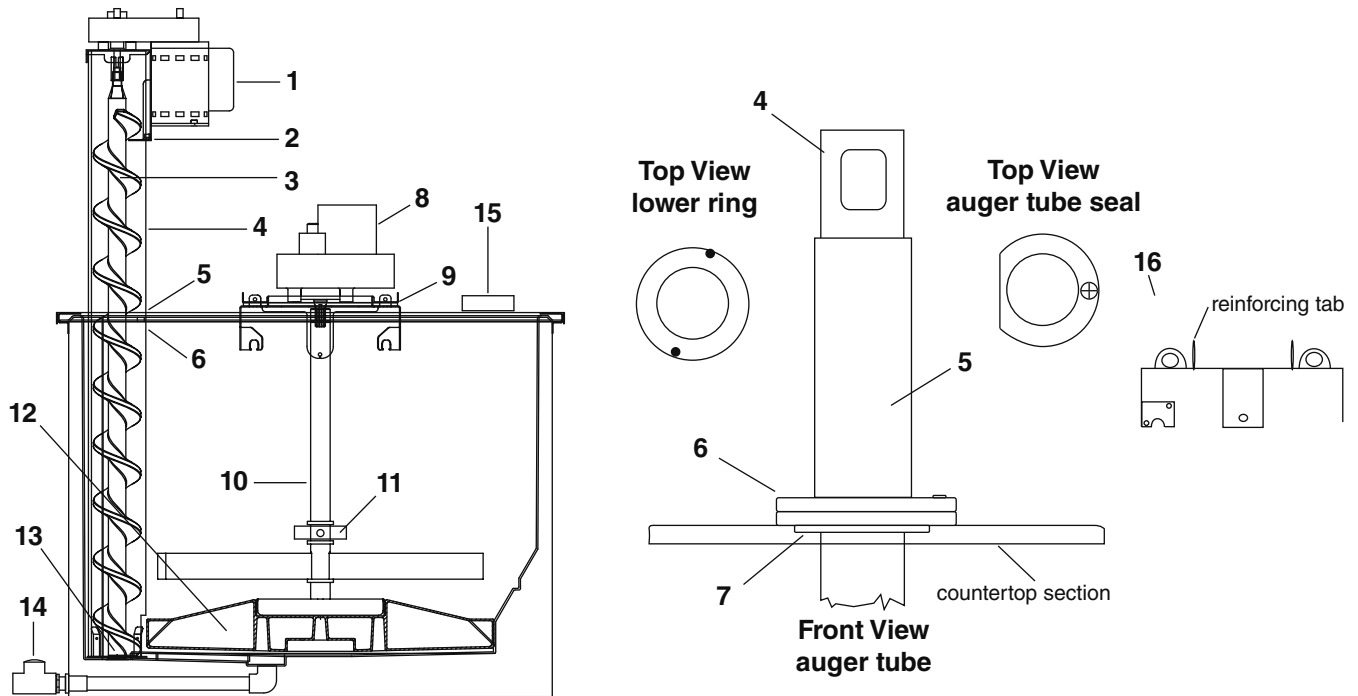
## Dispenser Exterior

Order parts online  
[www.follettice.com](http://www.follettice.com)

