

H8120 英法说明书

版本:1.0

料号:807-0003-01419

成型尺寸:145×210(mm)

材质:80G书页纸

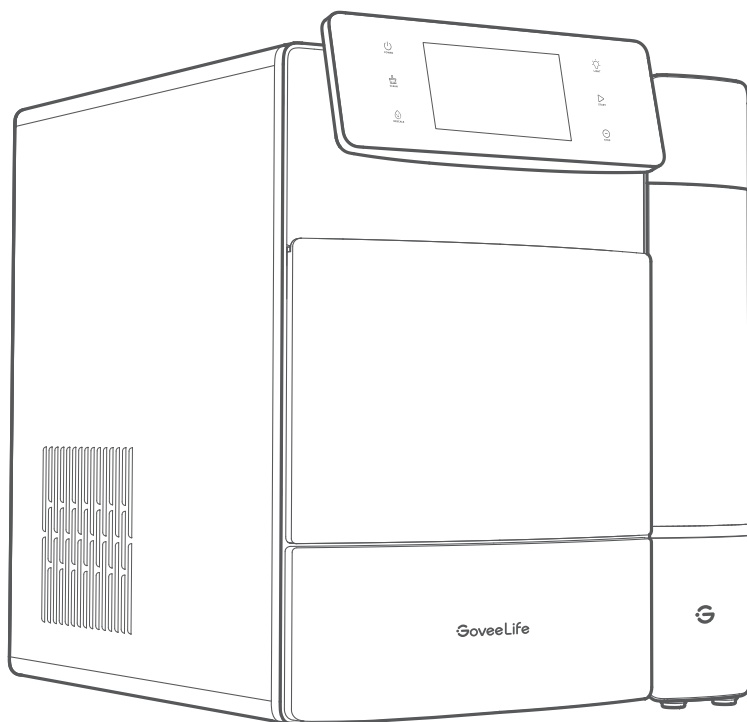
工艺:单色印刷

折叠方式:胶装

页数:68



颜色认证机构要看，
做货时请做单黑



User Manual

Smart Nugget Ice Maker Pro

English

01

Français

32

Contents

Important Safety Instructions	02
Included in the Box	05
Introduction	05
Installation	07
Control and Display	09
Feature Introductions	11
Getting Started	14
Govee Home App	16
Cleaning and Descaling	17
Cleaning and Descaling Steps	19
Troubleshooting	25
Appendix	29
Specifications	31

Important Safety Instructions

When using this electrical equipment, basic safety precautions should always be followed, including the following:

READ AND FOLLOW ALL INSTRUCTIONS

- The appliances which use flammable insulation blowing gases, please do not dispose of it carelessly. Dispose of it responsibly according to local regulations.
- This appliance is intended to be used in household and similar applications such as
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses and by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
 - catering and similar non-retail applications.



Warning: Risk of fire/flammable materials



Warning: Risk of fire/flammable materials

- This product must be properly installed and located in accordance with the installation instructions before it is used.
- Do not touch hot surfaces.
- To protect against electrical hazards, do not immerse cord, plugs, or the appliance in water or other liquid.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

- Children should be supervised to ensure that they do not play with the appliance
- Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance.
- Unplug from outlet when not in use and before cleaning or servicing.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or is dropped or damaged in any manner. Return appliance to the manufacturer for examination, repair or electrical or mechanical adjustment. All servicing should be performed by an authorized service representative.
- The Ice Maker is for indoor household use only. Do not use outdoors.
- Do not let cord hang over edge of table or counter, or touch hot surfaces. Do not let the power cord cross over carpeting or other heat insulators. Do not cover the cord.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Plug cord into the wall outlet. To disconnect, turn any control to "OFF", then remove plug from wall outlet.
- Do not use appliance for anything other than the intended use.
- Do not leave unit unattended while in use.
- Plug the Ice Maker into an exclusive grounded 3-prong outlet. No other appliance should be plugged into the same outlet. Be sure that the plug is fully inserted into the receptacle.
- If the Ice Maker is brought in from outside in winter time, do not use for a few hours, allowing the unit to warm up to the room temperature before operating.
- Do not clean your Ice Maker with any flammable fluids. The fumes may create a fire hazard or explosion.
- **WARNING:** Do not touch the Evaporator when the Ice Maker is making ice, it may burn your skin.
- **DANGER-Risk of fire or explosion.** Flammable refrigerant used. Do not use mechanical devices to defrost ice maker. Do not puncture refrigerant tubing.
- **DANGER-Risk of fire or explosion.** Flammable refrigerant used. To be repaired only By trained service personnel. Do not puncture refrigerant tubing.
- **CAUTION-Risk of fire or explosion.** Flammable refrigerant used, Consult repair manual/owner's guide before attempting to install or service this product, All safety precautions must be followed.
- **CAUTION-Risk of fire or explosion.** Dispose of property in accordance with federal or local regulations. Flammable refrigerant used.
- **CAUTION-Risk of fire or explosion due to puncture of refrigerant tubing:** follow handling instructions carefully. Flammable refrigerant used.
- When handling, moving, installing, and operating the appliance, care should be taken to avoid either damaging the refrigerant tubing, or increasing the risk of a leak.
- If the unit has a problem and needs to be maintained, such as replacing components, then servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.
- Dispose of the ice maker in accordance with Federal and Local Regulations as it uses flammable refrigerant.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

- **WARNING:** Do not damage the refrigerant circuit. This warning is only applicable for appliances with refrigerating circuits which are accessible by the user.
- **WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.
- **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Install the tank strictly following the method specified in the User Manual. Otherwise, there is a risk of it tipping over, which poses a potential safety hazard.

Power Cord & Plug

- This appliance must be plugged into at least a 15 AMP 120 VOLT 60Hz GROUNDED OUTLET. This appliance must be grounded. It is equipped with a 3-wire cord having a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
- Avoid the use of an extension cord because it may overheat and cause a risk of fire. However, if the extension cord is a necessity:
 - a. Use only 3-wire extension cords with a 3-blade grounding plug.
 - b. Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician.
 - c. The marked rating of an extension cord must be equal to or greater than that of this appliance.
 - d. It should be positioned such that it does not drape over the counter or tabletop where it can be pulled on by children intentionally.
 - e. If the SUPPLY CORD is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard at the rear of the appliance.

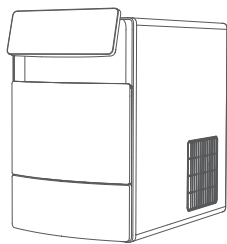
Risk of Electric Shock & Leakage

- **WARNING:** Improper use of grounded wire can result in the risk of electric shock. Consult a professional if necessary. Do not attempt to defeat this safety feature by modifying the plug.
- To minimize the possibility of electric shock, unplug this appliance from the power supply or disconnect the household distribution panel by removing the fuse or switching off the circuit breaker before attempting any maintenance or cleaning.

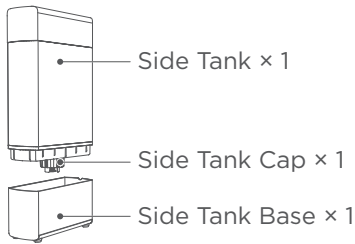
Included in the Box

Note:

Check and make sure that all the following items are included in the package. If missing or damaged, please contact customer service and refer to the After-Sales Services part for details.



