TCIM Drain Valve Descaling

STOP! All work detailed in these instructions must be done by a qualified technician.

Subject: TCIM Drain Valve Descaling
Date: April 20, 2026
Models / Parts Affected: TCIM
Voltages: All Voltages

Overview

This document describes the drain valve descaling process for TCIM models.

Important Safety Information

DANGER! Electrical shock or burn hazard. Powering off an electronic control does not remove power from all components. Unplug the unit or disconnect power before proceeding.

DANGER! **HIGHLY CORROSIVE CLEANING CHEMICALS.** Avoid contact with eyes and skin. Wear eye protection and chemical-resistant rubber gloves when handling.

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

WARNING! The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures.

Use appropriate tools, safety equipment, and PPE during installation and servicing.

Required Tools

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

- Chemical-Resistant Rubber Gloves
- Eye Protection
- Phillips Screwdriver
- Drawing Tool
- Cloth Rag
- Small Container
- True Descaler or Nickel-Safe Descaler

To purchase True Ice Machine Descaler, contact our Parts Department at +1 800-424-8783, PartsInquiries@TrueMFG.com, or scan the QR code.

Procedure

Access the Valve

1. Unplug the appliance and disconnect the drain hose from the sump to drain all water from it. See fig. 1.
2. Remove the top panel and left side panel from the appliance. See fig. 2. See "Appendix A" (pg. 6)

Continue to next page

Fig. 1. Disconnect the drain hose from the sump.

Fig. 2. Remove the top panel and left side panel.

TCIM Drain Valve Descaling

Procedure (cont.)

Access the Valve (cont.)

3. Remove the hose clamps and then disconnect the inlet and outlet hoses at the valve body. See fig. 3.
4. Carefully remove the yellow wires from the solenoid coil. See fig. 4.
5. Remove the drain valve and bracket. See fig. 5.

Fig. 3. Remove the hose clamps.

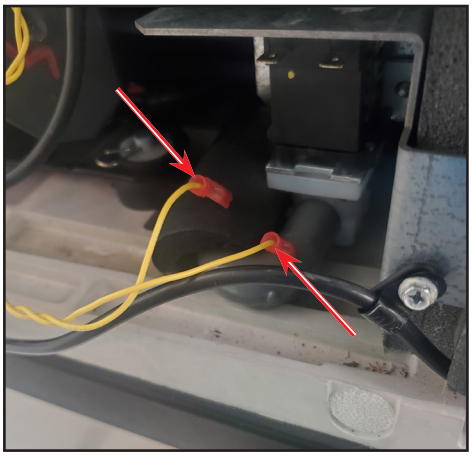


Fig. 4. Remove the yellow wires from the solenoid coil.

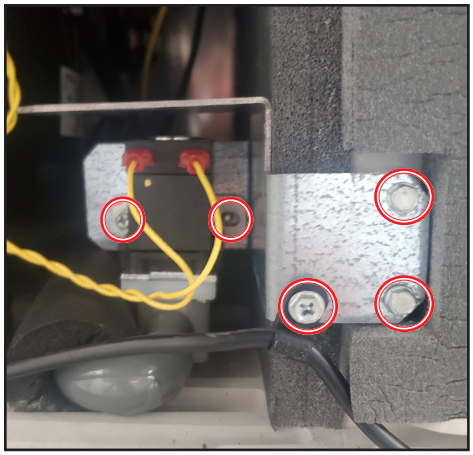


Fig. 5. Bracket screw locations.

Disassemble the Valve

1. With a drawing tool, draw a reference line down all pieces to aid in reassembly. See fig. 1.
2. Remove the screws from the valve body. See fig. 2.

Continue to next page

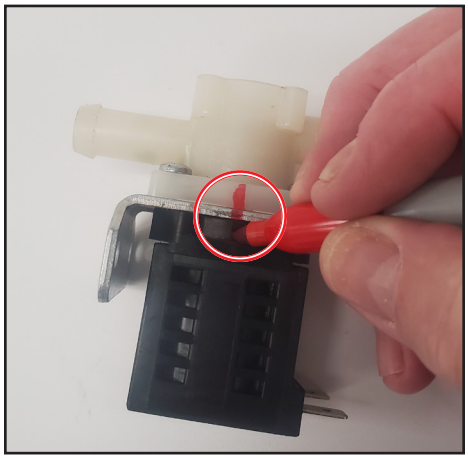


Fig. 1. Draw a reference line down all pieces.

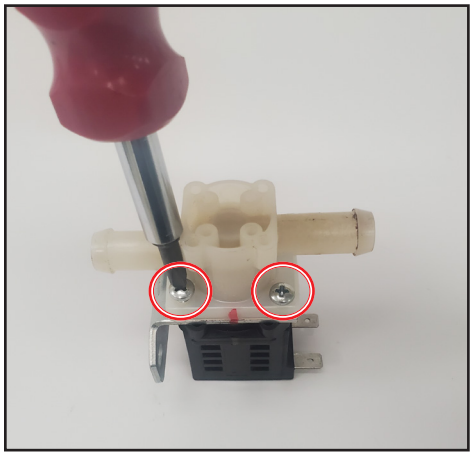


Fig. 2. Valve body screw locations.

