Descale & Sanitize

Subject: Descale & Sanitize Procedure
Date: October 12, 2026
Models / Parts Affected: TCIM
Voltages: All Voltages

Overview

This document describes how to descale and sanitize TCIM models.

DANGER! Highly corrosive cleaning chemicals! Avoid contact with eyes and skin. Wear eye protection and chemical-resistant rubber gloves when handling.

WARNING! Toxic material hazard! DO NOT mix descaler with sanitizer. Toxic fumes may be generated.

WARNING! Sharp edges. Take care when installing, cleaning, servicing, and maintaining the equipment.

WARNING! Optical radiation hazard! Invisible laser radiation. Do not look directly at the UV light.

Required Tools

Required tools include (but may not be limited to) the following:

- Safety Glasses
- Chemical-Resistant Rubber Gloves
- Container (large enough to accommodate parts)
- Chlorine Bleach (5.25% sodium hypochlorite solution)
- TRUE Ice Machine Descaler*
- Measuring cup
- Soft-bristled brush
- Rags
- Spray Bottle
- Phillips Screwdriver

* To purchase P#988612 TRUE Ice Machine Descaler, contact TRUE Parts Department at **800-424-8783** or **PartsInquiries@TrueMFG.com**.

*If using a non-TRUE descaler (Nickel-safe) recommended dilution for soaking parts is 3 fl oz (88.7 mL) per 1 gal (3.78 L) and the recommended amount for evaporator cleaning is 6-8 fl oz (177.4-236.6 mL). Use of non-recommended descaler may void warranty.

Technical Support YouTube Channel

Our TCIM descale and sanitize tutorial video is available on YouTube. Please find it in True Commercial Ice Technical Support channel.

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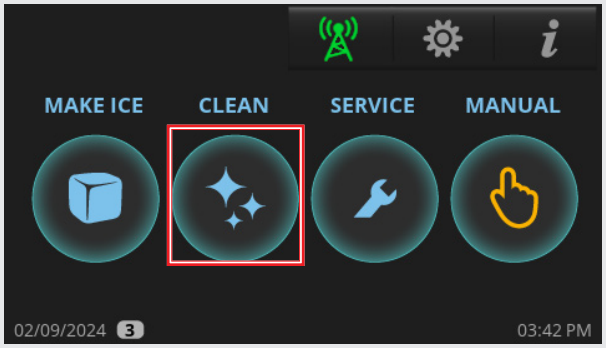
Procedure

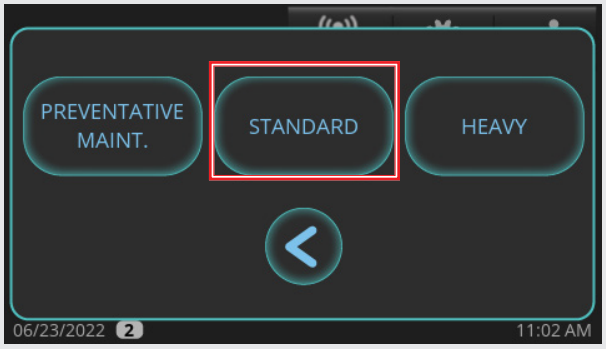
Part 1: Descale

1. Verify the ice bin or displenser is empty.
2. In the home screen, press **CLEAN**.

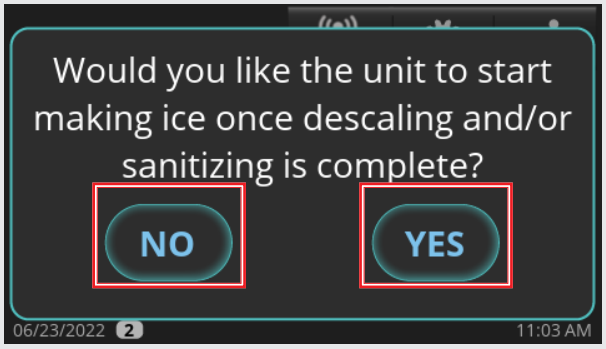


3. In the cleaning cycle option screen, press **BOTH**.

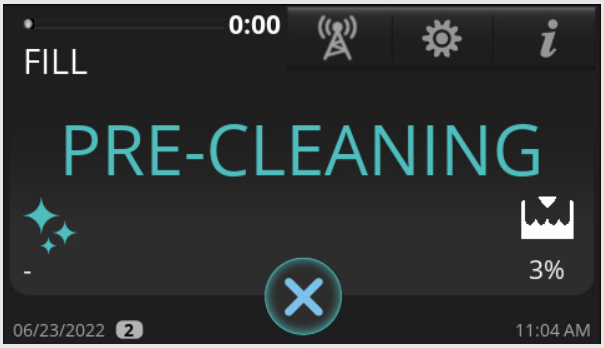
4. In the cleaning cycle duration screen, press **STANDARD**.



