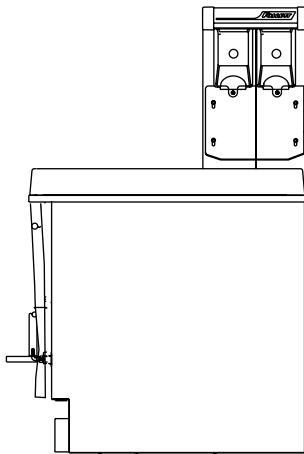


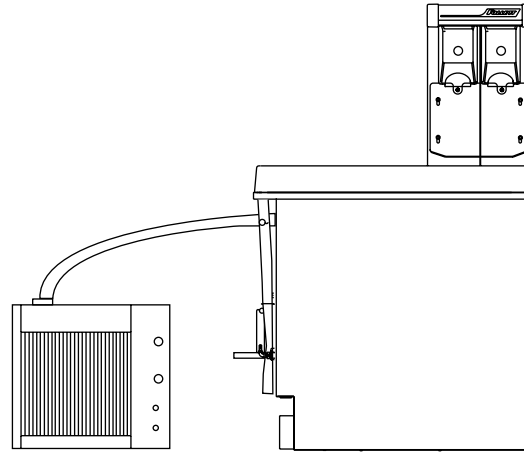
U155N Series Ice and Water Dispensers

Order parts online
www.follettice.com

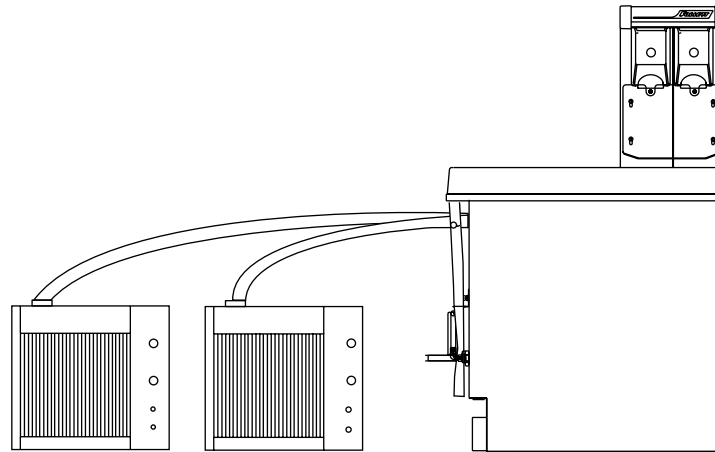
Installation, Operation and Service Manual



Manual load units



**Automatic load units
with one icemaker**



**Automatic load units
with two icemakers**

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

Contents

Welcome to Follett	3
Before you begin	3
Specifications	3
Field wiring diagrams	6
Installation procedures	7
Installing dispenser in counter	7
Installing remote icemaker	8
Start-up	9
User Information	9
Cleaning Procedures	9
Disassembly for cleaning	11
Service information	12
Disassembly for service	12
Wiring diagrams	13
Dispenser troubleshooting guide	14
Replacement parts	15
Dispenser exterior	15
Dispense assembly	16
Hopper	17
Auger motor	18
Electrical components	19

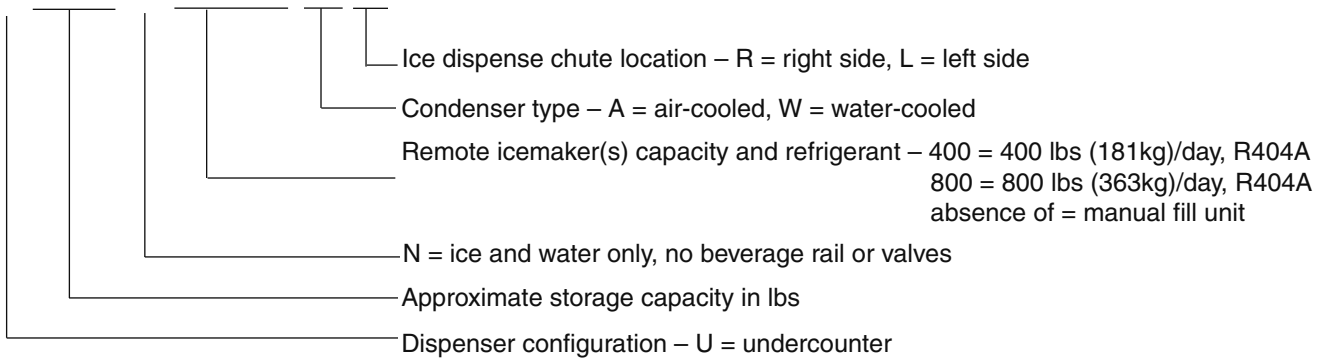
Welcome to Follett

Follett ice and water 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 toll free at (800) 523-9361 or (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 U155 series.

U155NR400AR



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.
- **Follett manual load dispensers can accommodate most cube/cubelet ices up to 1" 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 toll free at (800) 523-9361 or (610) 252-7301.**
- Follett recommends use of an activated carbon filter for units equipped with icemakers.
- 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.

Specifications

Electrical

Each icemaker and dispenser requires separate circuit with electrical disconnect within 10 feet (6m).

Equipment ground required. Standard electrical - 115V, 60Hz, 1 phase. Max. fuse dispenser – 15 amps; each icemaker – 20 amps

Model number	Icemaker amperage	Dispenser amperage
U155N	- -	2.4 amps
U155NR400A/W	11.0 amps	2.4 amps
U155NR800A/W	11.0 amps ea (2)	2.4 amps

Plumbing

- Dispenser**
- 3/4" PVC slip joint for hopper drain
 - 3/4" PVC pipe nipple for beverage drain pan
 - 3/8" ID red line tubing for water in

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

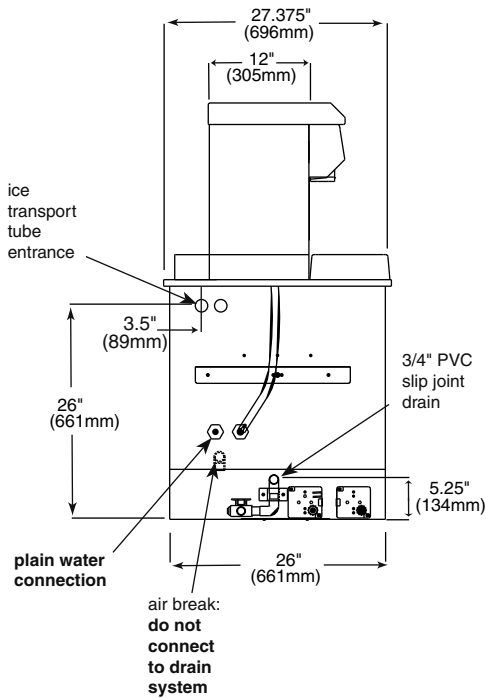
- Icemaker**
- Refer to Icemaker Installation Manual packed with icemaker
 - 1/4" FPT water in
 - 1/2" MPT drain
 - 3/8" FPT condenser inlet (water-cooled condenser only)
 - 1/2" FPT condenser drain (water-cooled condenser only)

