



Water Hardness Adjustment

Subject: Water Hardness Adjustment

Date: January 14, 2026

Models / Parts Affected: TCIM

Voltages: All Voltages

Overview

This document describes how to adjust for water quality/hardness/scale on TCIM models. The available settings range from 0 (soft water/low scale) to 5 (hard water/high scale). Each numerical increase will lower daily ice production. Setting above 3 is not recommended in most applications. See fig. 1.

The default setting is 0 to maintain energy star operation. If you are unsure of the water quality, check the water with a water quality test (not provided by True).

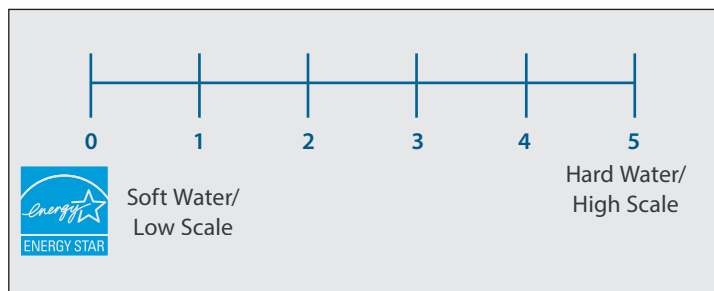
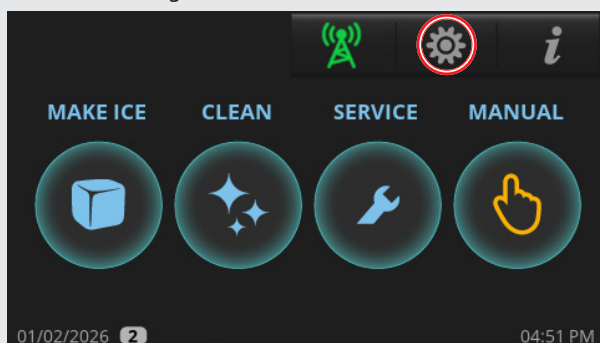


Fig. 1. Water quality setting range.

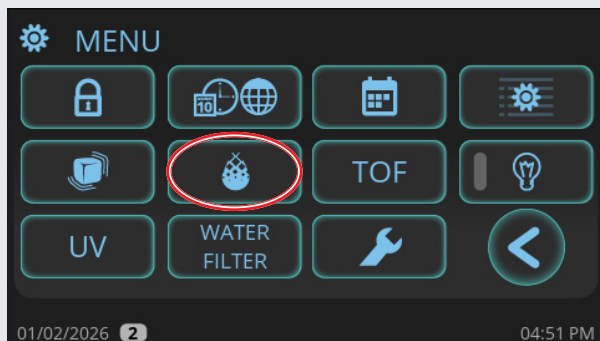
Procedure

Adjust for Water Quality

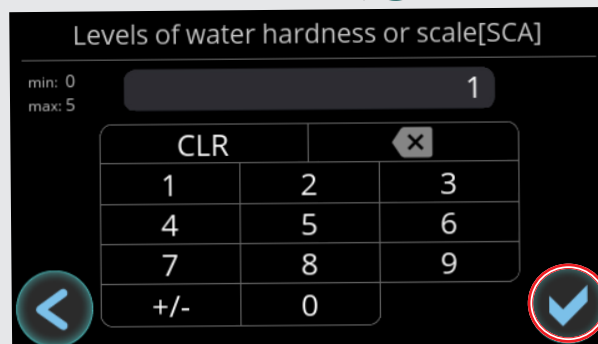
1. Power the TCIM.
2. Press the menu gear icon.



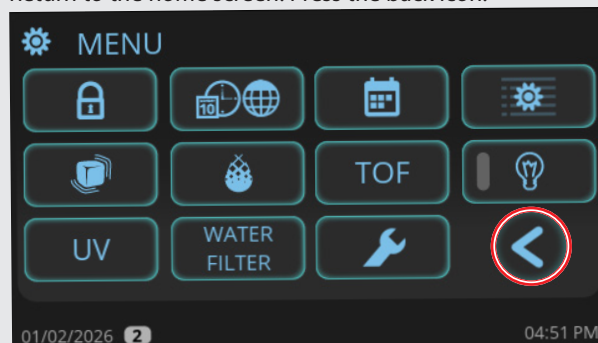
3. Press the set water hardness or scale icon.



4. In the **Levels of water hardness or scale** screen, enter the desired setting, and then press okay.



5. Return to the home screen. Press the back icon.



Technical Questions or Concerns

For more information, please contact our Technical Support team.

Warranty Phone: +1 855-299-3510
Warranty Email: WarrantyInquiries@TrueMfg.com
Technical Phone: +1 888-783-1429
Technical Email: CommercialIce@TrueMfg.com

BUILDING THE FINEST COMMERCIAL REFRIGERATION — True, "The Best of the Cold Ones"