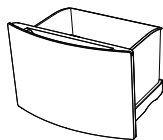
Smart Nugget Ice Maker Pro × 1



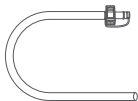
Side Tank Accessories × 1



Cleaning Brush × 1



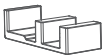
Ice Bucket × 1



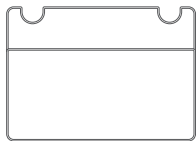
Drain Extension Pipe × 2



Sponge × 1



Side Tank Clip × 1



Water Containter × 1



Ice Scoop × 1



User Manual × 1



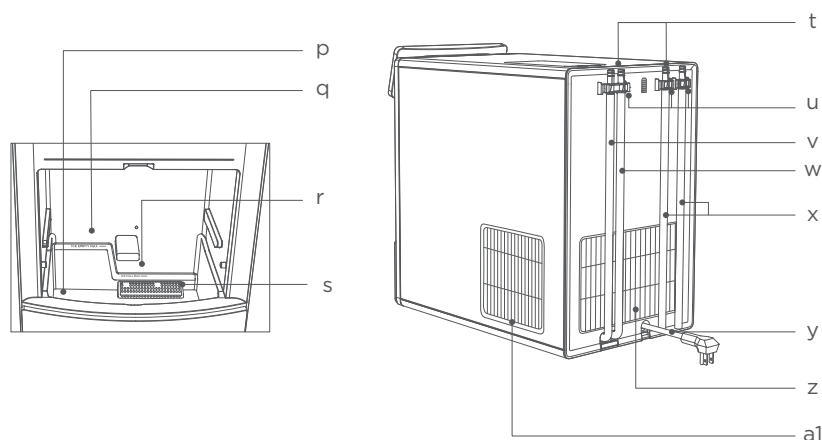
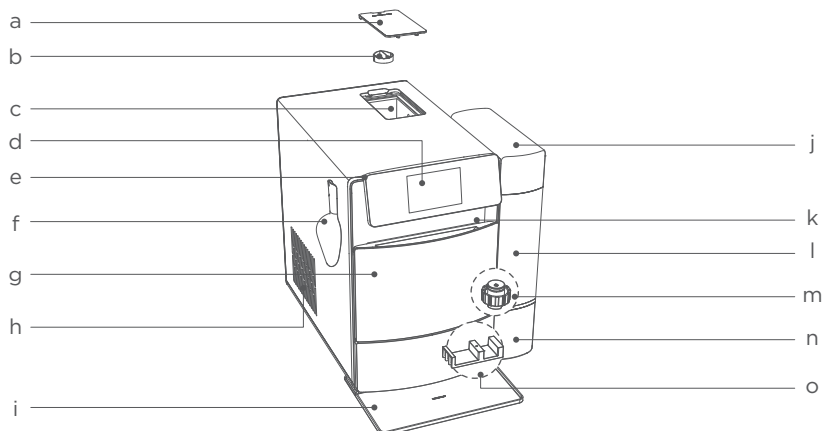
Quick Start Guide × 1

Introduction

Smart Nugget Ice Maker Pro is an efficient and smart nugget ice maker, which meets your daily ice needs with its fast ice-making speed and large water tank capacity, while equipped with a 4.45-inch LCD screen. The lights on the body indicate the status of the device, and also create an ambient experience. The best part is that you can control this ice maker through Govee Home App, allowing you to operate it remotely anytime, anywhere. Let's get started!

Part Names

- | | | |
|----------------------------|------------------------|--------------------------------|
| a. Upper water tank cover | j. Side tank cover | s. Inner tank filter |
| b. Upper water tank filter | k. Ambient light strip | t. Silicone stopper |
| c. Upper water tank | l. Side tank | u. Pipe fastener |
| d. LCD screen | m. Side tank cap | v. Side tank connection pipe A |
| e. Operation panel | n. Side tank base | w. Outlet pipe B |
| f. Ice scoop | o. Side tank clip | x. Drain extension pipe |
| g. Ice bucket | p. Inner tank | y. Power cord |
| h. Side air inlet | q. ICE EMPTY MAX — | z. Back air inlet |
| i. Water container | r. ICE FULL MAX — | a1. Windthroat |



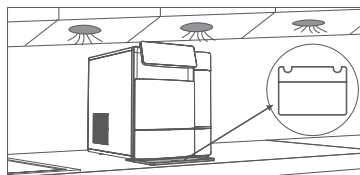
Installation

Installation Instructions

Caution: Lifting hazard. This product is heavy to lift, and it is recommended to move and install with help to avoid getting injured.

- Do not use outdoors. This product is for indoor use only.
- Place the product in a ventilated environment with a temperature between 41°F - 104°F (5°C - 40°C) to ensure a better ice-making effect, away from any heat source (i.e., stove, furnace) or direct sunlight.
- Make sure to put this product in a level, flat, and sturdy place to support its weight with full water.
- At least 17.4 inches (44 cm) height is required where you place the product.

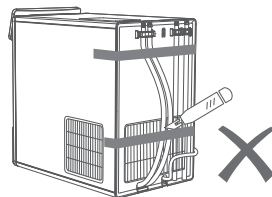
- The temperature of the under-cabinet lamps may be too high and damage the surface of the top of the ice maker.
- Place the water container under the front edge of the ice maker, ensuring its slots align with the foot pads.



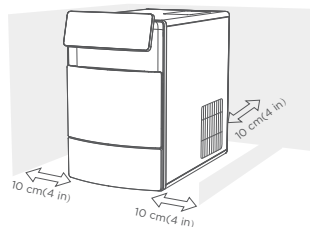
Installation Steps

Caution: Do not plug into the power supply during installation.

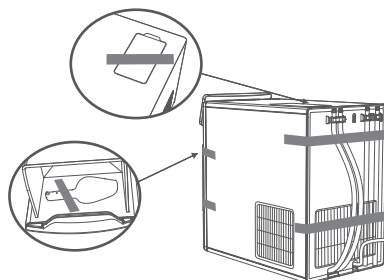
- Carefully remove all packaging material from the ice maker and do not use sharp tools to avoid damaging the parts.



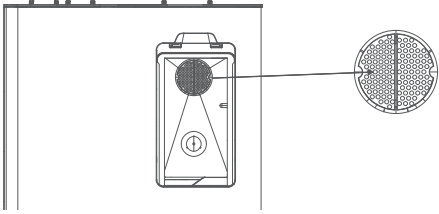
- Take out all parts and make sure they are complete and intact. If missing, please contact support@govee.com.
- Put this product in a level, flat, and sturdy place with great ventilation, at least 4 inches (10 cm) away from the wall or nearby closed objects on its back, left, and right sides.



- Remove all tapes. The tape to secure the ice scoop inside the ice bucket can only be removed when the ice bucket is opened. Remove it and take out the ice scoop.

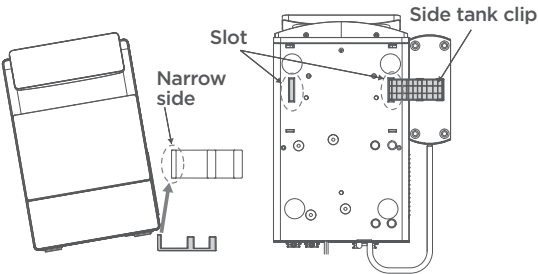


- e. Check that the filter is well installed in the upper water tank. Install it properly if it loosens.

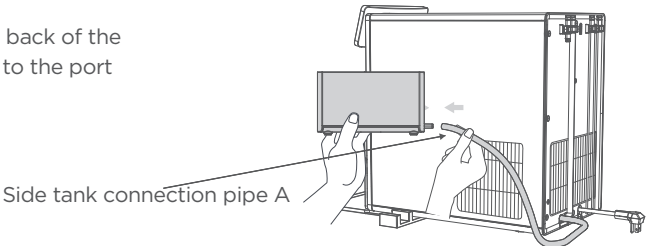


- f. Tilt the ice maker 15° to the left or right, and insert the side tank clip into the left or right slot to ensure a stable connection between the side tank and the ice maker.