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

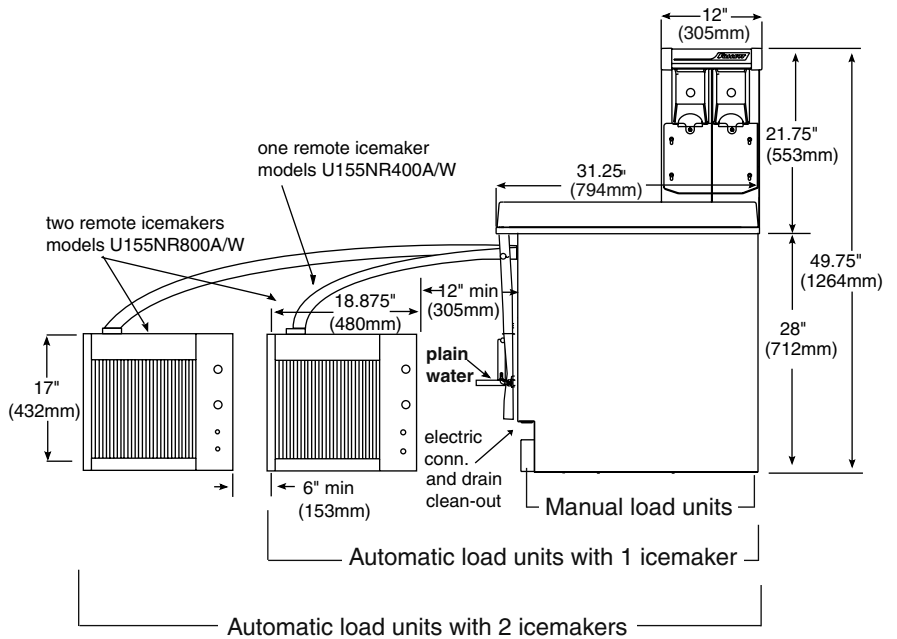
Clearance and access information

- 51" (1296mm) above counter
- 12" (305mm) on side opposite tower, below counter
- Counter front or rear panel must be removable for service access to both sides of dispenser and icemaker(s), if any
- Below counter access to drain clean-out required on utility side of dispenser

**Side view - right hand dispenser
(side opposite dispense tower)**



Front view



Electrical hookup information

Model	Electrical Connection	Circuit(s) required
U155N	<ul style="list-style-type: none"> • Hard-wiring of dispenser required. 	115V, 60Hz, 1 phase Max. fuse dispenser – 15 amps.
U155NR400A/W	<ul style="list-style-type: none"> • Dispenser power – hard wiring required. • Bin signal – cord and plug supplied. • Ice maker – cord and plug supplied on power and bin signal. 	115V, 60Hz, 1 phase (2) circuits required <ul style="list-style-type: none"> • Dispenser – 15 amps max. fuse size. • Ice maker – 20 amps max. fuse size.
U155NR800A/W	<ul style="list-style-type: none"> • Dispenser power – hard wiring required. • Bin signal – cord and plug supplied. • Ice maker – cord and plug supplied on power and bin signal. 	115V, 60Hz, 1 phase (3) circuits required <ul style="list-style-type: none"> • Dispenser – 15 amps max. fuse size. • (2) ice makers – 20 amps max. fuse size each.

Note: equipment must be wired according to local and NEC codes.



Attention – Should local codes require a hard-wired connection and/or shielded wiring, eliminate the cord(s) and plug(s) and follow the appropriate field wiring diagram on the following page.

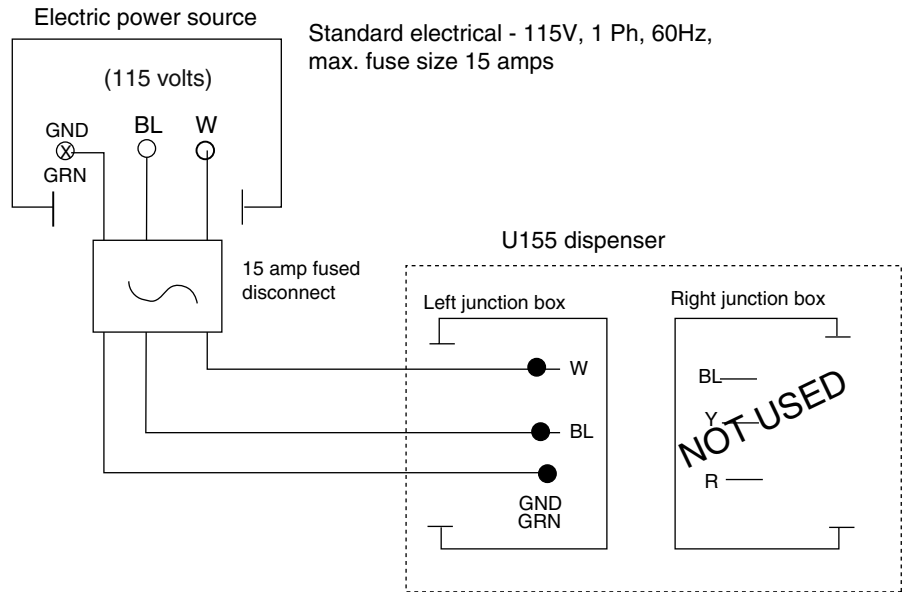
See icemaker Installation and Operation manual for recommended junction box preparation of hard-wired remote icemaker(s).

Field wiring diagrams

Manual load units

IMPORTANT
Field wiring diagram is intended to aid electrician or technician in understanding how equipment works. All field wiring must be installed in accordance with NEC and local electrical codes.

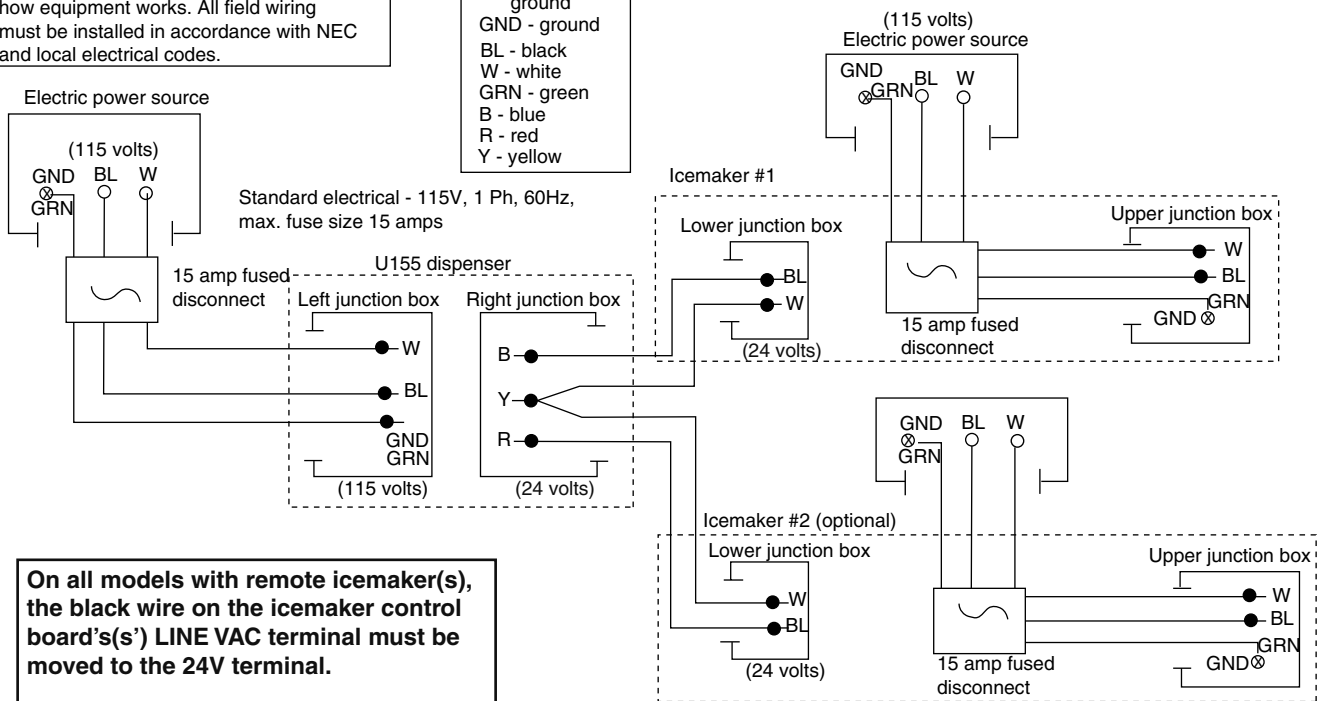
LEGEND
 ● Wirenut field connections
 ⊗ Equipment ground
 BL - black
 W - white
 GRN - green



Automatic load units

IMPORTANT
Field wiring diagram is intended to aid electrician or technician in understanding how equipment works. All field wiring must be installed in accordance with NEC and local electrical codes.