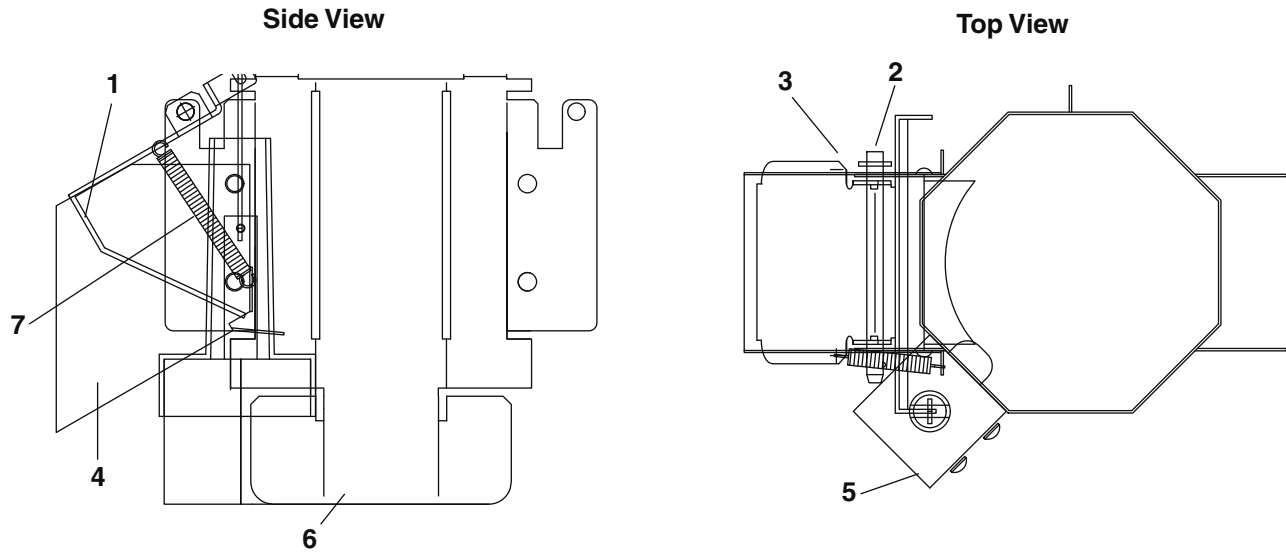
Front View



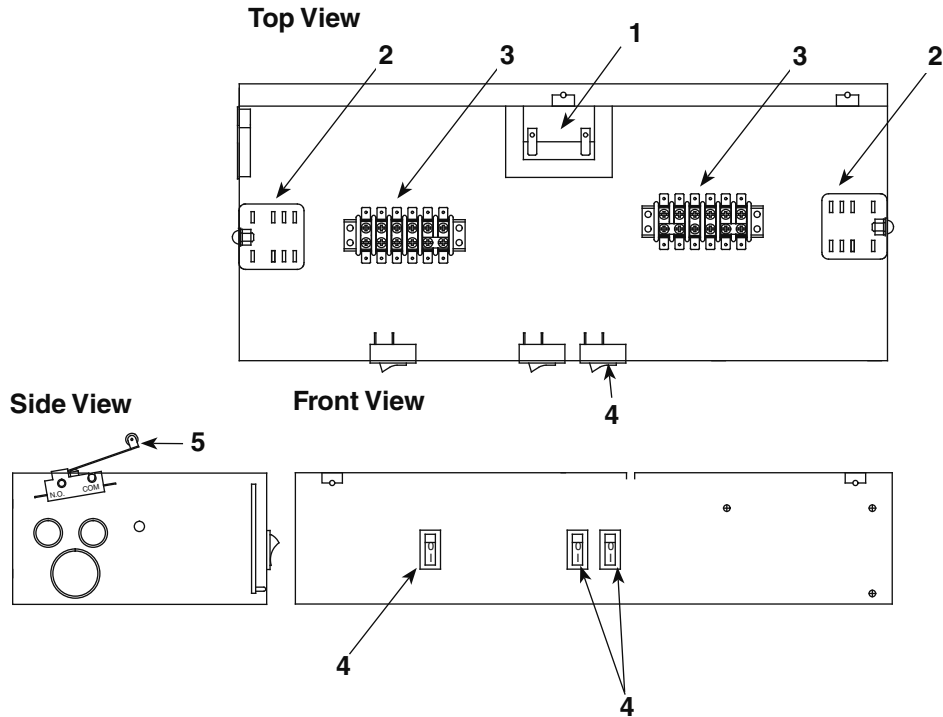
Reference #	Description	Part #
1	Lid, with graphics	00953141
2	Graphics, "Follett"	00116780
Not shown	Cover, ice opening (below drain pan)	00143685
4	Drain pan, plastic	00196063
5	Grille, drain pan	00108845
Not shown	Chute cover, dispense, push-button with switch, Ice	502440
Not shown	Chute cover, dispense, push-button with switch, Water	502620
6	Chute cover, dispense, lever, Ice	502439
6	Chute cover, dispense, lever, Water	502619
7	Shield, drip (right hand) dispense	00984302
7	Shield, drip (left hand) dispense	00984377
8	Thumbscrew, 10/32-1/2, splash guard	501100
Not shown	Switch, dispense, PB	502441
Not shown	Switch, dispense lever (includes boot and spacer)	501714
Not shown	Boot, dispense switch button, lever	501841
Not shown	Lip kit (plastic strip bordering ice bin opening and adhesive)	502285
Not shown	Insulation, transport tube (sold by the foot)	501176
Not shown	Tube, ice transport, 10 ft	502522
Not shown	Tube, ice transport, 20 ft	502523
9	Drain box	00155218
10	Bracket, drain pan locator	00143693
11	Bracket, drain box and pan locator	00155200
Not shown	Magnet, drain pan	502888
Not shown	Switch, magnetic reed	502887
12	Access panel, tower	00108407
13	Access panel, top	00953133



Reference #	Description	Part #
1	Motor, auger (includes capacitor), 100 RPM	00938555
2	Bracket, auger motor hold-down	502047
Not shown	Bracket, auger motor stabilizer	00108498
Not shown	Seal, shaft, auger motor	501977
3	Auger	501980
4	Auger tube (includes insulation)	502631
5	Insulation, auger tube	502099
6	Ring, auger tube, upper	501939
7	Ring, auger tube, lower	502155
8	Motor, wheel, Brother (includes capacitor)	00190306
9	Bracket, wheel motor	501981
Not shown	Gasket, wheel motor bracket	501982
Not shown	Pin, quick release, wheel motor (2 required)	502102
10	Drive shaft assembly	00126888
11	Agitator rod, fixed	502629
12	Wheel, dispense	501978
13	Bearing plate, bottom auger	501971
Not shown	Agitator rod, ramped	502628
Not shown	Bracket, fixed agitator (2 used per unit)	501974
Not shown	Thumbscrew, 10/32 x 3/4, fixed agitator bracket (2 required)	501259
14	Tee, drain	502059
15	Thermostat	500514
16	Bracket, ice hose and wheel motor	00126904
Not shown	Leg	00137257
Not shown	Coupling, auger top	00109306
Not shown	Plug 2 lead, male, bin signal	502333
Not shown	Socket 2 lead, female, bin signal	502334



Reference #	Description	Part #
1	Gate, dispense	501955
2	Linkage pin, gate/solenoid	502096
3	Pin, quick release, 3" (77 mm), gate and lever	501949
4	Chute, ice	501952
5	Solenoid	501961
Not shown	Boot, solenoid	502098
6	Dispense mechanism assembly	501948
7	Spring, dispense mechanism (1 per side)	501950
Not shown	Chute, focus	502459
Not shown	Lever, dispense	501953



Reference #	Description	Part #
1	Transformer, 220 V/24 V	502885
2	Relay, dispense	501826
3	Strips, terminal	502472
4	Switches (power and ice machine)	502209
5	Switch, safety	502511
Not shown	Switch, dispense, lever	502505
Not shown	Thermostat, bin level	500514
Not shown	Valve, solenoid, water	502886
Not shown	Fitting, outlet, 1/8" MPT x 3/8" OD tube	502562
Not shown	Fitting, inlet, 1/8" MPT x 1/4" OD tube	502561
Not shown	Tube, water dispense, SS	00947747

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