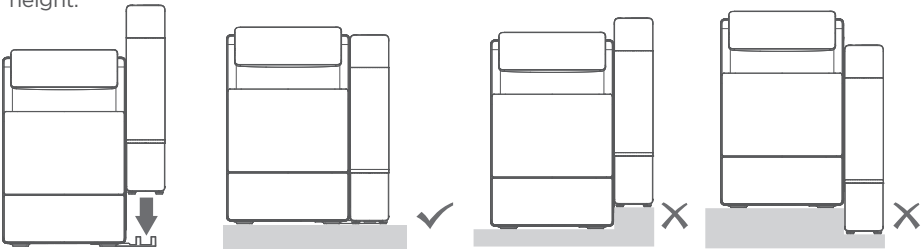
Note: The side to insert the fastener depends on where you place the side tank.



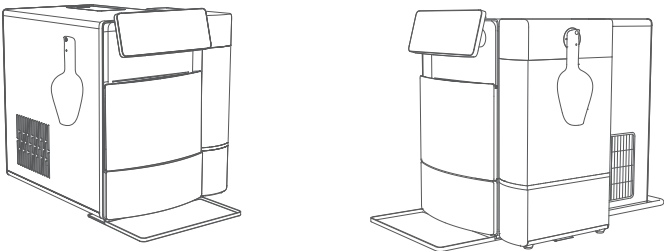
- g. Take down pipe A on the back of the ice maker and connect it to the port of the side tank base.



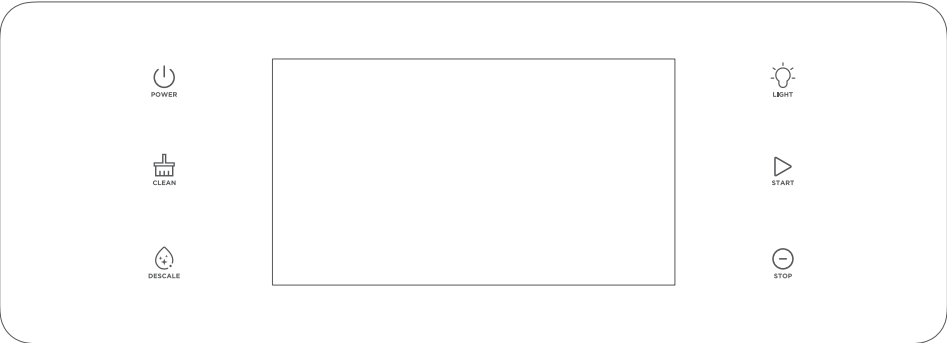
- h. Install the side tank base to the clip, keeping the side tank and the ice maker the same height.



- i. Hang the ice scoop on the side tank or attach it to the other side of the ice maker.



Control and Display



Plug into power:

- Automatically starts the ice maker and plays the boot-up animation.
- Enters the app download guide page and all features will be set by default for the first time. Press any button to exit and enter the standby status.
- During standby status, all button lights are on. Press any button to start the corresponding feature.
- When on standby with no actions for 2 minutes, it will automatically enter Screen-Off Mode. In this mode, the button lights will be on and you can press any button to return to the standby page.

Buttons



POWER Button

- Press and hold for 3 seconds to shut down.
- Press to power on.

Shut down:

- All features in progress will stop.
- Only the power button light is on, and other features will be unavailable with light off.



CLEAN Button

- Press to start cleaning immediately during standby status.
- Press to stop cleaning immediately during cleaning.



DESCALE Button

- Press to start descaling immediately during standby status.
- Press to stop descaling immediately during descaling.



LIGHT Button

- Press to turn the lights on.
- Press again to switch lighting effects.
- Press and hold for 3 seconds to turn the lights off.



START Button

- Press to start making ice during standby status.
- Press and hold for 3 seconds to enter Bluetooth broadcasting mode and start network pairing.



STOP Button

- Press to stop making ice during ice-making.
- Press to exit defrosting during defrosting mode.

Note: When defrosting is required, the ice maker will automatically enter defrosting status. This status can't be entered manually, but can be exited by pressing the "STOP" button.



Buzzer

- Press and hold the **POWER Button** and **LIGHT Button** for 3 seconds to turn the buzzer on/off.

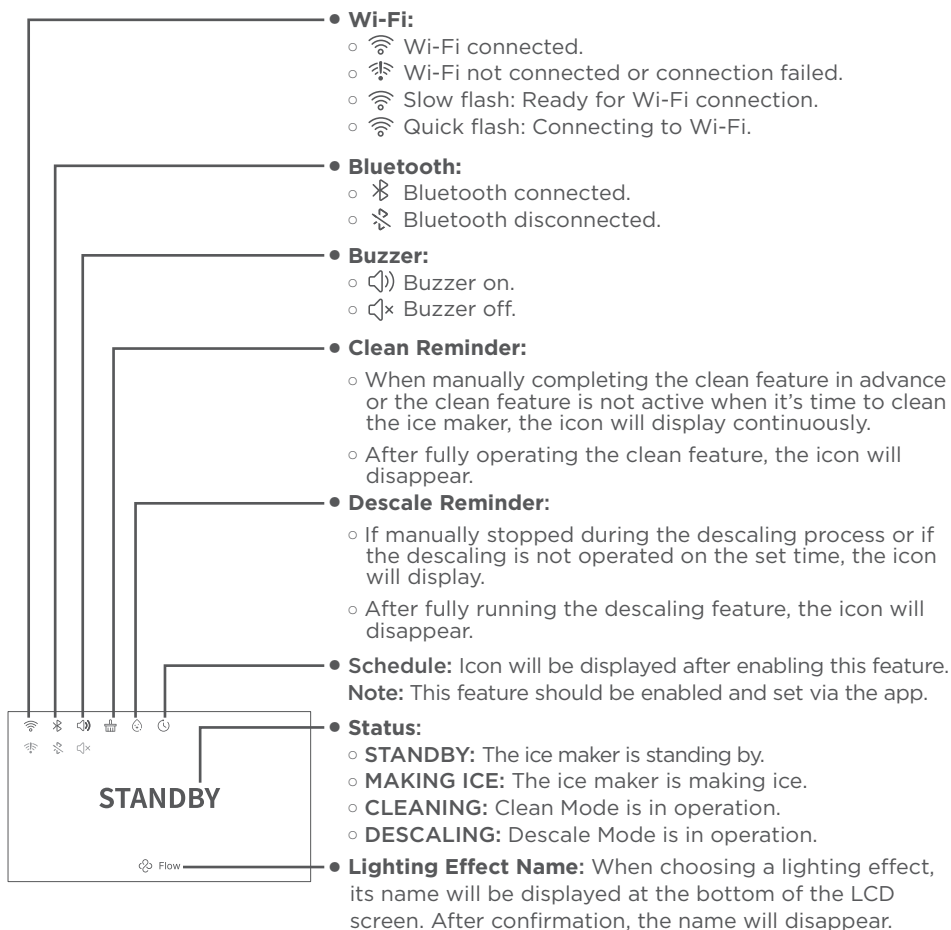


Restore to Factory Settings

- Press and hold the **POWER Button** and **STOP Button** for 5 seconds to restore to factory settings.

Display Screen

Note: Content displayed on the screen may change due to OTA updates. The actual content displayed on the screen should prevail.

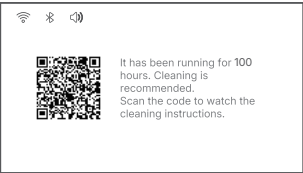


Feature Instructions

Clean Reminder

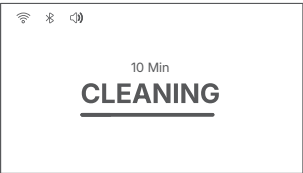
- This product will remind you to clean after 100 hours of cumulative ice-making. Tap any button to skip this page, and the cleaning icon will appear on the screen.