LEGEND
 ● Wirenut field connections
 ⊗ Equipment ground
 GND - ground
 BL - black
 W - white
 GRN - green
 B - blue
 R - red
 Y - yellow



On all models with remote icemaker(s), the black wire on the icemaker control board's(s) LINE VAC terminal must be moved to the 24V terminal.

Installation

Installing U155 dispenser in counter



All U155 dispensers must be installed level in both directions and supported from below with 6" - 9" (153 – 229mm) adjustable leg accessory provided, or channels installed on site. DO NOT hang dispenser on flange.

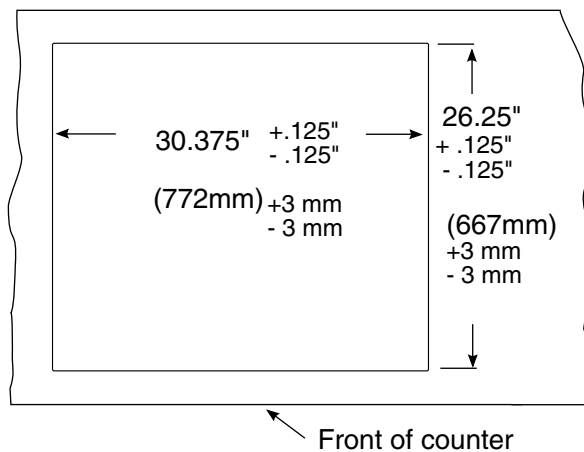
1. Check that dispenser location meets all requirements in this manual and cut counter as shown.
2. Block up area below counter cut-out to support dispenser when lowered into place.
3. For automatic load dispensers, disconnect ice transport tube from bracket in storage area of dispenser.
(Since this tube must be reinstalled in bracket after dispenser is dropped into counter, note how tube is held by bracket tabs before disconnecting.)
4. Carefully lower dispenser into counter until it rests on support blocks.
5. Adjust height from below until dispenser flange rests flush with counter.
6. Apply a bead approximately 1/4" (6mm) in diameter of NSF listed silicone sealant (Dow-Corning RTV-732 or equivalent) around perimeter of dispenser where it meets counter and smooth sealant to a 1/8" (4mm) radius.
7. Install a hard drain line, maintaining at least a 1/4" per foot (20mm per 1m) slope, and insulate line to prevent condensation.



PVC pipe is suggested. Care must be taken in sweating any metal drain pipe used. Excessive heat applied while sweating metal pipe may melt plastic fitting on dispenser.

8. Make electrical connections in accordance with applicable wiring diagrams provided, as well as NEC and local codes. Provide disconnects within 10 ft (3m) of dispenser and icemaker for servicing.

Counter cut-out



Installing remote icemaker (automatic load units only)



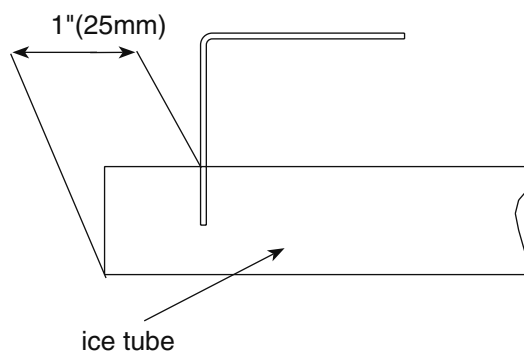
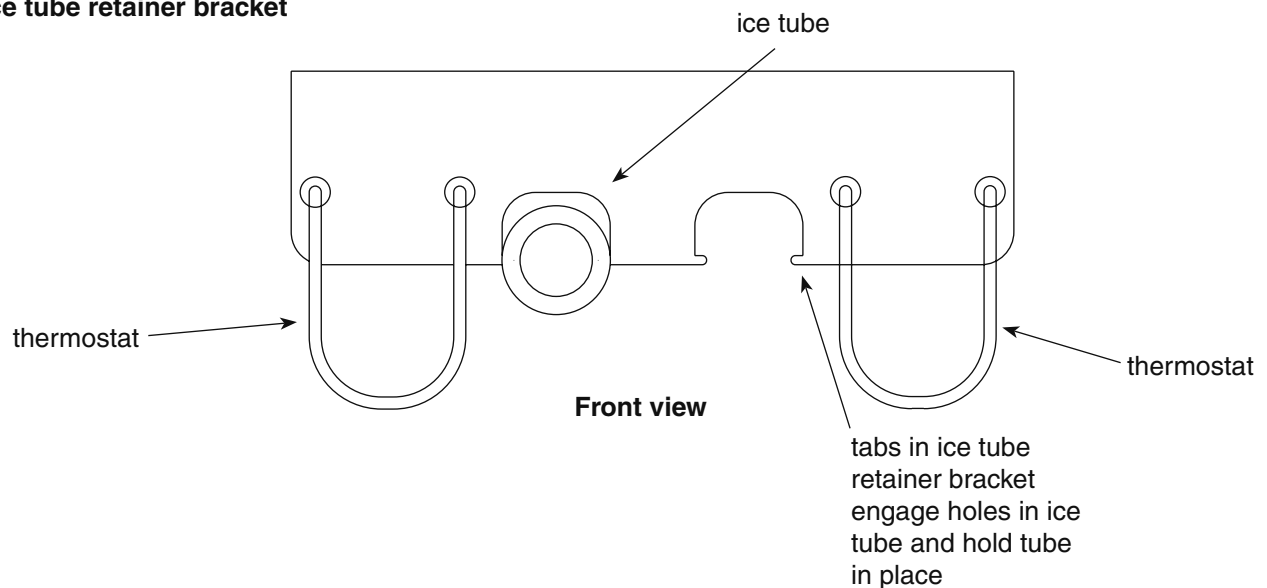
Correct installation of remote icemaker(s) is critical to proper performance of icemaker and dispenser.

Check to make sure bin signal on icemaker control board is switched to 24 volt connection.

Refer to installation manual packed with icemaker for important details on ice transport tube run, ventilation requirements and other installation requirements. Failure to comply with instructions will void warranty.

1. Position icemaker in desired location.
2. Push one end of ice transport tube(s) through hole(s) provided in side of dispenser.
3. Route tube into ice tube bracket inside dispenser and engage bracket tabs in holes located in end of ice transport tube(s). (See drawings below.)
4. Proceed with ice transport tube installation from dispenser to icemaker in compliance with instructions contained in icemaker installation manual packed with icemaker.

Ice tube retainer bracket



To start-up 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 compatible ice.