5. When the display shows the post-cleaning action question, choose the desired action.



6. Wait for the ice machine to go through the pre-cleaning sequence.



7. When the display shows **ADD CLEANER**, open the front panel (fig. 1). Then, open the water curtain (fig. 2) and pour 10 oz (296 mL) of TRUE ice machine descaler between the evaporator and the damper (fig. 3).

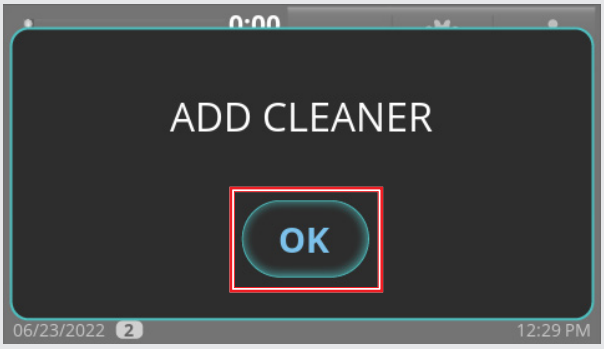


Fig. 1. Remove front panel screws and then open the panel.

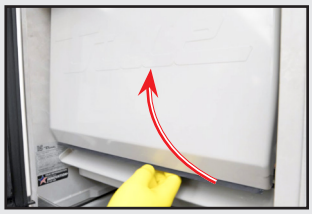


Fig. 2. Push down the damper and pull the water curtain's bottom forward.

Fig. 3. Pour descaler into the sump tank.

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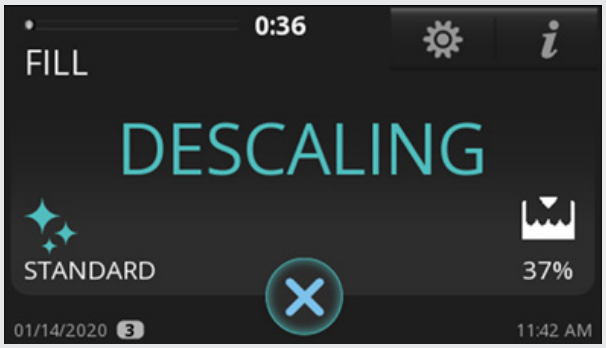
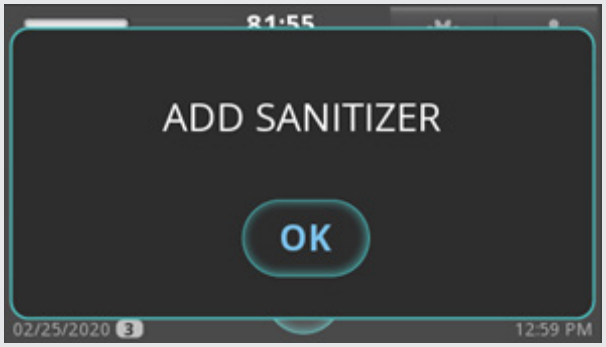
8. After adding the descaler, press okay. The display shows the sequence status.



9. When the display shows **ADD SANITIZER**, remove the following parts for descaling. See appendix A (starting on pg. 5) for detailed removal instructions.
   - Water curtain
   - Damper
   - Sump tank
   - Water distributor
   - Evaporator cover



10. Place removed parts in the large container.
11. In the large container, create a descaling solution of 10 fl oz (296 mL) TRUE ice machine descaler to 1 gal (3.8 L) of warm water.
12. Let the parts soak 5-10 min.
13. While the parts soak, wet a clean rag with the descaling solution. Then thoroughly wipe down the ice machine's interior and the ice bin or dispenser interior.