NOTE: Run the cleaning program to remove the cleaning icon from the screen.



Clean Mode

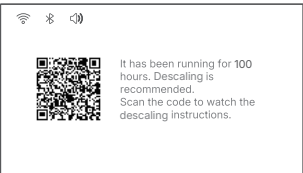
- Enable to have the machine self-clean for 10 minutes.



Descale Reminder

- The ice maker will remind you to clean after 100 hours of cumulative ice-making, and then to descale after another 100 hours. Tap any button to skip this page, and the descaling icon will appear on the screen.

NOTE: Run the descaling program to remove the descaling icon from the screen.



Descale Mode

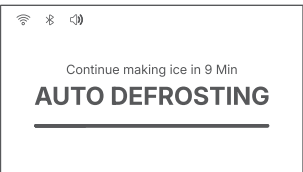
- Enable to have the machine descale for 30 minutes.



Defrost Mode

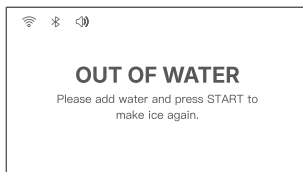
- Defrost for 9 minutes in response to the evaporator freezing due to the low temperature in its center when making ice.

Note: The defrosting status can't be entered manually, but can be exited by pressing the "STOP" button.



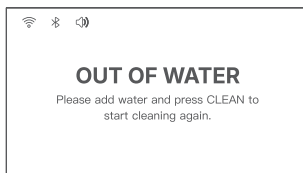
Out of Water During Ice-Making

- During the ice-making process, if it is detected that the water has run out, the prompt will be displayed to inform you to add more water. Press “START” to make ice again.



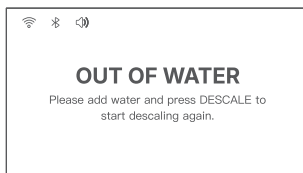
Out of Water During Cleaning

- During the cleaning process, if it is detected that the water has run out, the prompt will be displayed to inform you to add more water. Press “CLEAN” to start cleaning again.



Out of Water During Descaling

- During the descaling process, if it is detected that the water has run out, the prompt will be displayed to inform you to add more water. Press “DESCALE” to start descaling again.



Ice Full Reminder

- When the ice-maker detects a full ice bucket, it will stop making ice and enter the standby status, with the screen displaying “ICE BUCKET IS FULL”. The ice-making process will resume after removing the ice bucket and putting it back again, or the time for resuming ice-making will be intelligently adjusted according to the current ambient temperature.



Note:

1. Please enjoy the ice in time to avoid melting when the ice bucket is full.
2. Do not repeatedly remove the ice bucket, level the ice in it and try to make more ice, to prevent the ice from melting and overflowing in the inner tank when the power is cut off.

Bucket In-Place Detection

- When removing the ice bucket and not putting it back for more than 5 minutes, the screen will display “ICE BUCKET NOT IN PLACE”. This causes the ice-making process to stop.

Note:

This detection only works when making ice and is not effective in cleaning/descaling/standby status.



Lights

Ambience lighting indicates device operation status. You can experience more lighting features via the app. For example, adjust the light brightness, switch the light color or scene, and use the DIY feature.

Color	Effect	Indication
Colorful	Flow	• Standing by • Ice-making in progress • Cleaning in progress • Descaling in progress Note: Press the LIGHT Button to cycle through different lighting effects.
Blue	Gradient	• Ice full • Cleaning completed • Descaling completed
Orange	Gradient	• Water shortage • Clean reminder • Descale reminder
Red	Gradient	• Abnormal ice production • Sensor exception • High ambient temperature • Low ambient temperature • Ice bucket not in place

Smart Features

Connect the ice maker with Govee Home App via Wi-Fi or Bluetooth to experience more features:

- **Remote Control:** Start/stop making ice, start/stop descaling, start/stop cleaning, customize lighting effects, etc.
- **Schedule:** Set the start/stop time for making ice, cleaning and descaling in advance via the app.

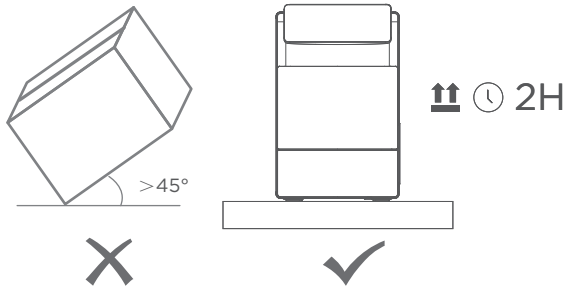
Getting Started

Ice Maker Usage Precautions

Note: The tilt angle of the ice maker cabinet should not exceed 45° during transportation or use. Do not turn the ice maker upside down.

Note:

Doing so could cause the compressor or refrigerating system to operate incorrectly. When the ice maker is moved or transported, please wait for the fluids in the compressor to settle. Before using the ice maker for the first time, please wait 2 hours after the product has been leveled and positioned in its proper place.



Warning: Fill with potable water only.

- Only use purified water or bottled drinking water to make ice. Don't use tap water, as this can cause scale buildup and affect the service life of the ice maker.
- Do not fill the water tanks with hot water, since this may cause damage. It is best to use room-temperature water.
- Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, please contact Customer Support.

How to Use the Ice Maker

Note: Assemble the ice maker correctly and clean it completely before using it for the first time.

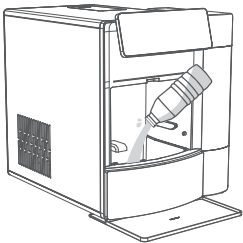
1. Fill the side tank with water:

- Take out the side tank, remove the cap, add water, and place the cap back on tight. Ensure the cap is clean when installing.
- Place the side tank on the base and water will flow to the ice maker, during which bubbles will be generated regularly in the side tank.

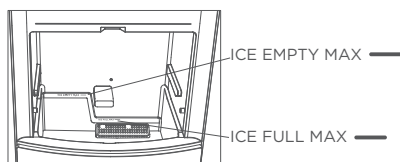
Note: If no water flows into the ice maker or flows at a slow speed, please refer to the “Troubleshooting” section.

2. If necessary, you can add water to the inner water tank of the ice maker.

- Take out the ice bucket and add water with a long-spout jug or water bottle to the inner water tank.



- When there's no ice in the bucket, add water to the upper ICE EMPTY MAX line.
- When the ice bucket is full, add water to the lower ICE FULL MAX line.



3. Before starting ice-making, wait for 1 to 2 minutes until water in the side tank fully flows to the inner water tank, to avoid triggering water shortage reminders.
4. Plug the ice maker into the power supply and scan the code for network connection. To experience more features, it is recommended to pair with Govee Home App in advance. If no network requests, press any button to skip this step and enter the standby status.
5. In the standby status, press "START" to make ice. You can press "STOP" to finish making ice.
6. When you have finished making ice or the ice bucket is full, it is recommended to enjoy the fresh ice as soon as possible, or the ice may melt. To avoid this, you can transfer the ice to a freezer. You can also keep it as it is and start making ice again if it melts.

Note: When you transfer the ice to the freezer for storage, the ice may stick together, so please choose a reasonable method based on your habits.

7. Unplug it from the power supply if you do not intend to use the ice maker for a long time, clean it and the side tank, and store them after draining all the water.
8. Follow the cleaning/descaling steps and operate accordingly if there's a clean/descale reminder.