Follett manual load dispensers can accommodate most cube/cubelet ices up to 1" square and Follett compressed nugget ice. Crushed, flake, nugget, bagged 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 questions about ice compatibility, call Follett's customer service group toll free at (800) 523-9361 or (610) 252-7301.

3. Turn power switch located on control box to ON position.
4. For automatic fill units, follow detailed instructions in icemaker installation section of installation manual, then turn icemaker (bin signal) switch(es) located on control box to ON position and begin to make ice.
5. When dispenser has at least 6" (153mm) of ice in storage area, press "PUSH FOR ICE" lever or button to ensure that dispenser is operating properly.

Note: If additional start-up information is needed, call Follett Corporation at (800) 523-9361.

User information

How the dispenser works

Follett's U155N series ice and water dispensers are available in manual load configurations (using ice from another source) or automatic load configurations, fed from one or two Follett 400 lb (181kg)/day remote icemakers.

In all models, ice is stored below the counter in the dispenser storage area. When the dispense lever or button is pushed, the dispense motor is 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 automatic load units, ice is manufactured in either one or two Follett remote icemakers. These icemakers may be located up to 20 ft (6m) away from the dispenser. As water freezes to the inside walls of the icemaker evaporator, a rotating stainless steel auger removes ice and carries it to the top of the evaporator assembly where it is compressed and extruded through an outlet port. The extruded ice is then pushed through the tube to the storage compartment of the dispenser. A level fill circuit maximizes fill in the storage area by rotating the wheel at intervals until the bin is completely filled. When the bin is filled, a bin stat shuts the icemaker off to avoid overfilling of the bin. The icemaker will restart after 20 minutes if the bin is calling for ice.

Cleaning



Warning: Always disconnect power before cleaning dispenser.

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

Solution A: Prepare a cleaning solution (200 ppm of available chlorine content) of Ecolab Mikro-chlor Cleaner or equal chlorinated detergent. Cleaning solution temperature must be at 75° – 125°F (24° to 52°C).

Solution B: Prepare a sanitizing solution (50 ppm of available chlorine content) of Ecolab Mikro-chlor Cleaner or equal chlorinated detergent. Sanitizing solution temperature must be at 75° – 125°F (24° to 52°C).

Cleaning bin before use

1. Wipe storage area with Solution A.
2. Rinse thoroughly with clear, potable water.
3. Wipe with Solution B to sanitize.

Periodic cleaning of dispenser

Recommended daily cleaning of drain pan



DO NOT run plastic parts (drain pan, dispense chute cover, dispense wheel) through a dishwasher.

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

Recommended weekly cleaning

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

Recommended quarterly cleaning (every 3 months)



On push-button units, remove dispense switch from dispense chute cover before cleaning chute cover.

1. Turn power switch to OFF position and remove top from dispenser.
2. Remove ice from storage area.
3. Remove dispense chute cover, chute, auger motor assembly, auger and auger tube (page 11).
4. Remove drain pan, grille, dispense wheel and cover plate (page 12).
5. Clean all components and bin storage area with Solution A, rinse thoroughly with clear water and sanitize with Solution B.
6. Remove clean-out plug from drain line tee on side opposite dispense tower and let bath drain.
7. Use a bottle brush to clean coil with Solution A, then rinse and sanitize with Solution B.
8. Reinstall clean-out plug in drain line tee.
9. Pour potable water into bath to submerge coil.

Putting unit back in service after quarterly cleaning

1. Reassemble components.
2. For manual load units, fill unit with an approved ice (see caution statement on page 3).
3. For automatic load units with R400A/W (R404A refrigerant) icemakers, 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.

Quarterly cleaning of icemaker system

Units equipped with icemakers require cleaning of icemaker system at least every three months, and more often if local water conditions dictate. Failure to clean icemaker system will result in decreased performance and potential damage to icemaker. Refer to Icemaker Operation and Service Manual.

Disassembly instructions for periodic cleaning

Dispense chute cover removal

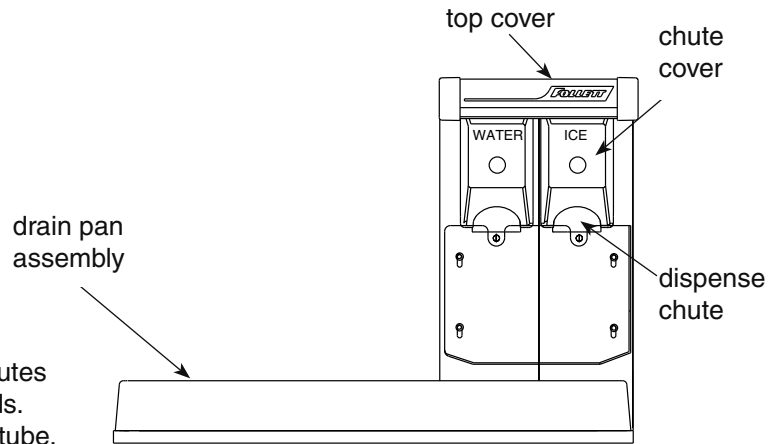
1. Remove top cover.
2. Push chute cover up vertically to slip off holding tab.
3. After clearing tab, pull chute cover forward to remove.

Dispense mechanism assembly removal

1. Remove top cover.
2. Remove chute cover (see above).
3. Remove auger motor assembly (see above).
4. Remove quick release pins from the ice chutes and gates, then unplug wires from solenoids.
5. Lift dispense mechanism up and off auger tube.

Fig. 1

Front View
right-hand unit



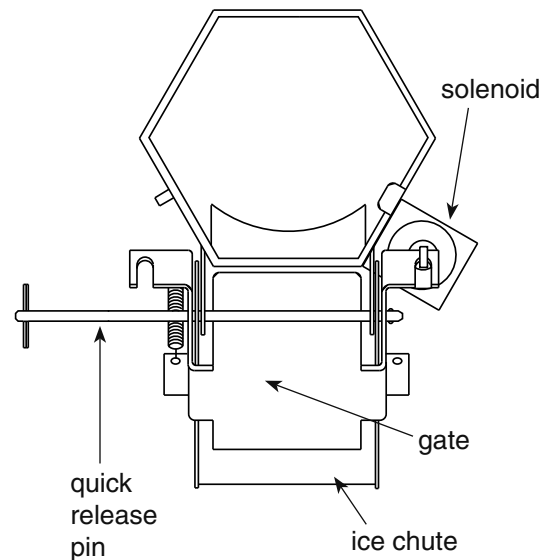
Auger and auger tube removal

(Fig. 3)

1. Remove auger motor and dispense mechanism assembly (see above).
2. Pull auger upward to clear auger tube.
3. Lift auger tube upward to clear dispenser top.
4. Slide tube and bearing plate through auger tube gasket.