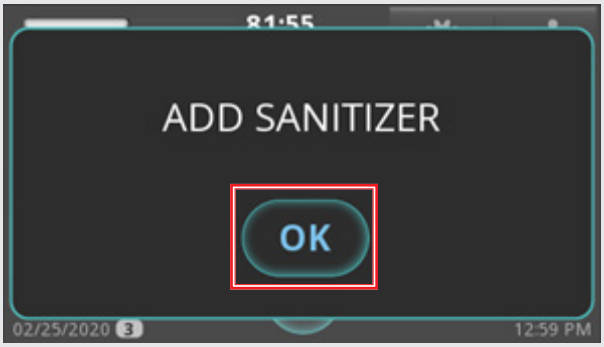
    NOTE: Take care to avoid splashing or spilling the descaling solution onto the machine's exterior or surroundings.
14. Rinse the descaled areas with clean water.
15. Thoroughly clean the soaked parts.
16. Throughly rinse the parts with clean water.
17. Drain the descaling solution. Then, thorougly rinse the large container, measuring cup, and gloves with clean water.
18. Proceed to "Part 2: Sanitize".

Part 2: Sanitize

1. In the large container, create sanitizing solution of 1.5 fl oz (44 mL) chlorine bleach (5.25 sodium hypochlorite) to 3 gal (11.4 L) of warm water.
2. Soak the removed parts in the sanitizing solution for 1 min and then let them air dry.

   NOTE: DO NOT rinse the parts with clean water after sanitizing. Let them air dry.
3. With a spray bottle, heavily spray all food zone areas and the bin or dispenser with the sanitizing solution. Let the areas air dry.

   NOTE: DO NOT rinse sanitized areas.
4. Reinstall the sanitized parts.
5. Open the water curtain and add 4.5 fl oz (133 mL) chlorine bleach (5.25% sodium hypochlorite) between the evaporator and the damper.
6. Press **OK**.



7. Wait for the sanitizing sequence to finish.
8. Reinstall the top panel or filter grill.
9. Close the front panel.

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Procedure (cont.)

IMPORTANT! **After descaling and sanitizing, ensure the ice bin deflector screws are torqued to 6 in-lb (0.68 N-m). See fig. 1.**

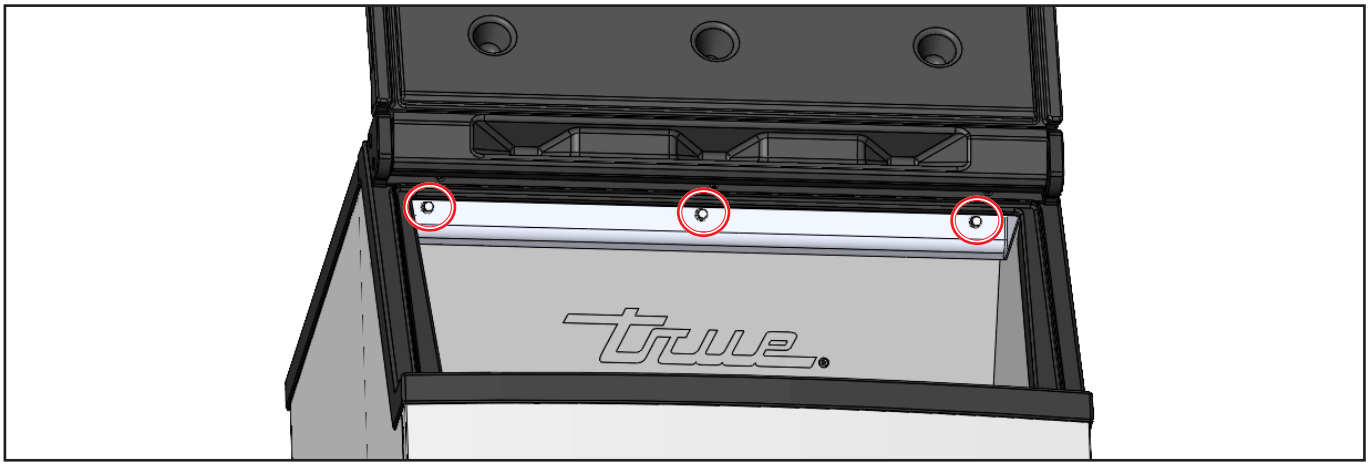

Fig. 1. Ice bin deflector screw locations.