About Making Ice

- When restarting the device after a period of standby or power-off, the first few minutes may produce a smaller amount of ice due to the cooling system initialization. After the cooling system stabilizes, normal-sized ice will be produced.
- The temperature of the water source used to make ice will affect the rate at which the first ice is produced. The lower the water temperature, the faster the first batch of ice can be produced. Once the cooling system stabilizes, the water temperature in the ice maker will be maintained.
- The ice-making ability is related to the ambient temperature. The higher the ambient temperature, the poorer the ice-making ability. It is recommended to use the ice maker in an environment that ranges from 41°F -104°F (5°C - 40°C).

Side Tank Usage Precautions

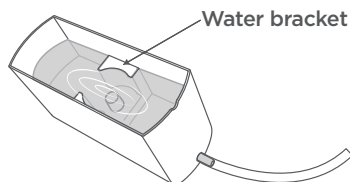
CAUTION: To avoid damaging the product or causing unnecessary harm, please follow the precautions below when using:

- Check the quality of the side tank, and please contact customer service for replacement if a crack or leakage is found.

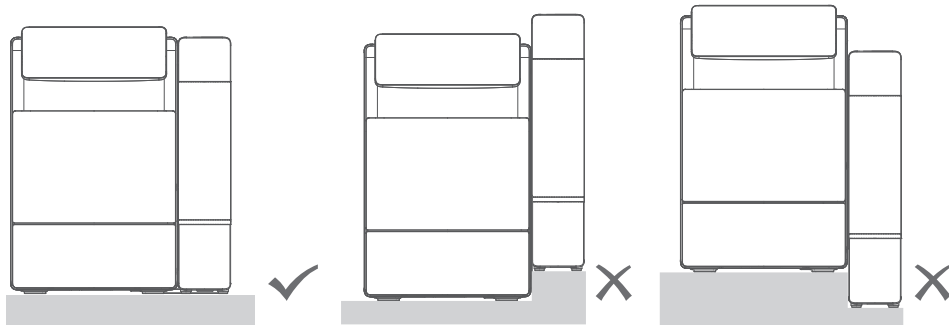
- Check whether there is bacterial plaque and clean it using the following the cleaning steps.
- Do not use any liquid other than clean water.
- Please hold steady when it's full of water, and keep children away from adding water or installing the tank.
- Keep the side tank cap clean when adding water.

Note: Don't wash the side tank with a dishwasher.

-
- When putting the side tank with full water back into the base, make sure water in the base is lower than the water bracket, otherwise, the water may leak.



-
- Follow the installation instructions to place the side tank. Do not place it higher or lower than the ice maker as this may cause leakage or a false no water supply detection.



Govee Home App

You can access more features using Govee Home App.

Downloading Govee Home App

To download Govee Home App, scan the QR code or search for "Govee" in the App Store (iOS) or Google Play Store (Android).



Govee Home App



Google Play is a trademark of Google LLC.

Note:

- Choose "Allow" to the permissions requested when opening Govee Home App for the first time. These permissions allow the app's features to function normally and are not used to record personal, private information.
- Due to ongoing updates, Govee Home App may be slightly different than shown in this manual. In case of any differences, always follow the in-app instructions.

Pairing with Govee Home App

1. Turn on your smartphone's Bluetooth.
2. Open Govee Home App, touch the "+" icon in the top right corner and search for "H8120".
3. Touch the device icon and follow the in-app instructions to complete pairing.

Note:

- Method to turn off Bluetooth and Wi-Fi connection: Press and hold the **POWER Button** and **STOP Button** for 5 seconds to restore the device to factory settings. For the next device connection, please make sure to delete the previous device in the app.
- You can use Govee Home App to connect your ice maker to Amazon Alexa or Google Assistant. Follow the in-app instructions to connect to each voice assistant.
- Govee Home App is being continually updated and its features expanded.
- Ensure the Wi-Fi icon on your appliance is flashing. If the icon implies no Wi-Fi connection, press and hold the **START Button** for 3 seconds to activate it. Complete the pairing within 20 minutes, otherwise the network functions and Wi-Fi icon will automatically switch back off.

Cleaning and Descaling

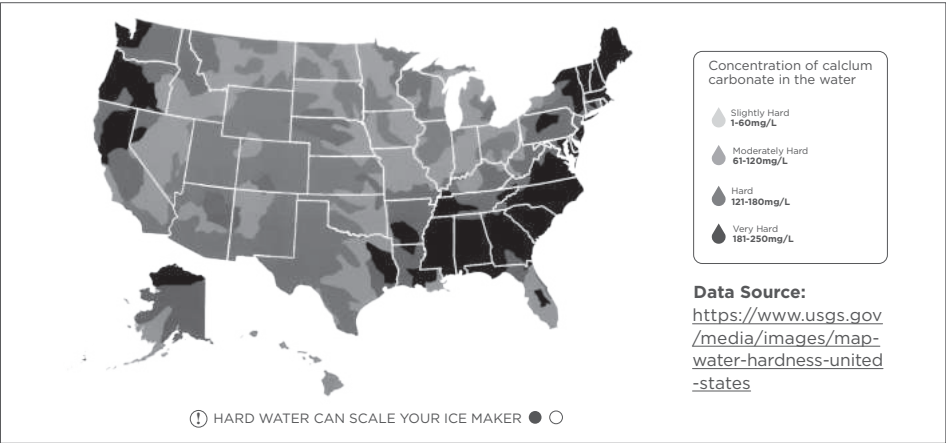
1. Cleaning applies to the daily sanitary maintenance of the ice maker, making sure the ice is hygienic and safe. The cleaning cycle defaults to the 100th hour of cumulative ice-making, but if the following occurs, we suggest running the cleaning program immediately.
 - a. It has been 48 hours since the last use.
 - b. A noticeable odor is perceived in the ice produced; in that case, the device should be cleaned immediately.
 - c. You are concerned for the hygiene of the ice maker. The clean feature can quickly clean the water system, removing stains, grease, and organic matter to relieve the user's concerns.
2. Descaling applies to deep performance repair of the ice maker to maintain ice production speeds and extend service life. The descaling cycle is performed at the 100th hour after the cleaning reminder is triggered, but if the following occurs, we suggest running the descaling program immediately.
 - a. The ice-making speed is reduced.
 - b. An uncommon noise occurs when making ice.

Note:

- Cleaning/Descaling Reminder Frequency: The ice maker will alternately remind you in the sequence of: Cleaning Reminder - Descaling Reminder - Cleaning Reminder.
- The reminder period is 100 hours by default. It will remind you to clean after 100 hours of ice-making, and then to descale after another 100 hours, and to clean again after another 100 hours.

- The time of the reminder period refers to the cumulative ice-making time. You can customize it on the app, choosing from 24 to 168 hours.

Please refer to the picture below for the water quality across America, and set a reasonable descaling cycle via Govee Home App based on your location.

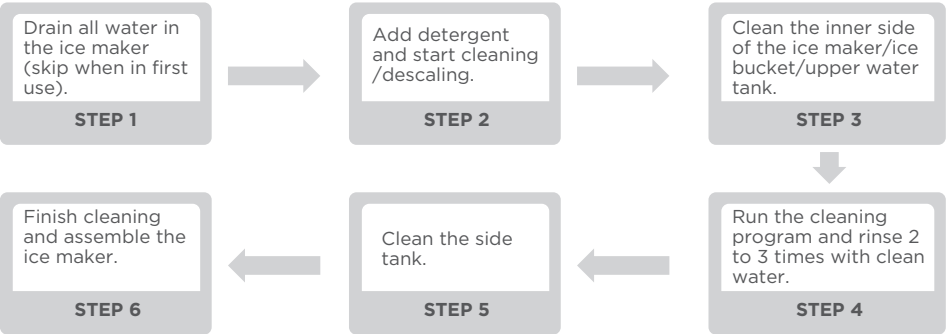


Note:

- You can set the reminder time in Govee Home App according to the water quality conditions in different regions to address water quality issues.