Fig. 2

Dispense assembly, top View
right-hand unit



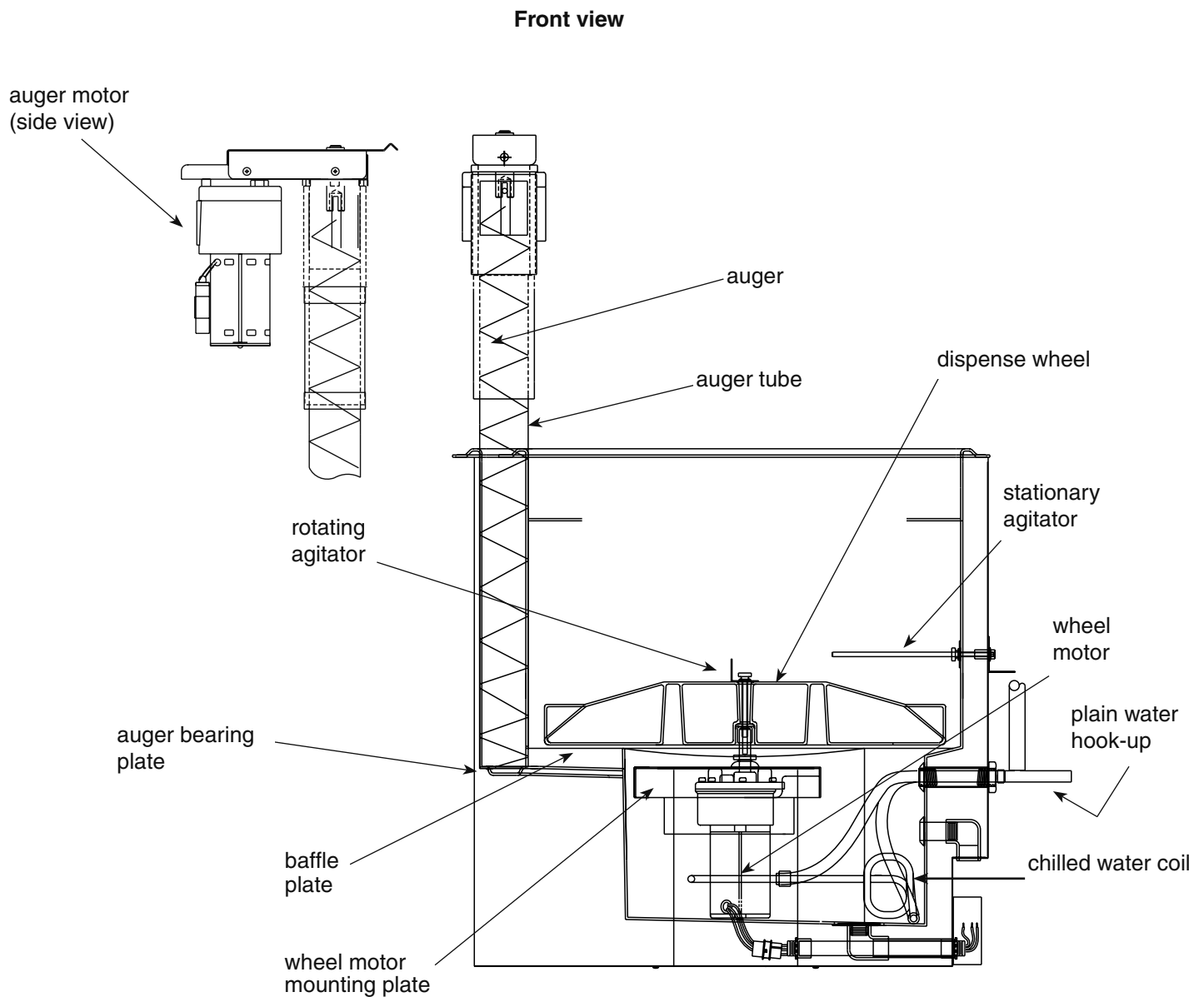
Dispense wheel removal

1. Remove drain pan assembly and bin access cover.
2. Remove center thumbnut and threaded rod on dispense wheel assembly and lift wheel out front access opening.

Auger motor assembly removal

1. Remove top cover.
2. Remove one thumbnut on rear of motor bracket.
3. Lift motor bracket up and unplug electric quick disconnects.
4. Remove motor assembly.

Fig. 3



Service

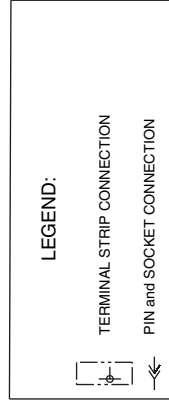
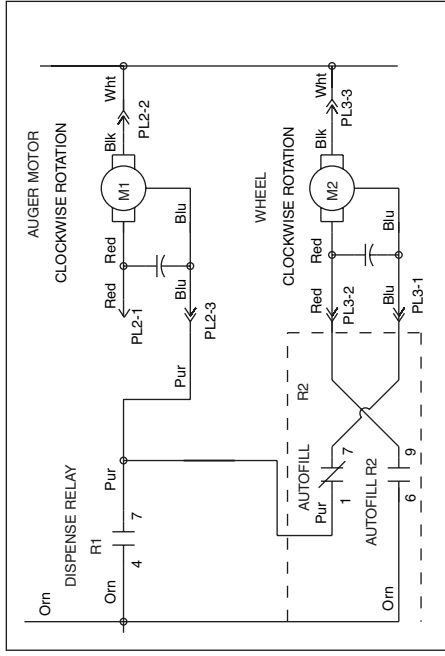
Disassembly instructions for service requirements only – NOT required for any cleaning procedure

Dispense wheel motor removal (Fig. 3)

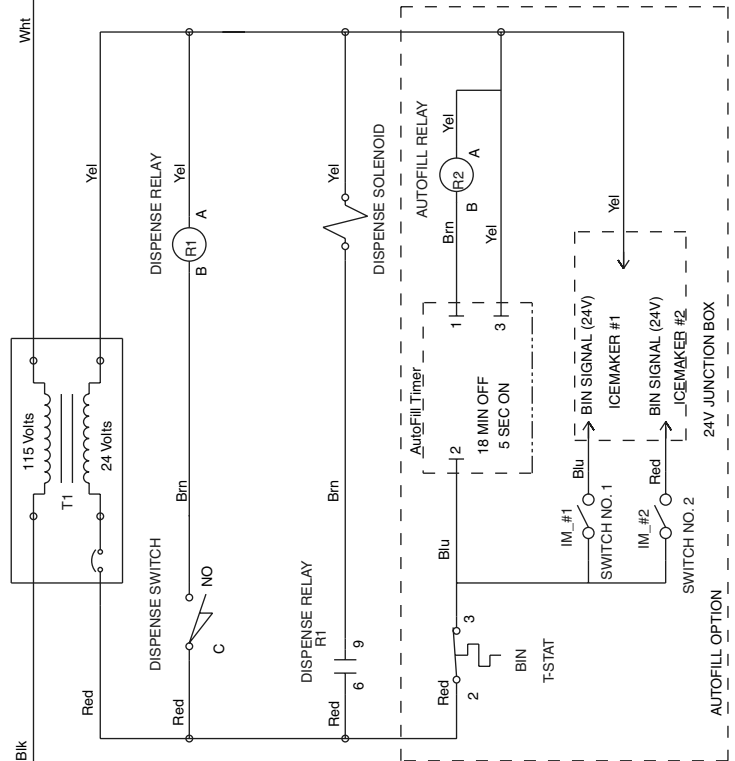
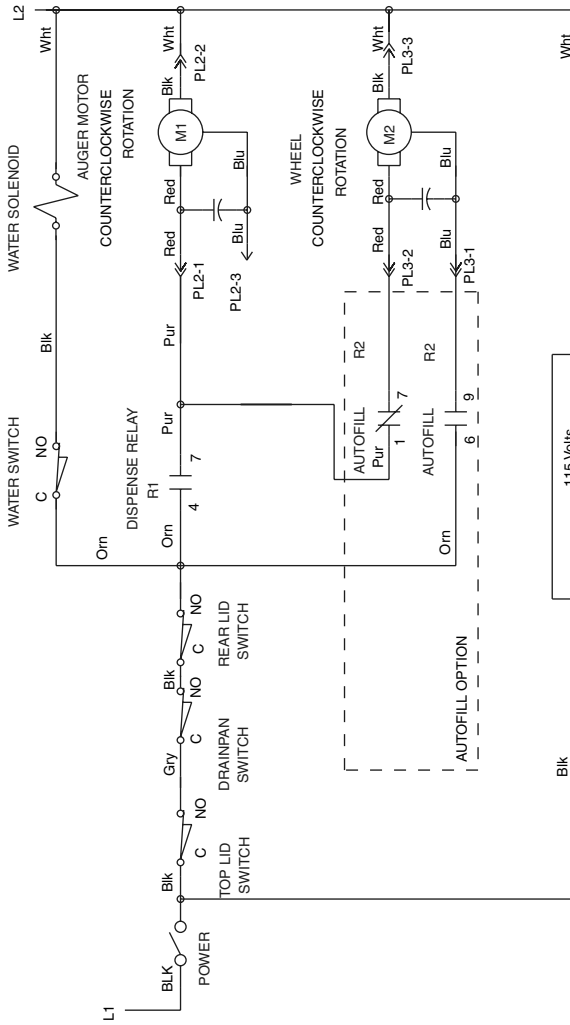
1. Remove drain pan, bin access cover and dispense wheel.
2. Remove stainless steel baffle plate under dispense wheel.
3. Remove two screws holding wheel motor bracket on bin.
4. Lift plate and motor up.
5. Unplug electric quick disconnects from motor.
6. Lift motor and mounting plate out front access opening.