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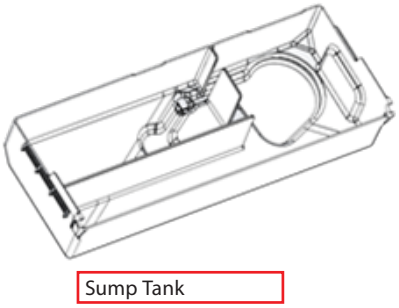
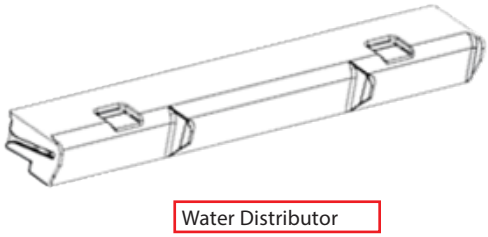
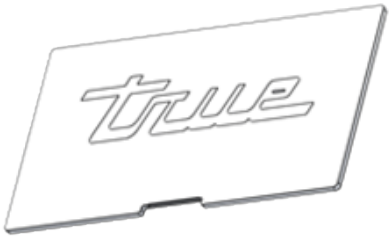
Appendix A

Part Removal







Water Curtain (fig. 1)

1. Place one hand over the top lip and the other on the side.
2. While pulling the top forward, gently flex the side toward the center.

Damper (fig. 1)

1. Push the damper down until it is horizontal.
2. Gently pull the damper forward.

Sump Tank

NOTE: DO NOT damage the water level sensor (fig. 2)

1. Disconnect the drain hose under the sump tank.
2. Pull the sump tank's center forward and push down.
3. Tilt the tank's front backward and pull the tank forward.

Water Distributor (fig. 3)

1. Grip the distributor tabs and pull forward.

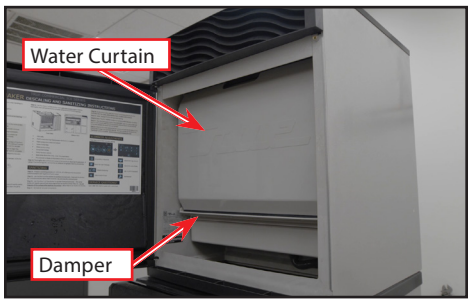


Fig. 1. Water curtain and damper locations.

Fig. 2. Water level sensor location. Sump tank removed for illustration.

Fig. 3. Water distributor location.

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Evaporator Cover

1. If present, remove the front filter grill (fig. 4). Otherwise, remove the top cover (figs. 5 and 6).
2. Push the evaporator cover up. See fig. 7.

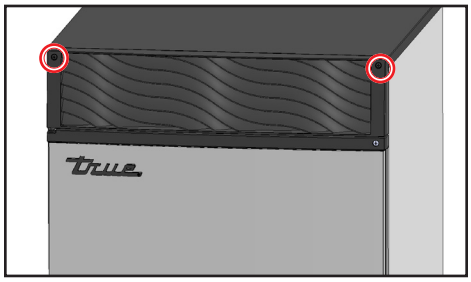

Fig. 4. TCIM-622/822: Front filter grill screw locations.

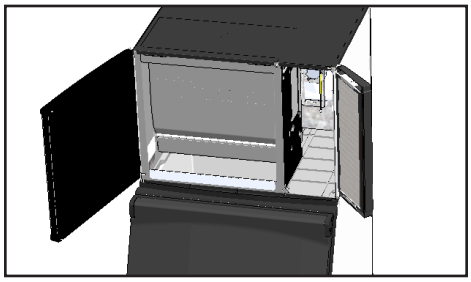

Fig. 5. TCIM-430/530/630/830: Open both the front panel and the front filter grill.

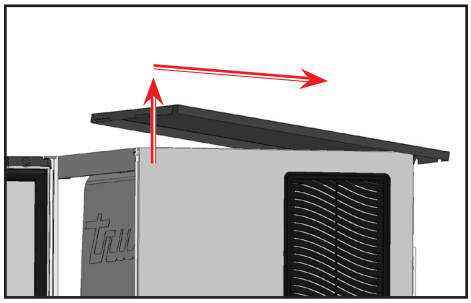

Fig. 6. Lift the top panel's front edge. Then, slide the panel back. Lift and pull forward.

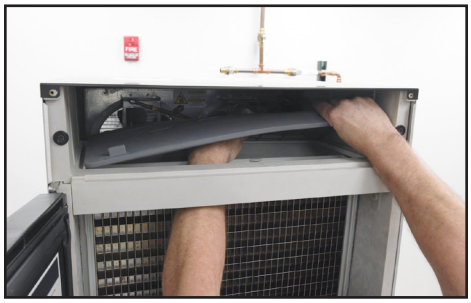

Fig. 7. Remove the evaporator cover.

Technical Questions or Concerns

For more information, please contact our Technical Support team.

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