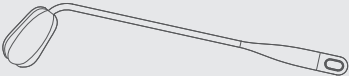
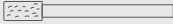
Water Hardness (mg/L)	Grains per Gallon (gpg)	Recommended App Reminder Cycle (hours)
0-60	0-3.5gpg	149-168
60-120	3.6-7.0gpg	99-148
120-180	7.1-10.5gpg	49-98
Over 180	>10.5 gpg	24-48

Cleaning and Descaling Steps



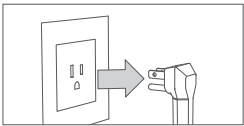
Preparation

The following tools are needed for cleaning and should be prepared in advance:

Tool	Description	Picture
Cleaning Brush	Clean the side tank	
Small Cleaning Brush	Clean the inner tank filter, ice exit chute and the upper water tank	
Cleaning Sponge	Clean the inner and outer sides of the ice maker body	
Diluted Detergent (0.59 Gal/2.2 L)	Clean the interior of the ice maker	
Water Bucket	Contain water drained from the ice maker	
Water Basin	Contain water drained from the side tank base	
Soft Cloth	Wipe the exterior of the ice maker	

1 Drain all water in the ice maker.

1.1 Unplug the power supply.



CAUTION: Directly unplugging the pipe A will cause leakage from the ice maker or side tank base. Follow the steps below.

1.2 Preparation before cleaning: Unplug the drain extension pipe (see Figure 1) and put the water basin on the countertop with the water bucket in front of it (see Figure 2) .

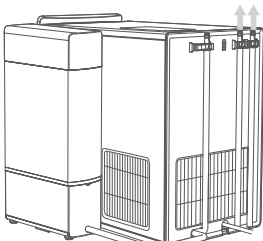


Figure 1

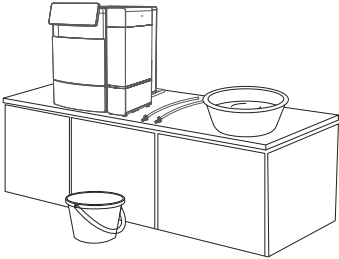


Figure 2

- 1.3 Remove the side tank and put it aside for cleaning (see Figure 3).
- 1.4 Pull over all the water in the side tank base to the water basin or a prepared container (see Figure 4).
- 1.5 Remove Pipe A from the side tank base. Place the base aside for cleaning (see Figure 5).

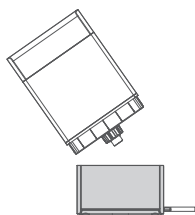


Figure 3

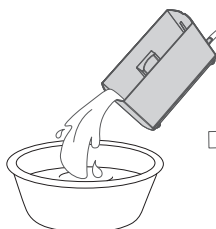
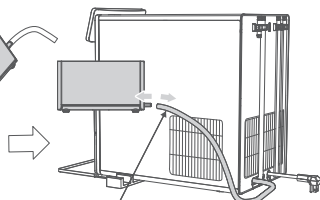


Figure 4



Side tank connection pipe A

Figure 5

Note:

When removing the pipe, please keep it high in case the water inside the ice maker flows out (see Figure 6).

Side tank connection pipe A

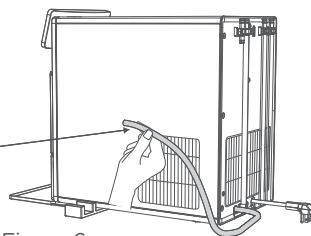


Figure 6

-
- 1.6 Take down the pipe fastener from the back of the ice maker, and install pipe A to it (see Figure 7).

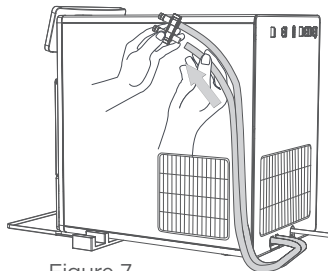


Figure 7

-
- 1.7 Remove the silicone stoppers on the fastener, and insert the drain extension pipe (the end without a silicone stopper) (see Figure 8).

Note: When removing the silicone stopper from the fastener, keep the fastener with the top cover of the ice maker at the same height to avoid water flowing out.

- 1.8 Remove the silicone stopper of the drain extension pipe, drain the water into the prepared water bucket, and plug the stopper again (see Figure 9).

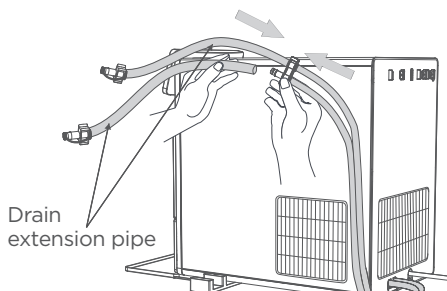


Figure 8

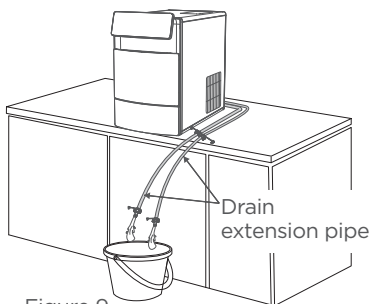


Figure 9

2 Add detergent and start cleaning/descaling

- 2.1 Prepare a large container, add 0.59 G/2.2 L of clean water and the provided cleaning/descaling detergent (prepare a solution based on actual needs), and mix them together (see Figure 10).

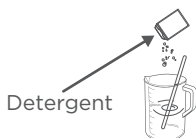


Figure 10

Note:

- To effectively run the cleaning/descaling feature and extend the ice maker service life, please use the GoveeLife brand cleaning or descaling detergent.
- The type and concentration of cleaning agent/descaling agent shall comply with 40 C.F.R. § 180.940.
- Please strictly follow the steps in the user manual, adding water first and then the detergent, and stirring to mix them together.

- 2.2 Take out the ice bucket.

2.2.1 Pull the ice bucket out horizontally to the designated position (see Figure 11).

2.2.2 Lift the ice bucket upwards vertically (see Figure 12).

2.2.3 Take out the ice bucket horizontally (see Figure 13).

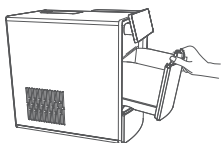


Figure 11

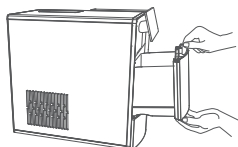


Figure 12

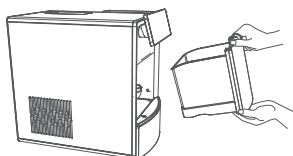


Figure 13

- 2.3 Add the diluted cleaning/descaling detergent to the inner water tank, and put the ice bucket back (see Figure 14).

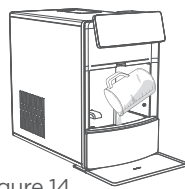


Figure 14

2.4 Plug into a power supply and press "CLEAN"/"DESCALE" and wait for 10 minutes/30 minutes until it is finished. Remove the stopper of the drain extension pipe, drain the water, and plug again.

- If the device indicates a water shortage during cleaning/descaling, please check whether the water level reaches the ICE EMPTY MAX line.