Wiring diagrams

Left hand unit



Right hand unit



Before calling for service

1. Check that there is ice in 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, rear lid 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 compressed nugget icemaker, see Icemaker Operation and Service Manual for service and troubleshooting information.

Dispenser troubleshooting guide

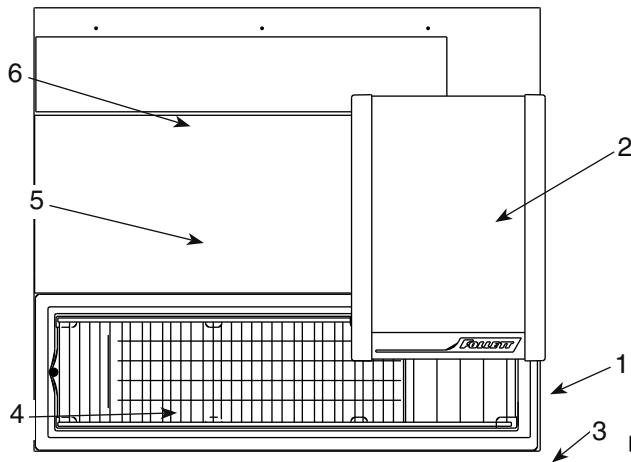
Symptom	Possible cause	Solution
Ice does not dispense. <ul style="list-style-type: none"> • Auger motor does not run • Wheel motor does not run 	<ol style="list-style-type: none"> 1. Power switch faulty or in OFF position; loose connection. 2. Faulty dispense switch. 3. Faulty transformer. 4. Drain pan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

If problems persist after following this basic troubleshooting guide, call Follett's technical service department toll free at (800) 523-9361 or (610) 252-7301.

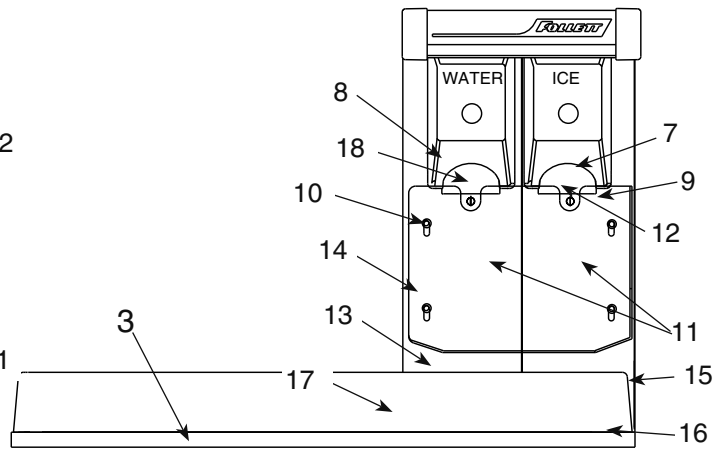
Replacement parts

Dispenser exterior

**Top view
unit with right hand (RH) tower**



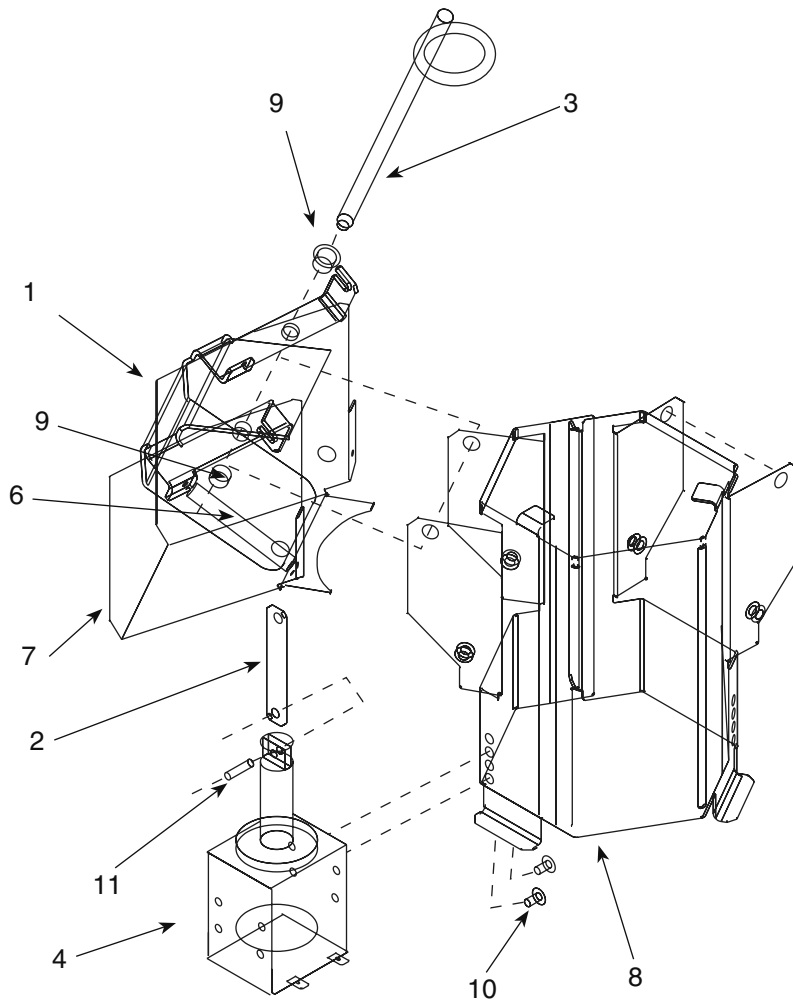
**Front view
right hand (RH) tower
(push-button dispensing)**