3 Unplug the power supply and wipe the interior and exterior of the ice maker and clean its parts.

3.1 Clean the inner water tank/ice exit chute/ice bucket.

3.1.1 Open the ice bucket and remove the filter from it (see Figure 15).

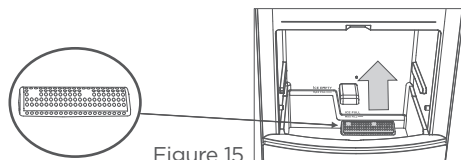


Figure 15

3.1.2 Wipe the inner side of the water tank body with a wet sponge or cloth (see Figure 16).

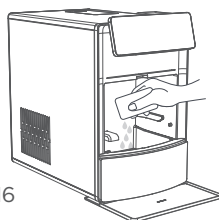


Figure 16

3.1.3 Use a brush to clean the filter and rinse it to ensure that the holes are not clogged. After cleaning, put it back in place.

3.1.4 Use a wet sponge or towel to clean the ice exit chute. Be careful of the sharp corners to avoid injuring your fingers (see Figure 17).

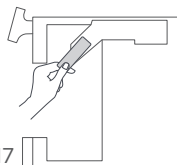


Figure 17

3.1.5 Rinse the ice bucket thoroughly with a faucet, dry it, and put it back (see Figure 18).

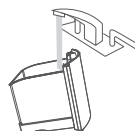


Figure 18

- 3.2 Clean the upper water tank.
 - 3.2.1 Open the tank cover.
 - 3.2.2 Clean the inside using a soaked sponge or towel. Do not remove the filter when cleaning the upper water tank to prevent foreign objects from entering (see Figure 19).
 - 3.2.3 Remove the filter and clean it with a brush (see Figure 20).
 - 3.2.4 Install the cleaned filter back in place.
 - 3.2.5 Put the cover back and start the next cleaning step.

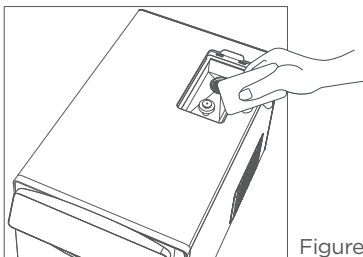


Figure 19

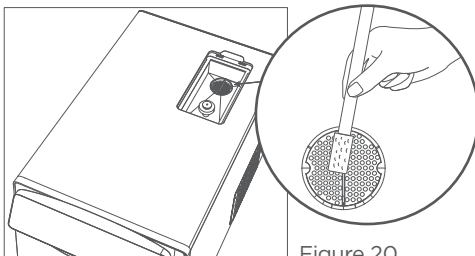


Figure 20

4 Add water and clean again.

Note: After using the cleaning agent/descaling agent to clean/descale, the second cleaning should always use the “CLEAN” feature.

- 4.1 Add clean water to the ICE EMPTY MAX line.
- 4.2 Plug into a power supply and press “CLEAN”. After the cleaning completed, drain the waste water and plug the silicone stopper back in.
- 4.3 According to your habits, repeat steps 4.1-4.2 by rinsing two to three times to ensure that the cleaning/descaling agent is completely drained.

NOTE: When rinsing with water, be aware of the inner parts of the ice maker, including the inner water tank, ice exit chute, filter, upper water tank, and ice bucket.

Residue Test of Descaling Agent Components

Descaling Process	Temperature	TDS (ppm)	EC (us/cm)	Remarks
Purified Water	23.3°C	3	7	After completing the descaling program, perform the cleaning program 2 to 3 times with purified water to remove the descaling agent residue.
Run Descaling Program with the Descaling Agent	22.6°C	1185	2371	
Clean with Purified Water for the First Time	22.8°C	168	337	
Clean with Purified Water for the Second Time	23°C	6	12	
Clean with Purified Water for the Third Time	23°C	3	7	

Residue Test of Cleaning Agent Components

Cleaning Process	Temperature	TDS (ppm)	EC (us/cm)	Remarks
Purified Water	24.6°C	4	8	After completing the cleaning program, perform the cleaning program 2 to 3 times with purified water to remove the cleaning agent residue.
Run Cleaning Program with the Cleaning Agent	24°C	2604	5209	
Clean with Purified Water for the First Time	24.1°C	103	207	
Clean with Purified Water for the Second Time	23.6°C	5	10	
Clean with Purified Water for the Third Time	23°C	4	8	

Remarks: The criterion for determining whether there is any residue of the cleaning /descaling agent components is that the Total Dissolved Solids (TDS) and Electrical Conductivity (EC) values are close to those of the original water, and if they are, it can be considered clean.

Above data from GoveeLife Labs.

4.4 After cleaning, remove the drain extension pipe and place it in the back of the ice maker.

5 Clean the side tank

Note: Don't wash the side tank with a dishwasher.

- 5.1 Unscrew the side tank cap in an anti-clockwise direction (see Figure 21).
- 5.2 Add a small amount of water with detergent, close the cap, and shake it up and down.
- 5.3 Clean the inside with a cleaning brush and rinse well (see Figure 22).
- 5.4 Rinse the cap with clean water and make sure it is clean.
- 5.5 Add a small amount of water and detergent to the side tank base, use a sponge to clean it, and rinse well (see Figure 23).

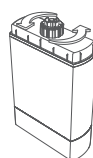


Figure 21

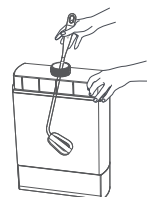


Figure 22

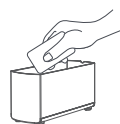


Figure 23

Note: If white deposit or scale is found in the tank, use the provided detergent to soak it before brushing. If the scale is too much, extend the soaking time or increase cleaning times based on actual conditions to ensure that the tank is well-cleaned.

6 Finish cleaning and assemble the ice maker.

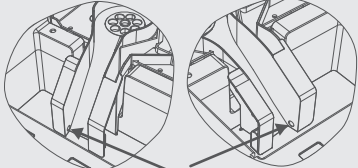
- 6.1 Install the cleaned side tank to the ice maker body by following the installation steps.
- 6.2 Ice-making feature is ready once installed.

Troubleshooting

The troubleshooting section below is for solving frequently asked questions during device operation. If your problem persists, please contact customer service for help.

Problem	Possible Cause	Solution
Abnormal ice production.	The air inlet or outlet is blocked by obstacles or near the heating source.	• Ensure the side tank is properly installed. • Remove any coverings or heat sources near the air inlet/outlet. • At least 4 inches between the air inlet/outlet and the wall. Try again. If the error persists, contact support@govee.com.
No ice produced after making ice for a while.	Evaporator is frozen due to the low temperature.	Switch the device off for 2 hours and then restart the ice-making procedure. If no ice is produced, please contact after-sales services.
	The temperature of the added water is too high.	Please add room temperature water. Do not add water with temperature higher than 40°C to the ice maker.
Ice cubes are not shaped. Ice maker produces crushed ice/soft ice cubes instead.	The cooling system is not stable.	Keep making ice for 30 minutes, if crushed ice continues to come out, please power it off and restart the ice maker after 3 minutes. If still producing crushed ice, please contact customer service.
	The defrosting program is triggered during ice-making, which increases the temperature of the cooling system.	
	Side air intake, rear air intake, fan exhaust port blocked.	• Remove blocking objects. • Keep the back, left side, and right side of the ice maker at least 10 cm (4 inches) away from surrounding objects.