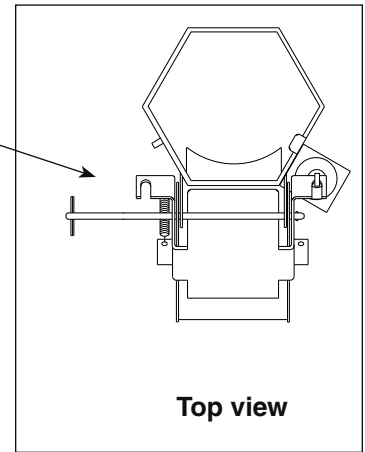
Reference #	Description	Part #
1	Label, "Follett"	502438
2	Top cover (includes label)	502606
3	Drain pan	502446
4	Grille, drain pan	502450
5	Cover, electrical components	502593
6	Lid, rear access	502594
Not shown	Cover, ice storage (under drain pan)	502453
7	Label, ice, dispense cover, push-button	502623
Not shown	Label, ice, dispense cover, lever	502622
8	Label, water, dispense cover, push-button	502617
Not shown	Label, water, dispense cover, lever	502616
9	Cover, dispense chute, push-button operation (includes button and label), ice	502440
Not shown	Cover, dispense chute, lever operation, ice	502439
10	Cover, dispense chute, push-button operation (includes button and label), water	502620
Not shown	Cover, dispense chute, lever operation, water	502619
11	Chute, focus, clear plastic	502459
Not shown	Push pin, clear chute	502618
Not shown	Lever, dispense for water and ice	501953
12	Switch, push-button operation, for ice (includes label)	502441
13	Splash shield, right hand unit	502612
Not shown	Splash shield, left hand unit	502613
14	Thumbscrew, splash shield, 10-32 x 1/2	501100
Not shown	Switch, dispense lever for ice and water	502505
15	Panel, access, right hand and left hand units	502585
16	Panel, front, dispense mechanism, ice, right hand unit	502588
Not shown	Panel, front, dispense mechanism, ice, left hand unit	502589
17	Panel, front, side, back wrap, water dispense, right hand unit	502634
Not shown	Panel, front, side, back wrap, water dispense, left hand unit	502592
Not shown	Panel, rear, motor support, right hand unit	502586
Not shown	Panel, rear, motor support, left hand unit	502587
Not shown	Clip, Tinnerman, 10-32	502621
Not shown	Screw, 10-32 x 1/2	502287
Not shown	Legs, 6" (153mm) adjustable to 9" (229mm), set of 4	502454
18	Switch, water dispense, push-button operation (includes label)	502648
Not shown	Plug 2 lead, male	502333
Not shown	Plug 2 lead, female	502334

Dispense assembly

Dispense assembly side view
(RH unit shown)



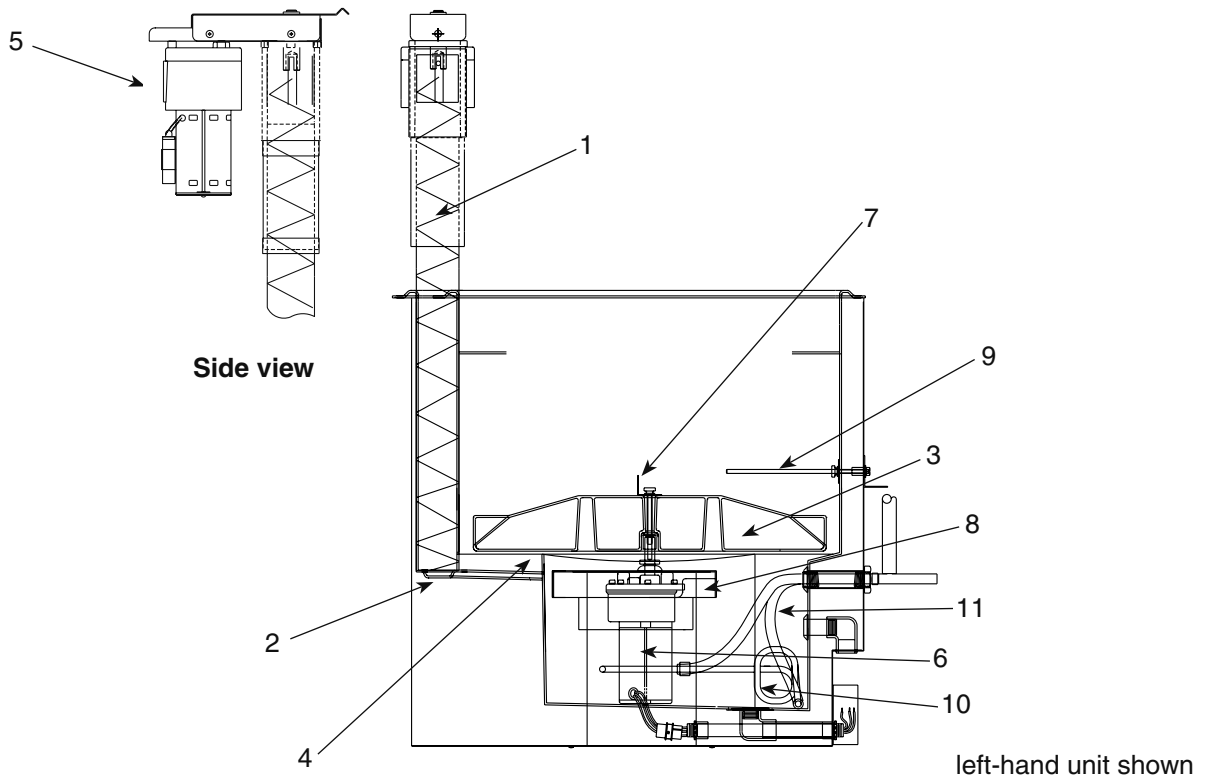
5



Top view

Reference #	Description	Part #
1	Gate, dispense	502455
2	Linkage pin, gate/solenoid	502456
3	Pin, quick release, 5.53" (141mm), dispense gate	502102
4	Solenoid (includes linkage pin)	00126607
5	Dispense mechanism assembly, right hand unit	502458
Not shown	Dispense mechanism assembly, left hand unit	502496
6	Spring, dispense mechanism (1 per side)	501950
7	Chute, ice	502457
8	Wrap, dispense mechanism	502607
9	Bushing, Ni liners	501249
10	Screw, 8-32 x 5/16	502625
11	Pin, spring	502624