Problem	Possible Cause	Solution
Ice cubes are not shaped. Ice maker produces crushed ice/soft ice cubes instead.	Unstable power supply voltage and frequency	Replace with a 120V~ 60Hz power supply.
Repeatedly entering the defrost program during ice-making.	Low water level not detected in upper tank.	Open the upper tank cap to check whether the white magnetic ring is stuck and make sure it is clear.
Gurgling sound.	Insufficient water in the inner tank, causing the pump to run dry.	Add water to the inner tank or side tank.
When pulling out the ice bucket to get ice, the water drips onto the countertop.	When the ice bucket is stored with ice, due to the low temperature of the ice and the high temperature of the ice bucket bottom, condensate water will be generated, affected by temperature difference and humidity.	Place the water container under the front edge of the ice maker, ensuring its slots align with the foot pads of the front feet.
Condensate water appears on the front of the ice bucket during ice production or storage.	When the ice bucket is stored with ice, due to the low temperature of the ice and the high temperature of the ice bucket surface, condensate water will be generated affected by temperature difference and humidity.	Place the water container under the front edge of the ice maker, ensuring its slots align with the foot pads of the front feet.

Problem	Possible Cause	Solution
No water flows to the ice maker from the side tank.	Bubbles in the side tank pipe.	Raise the side tank and base 15 cm for 3 seconds to drain bubbles.
	The side tank water pipe is bent due to being too close to the wall.	Manually adjust the pipe away from the wall or straighten it.
A shrill sound emerged after the device had been running for a while.	Evaporator is frozen due to the low temperature.	Switch the device off for 2 hours and then restart the ice-making procedure. If no ice is produced, please contact after-sales services.
	Mineral aggregation in the evaporator.	Follow the descaling steps to descale and restart to make ice. If the shrill persists, please contact after-sales services.
High ambient temperature.	The operating temperature is too high.	Decrease the operating temperature.
	The side/rear air intake or fan exhaust port is blocked.	● Remove blocking objects. ● Keep the back, left side, and right side of the ice maker at least 10 cm (4 inches) away from surrounding objects.
Low ambient temperature.	The operating temperature is too low.	Increase the operating temperature.
Notifies that ice is full but no ice in the bucket.	Ice full detection sensor has been blocked or damaged.	Switch the device off. Use a cotton swab to clean the infrared sensor, and restart the device. If still notified as ice full, please contact after-sales services. 

Problem	Possible Cause	Solution
Sensor exception (ambient temperature): E1  Error: E1 Please unplug the device, wait for 1 minute, and then plug it back into the power supply. If the alarm persists, please contact after-sales services Email: support@govee.com	Software feature exception or sensor broken.	Unplug the device, wait for 1 minute and plug it in again to start making ice. If it still displays E1, please contact after-sales services.
Motor abnormality: E2  Error: E2 Please unplug the device, wait for 1 minute, and then plug it back into the power supply. If the alarm persists, please contact after-sales services Email: support@govee.com	Motor does not rotate	Unplug the device, wait for 1 minute and plug it in again to start making ice. If it still displays E2, please contact after-sales services.
There is an odor when opening the package or the ice bucket for the first time upon unboxing.	Long periods in a sealed state, and transportation or storage conditions affected by high temperatures.	Immediately run the cleaning program, after that the odor can be dissipated.

For App & Connectivity

1. Cannot connect to Govee Home App.

- Make sure the Bluetooth of your smartphone is enabled and your smart phone is not connected to any other Bluetooth devices.
- Enable the smartphone's Location Services.
- Try connecting to another smartphone.
- Make sure your app is the latest version.
- Make sure you connect to your Wi-Fi router's 2.4GHz network and the network is working correctly.

- Make sure the Wi-Fi password you entered is correct.
- Shorten the distance between the ice maker, Wi-Fi router, and the smartphone.
- Make sure your ice maker and the Wi-Fi router are located away from appliances that produce electromagnetic radiation (e.g., microwave ovens, refrigerators).
- If you are using a VPN, try turning it off and then connecting the ice maker.
- Disable portal authentication for your Wi-Fi network. If portal authentication is enabled, this ice maker will not be able to access your Wi-Fi network, and setup will fail. Portal authentication means that you need to sign in to your Wi-Fi network through a web page before you can use the Internet.

2. Cannot find the device on Bluetooth Device Nearby page of the app.

- The ice maker may be connected with another smartphone. Disconnect it from the other

3. The ice maker is offline.

- Make sure the ice maker is plugged in and powered on, then refresh "Device" in Govee Home App by swiping down on the screen.
- Make sure your router is connected to the internet and your phone's network connection is working.
- If the Wi-Fi password has been changed, the ice maker will automatically go offline. Try connecting it to the network again.
- Delete the offline ice maker from Govee Home App, then add and reconfigure the ice maker again in the app.

Appendix

After-Sales Services

 Warranty: 3-Year Limited Warranty

 Support: Lifetime Technical Support

 Email: support@govee.com

 Official Website: www.govee.com

 @GOVEE  @Goveelife.official

 @GoveeLife  @Goveelife  @GoveeLife

Warranty Claims for Quality-Related Issues

- All quality-related defects on items sold directly by GoveeLife or GoveeLife's authorized resellers are covered by an extensive warranty, starting from the date of purchase.
- GoveeLife's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.
- Quality-related warranty claims purchased through GoveeLife's Authorized Distributors and Retailers (such as Walmart, Costco, BestBuy, etc.) are handled post-sale by the respective distributors and retailers.
- Warranties on all replacements follow the same warranty timeframe as the original defective item. Warranties on products are void after having been fully refunded.
- Process:
 - Buyer must provide sufficient proof of purchase.
 - GoveeLife must document what happens when buyers troubleshoot the product.
 - The defective item's serial number and/or visible proof depicting the defect are required.
 - It may be necessary to return the item for quality inspection.
 - For defective items that need to be returned to GoveeLife, the warranty on replacement items will be voided if the wrong item is returned or if the original defective item is not returned.
- Valid proof of purchase:
 - Order number from online purchases made through GoveeLife.
 - Sales invoice.
- Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation that the address the item was originally shipped to).
- Shipping costs must be covered by the buyer in the following situations:
 - Returning products for any reason other than a proven defect.
 - Warranty claims on items taken outside the original country of purchase.
 - Buyer's accidental returns.
 - Returning personal items.
 - Returning items claimed to have defects but found by GoveeLife quality control to be in working condition.
 - Returning defective items in international shipping.
 - Costs associated with unauthorized returns (any returns made outside of the approved warranty process).
- Not Covered Under Warranty:
 - Products without sufficient proof of purchase.
 - Lost or stolen products.
 - Items no longer within their warranty period.
 - Non-quality-related issues (after 30 days of purchase).
 - Free products.
 - Repairs through 3rd parties.
 - Damage from outside sources.
 - Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, and operating devices improperly).
 - Purchases from unauthorized resellers.

- GoveeLife is not liable for:
 - Loss of data incurred from the use of GoveeLife products.
 - Returning personal items sent to GoveeLife.
- When returning items with a prepaid shipping label provided by GoveeLife, GoveeLife takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, the buyer assumes responsibility for any damage or loss incurred in transit. GoveeLife does not provide refunds for items damaged in transit for non-quality-related warranty claims.

Specifications

Model Name	H8120
Power Supply	120V～ 60Hz
Working Power	210W
Side Tank Volume	1.3 Gal (4.9 L)
Inner Tank Volume	0.59 Gal (2.2 L)
Ice Bucket Capacity	3.3-3.5 lbs
Net Weight	19.1kg
Dimensions	13.98"L x 21.3"W x 17.1"H
Refrigerant	R600a 0.92 oz/26 g
Ice Making Current	2.4A
Design Pressure	High Side 290 PSIG. Low Side 150 PSIG

Sommaire

Consignes de sécurité importantes	33
Contenu de la boîte	36
Introduction	36
Installation	38
Contrôle et affichage	40
Présentation des fonctionnalités	42
Démarrage	45
Application Govee Home	47
Nettoyage et détartrage	48
Étapes de nettoyage et de détartrage	50
Dépannage	57
Annexe	61
Caractéristiques techniques	63