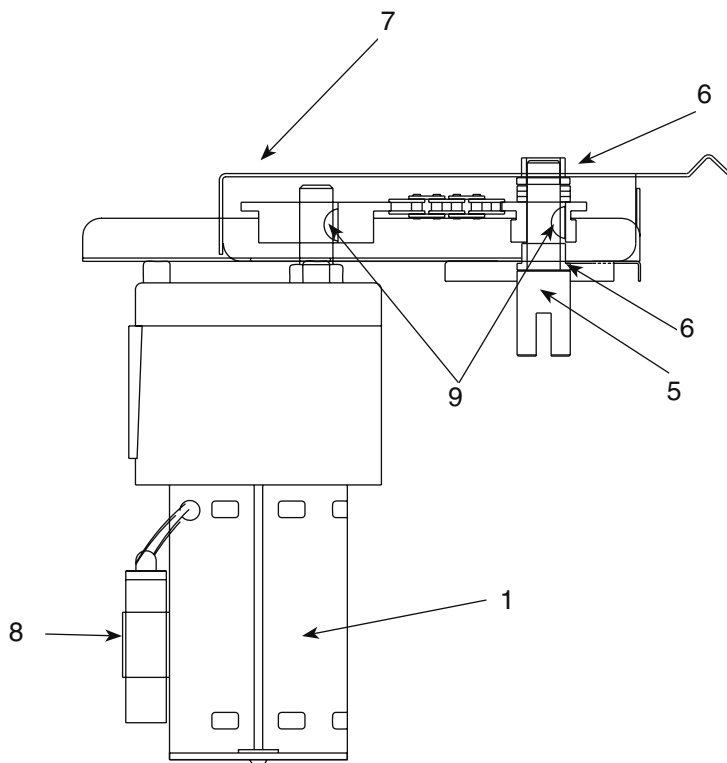
Hopper



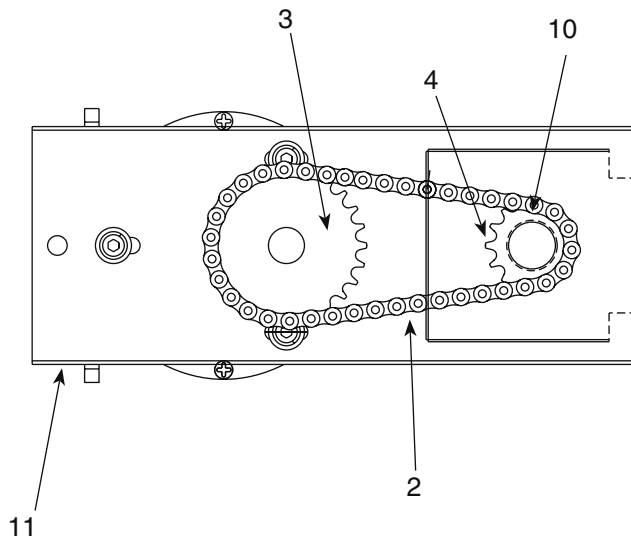
Reference #	Description	Part #
1	Auger, LH unit (black, stamped with "1")	502491
Not shown	Auger, RH unit (gray, stamped with "2")	502492
2	Plate, auger bearing	501696
Not shown	Tube, auger, right hand unit	502487
Not shown	Tube, auger, left hand unit	502488
3	Wheel, dispense (includes stud and rotating agitator)	501681
4	Baffle (under dispense wheel)	501684
Not shown	Drive bar (under dispense wheel)	501682
5	Motor, vertical auger	502476
6	Motor, wheel	502560
Not shown	Seal, wheel motor	501333
Not shown	Spacer, wheel motor	501768
Not shown	Capacitor, wheel motor	501782
7	Agitator, rotating, 21" (534mm) long	502484
8	Plate, wheel motor mounting	502615
9	Agitator, stationery	502490
Not shown	Bracket, ice tube, double tube	502497
Not shown	Ice transport tube (sold by the foot)	500366
Not shown	Ice transport tube, 10 ft	502522
Not shown	Ice transport tube, 20 ft	502523
Not shown	Insulation, transport tube (sold by the foot)	501176
10	Coil, plain water	502461
11	Tubing, water (sold by the foot)	502356
Not shown	Cover, blank ice entry	502674
Not shown	Gasket, ice entry	502672
Not shown	Plate, ice entry, 2 holes	502673

Auger motor

Side view

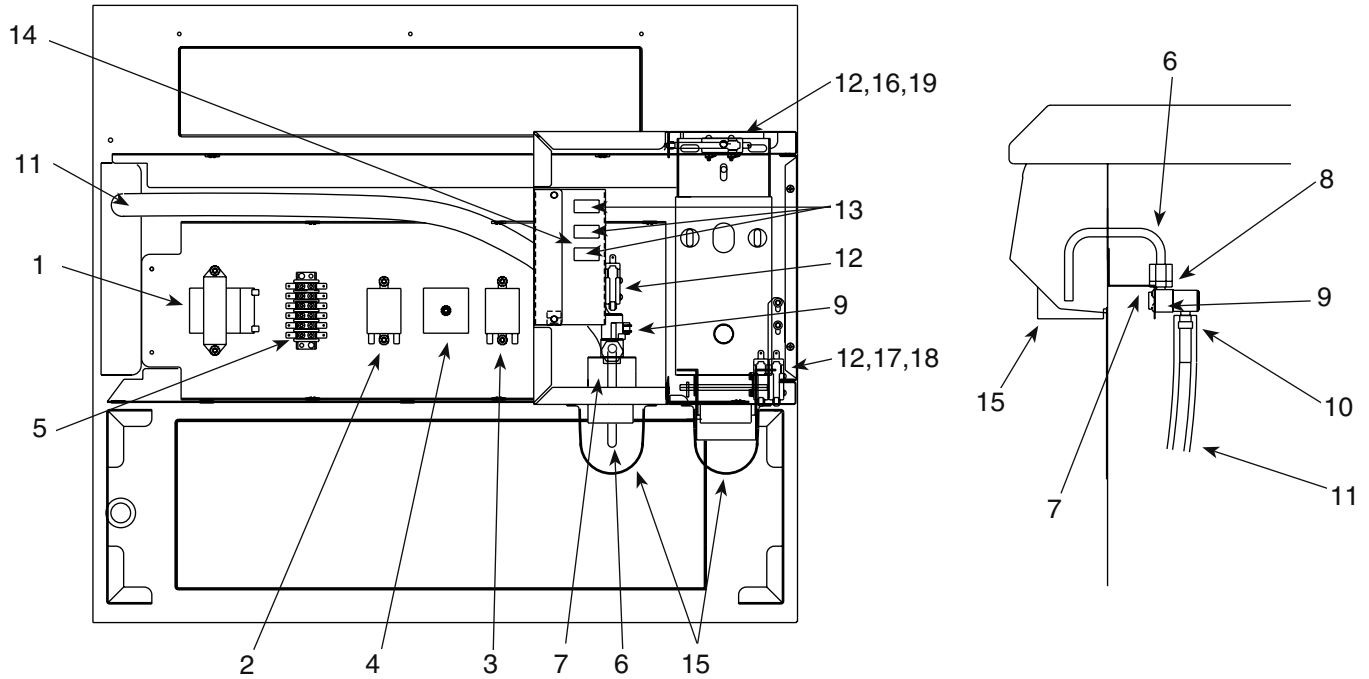


Top view



Reference #	Description	Part #
	Auger motor/drive assembly, vertical (includes all items below)	502493
1	Motor, vertical auger (includes gearbox and capacitor)	502476
2	Chain, auger drive #35, 40p	502477
3	Sprocket 35#, 22T 5/8 bore	502478
4	Sprocket 35#, 12T 5/8 bore	502479
5	Drive shaft	502480
6	Bearing, auger, upper and lower	501314
7	Cover and bearing, chain drive (includes 501314)	502481
8	Capacitor, 25mf, 270V	501550
9	Key, Woodruff	502482
10	Washers, thrust (4)	501765
11	Mounting plate, auger motor (includes 501314)	502483

Electrical components



Reference #	Description	Part #
1	Transformer, 24V	502058
2	Relay, dispense	501826
3	Relay, auto fill	501826
4	Timer, auto fill (automatic fill units)	502471
5	Strip, terminal	502472
6	Tube, water dispense, stainless steel	502356
7	Bracket, water solenoid	502611
8	Fitting, outlet, 1/8 MPT x 3/8, compression	502562
9	Valve, solenoid, water	502243
10	Fitting, inlet, plastic, 1/4 barb	502637
11	Tubing, water (sold by the foot)	502356
12	Switch, safety	502511
13	Switches (power and icemaker)	502209
14	Bracket, switch, mounting (power and icemaker)	502638
15	Chute, focus, clear plastic	502459
Not shown	Switch, safety, rear cover assembly, left hand unit	502498
16	Switch, safety, rear cover assembly, right hand unit	502499
Not shown	Switch, safety, drain pan assembly, left hand unit	502500
17	Switch, safety, drain pan assembly, right hand unit	502501
Not shown	Switch, dispense, lever	502505
18	Bracket, safety switch, drain pan, right hand unit	502609
Not shown	Bracket, safety switch, drain pan, left hand unit	502610
19	Bracket, safety switch, rear	502608
Not shown	Thermostat, bin level	500514