TCIM Drain Valve Descaling

Procedure (cont.)

Disassemble the Valve (cont.)

3. Carefully separate the coil, bracket, plunger assembly, and valve body. See fig. 3.

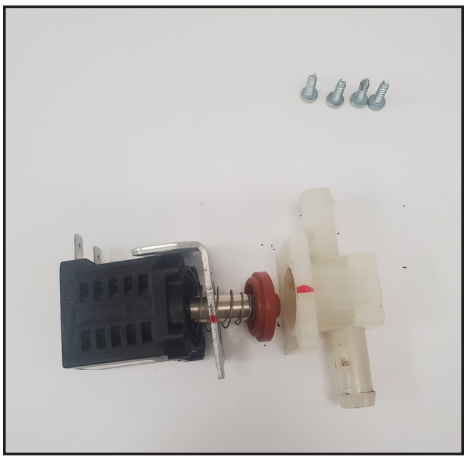


Fig. 3. Separate the coil, bracket, plunger assembly, and valve body.

Descale and Clean

1. Mix a 10:1 solution of water and nickel-safe ice descaler in a small plastic container. See fig. 1.
2. Place the valve body and plunger assembly in the solution and soak for 15 minutes or until all scale buildup has dissolved. See fig. 2.
3. Scrub gently with a wet cloth rag to remove stubborn buildup.
4. Rinse all descaler off the valve body and plunger assembly and wipe dry with a cloth rag. See fig. 3.

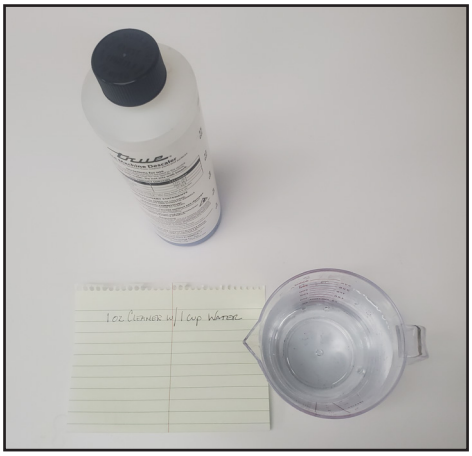


Fig. 1. Mix a 10:1 solution of water and nickel-safe ice descaler.

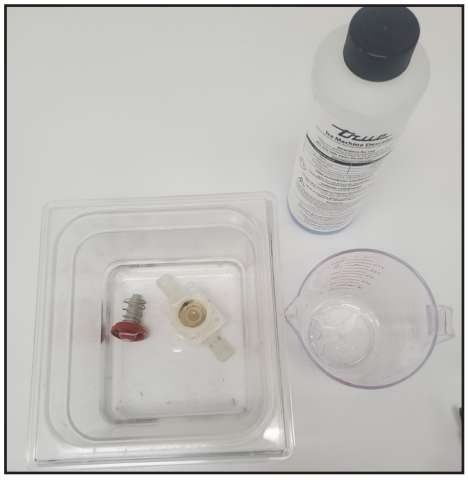


Fig. 2. Place the valve body and plunger assembly in the solution.

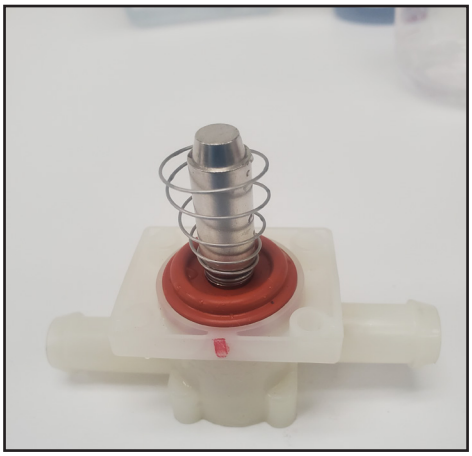


Fig. 3. Rinse all descaler off the valve body and plunger assembly.

TCIM Drain Valve Descaling

Procedure (cont.)

Reassemble the Valve

1. Reassemble the coil, bracket, plunger assembly, and valve body. Make sure to properly align all four pieces and ensure the plunger seal/diaphragm is seated correctly in the valve body. See fig. 1.
2. Secure the drain valve assembly to the mounting bracket and attach the assembly to the appliance. See fig. 2.
3. Connect the inlet and outlet hoses and connect the yellow wires to the solenoid coil. Use the existing hose clamps when connecting the inlet and outlet hoses. See fig. 3.
4. Reconnect the drain hose to the water sump. See fig. 4.

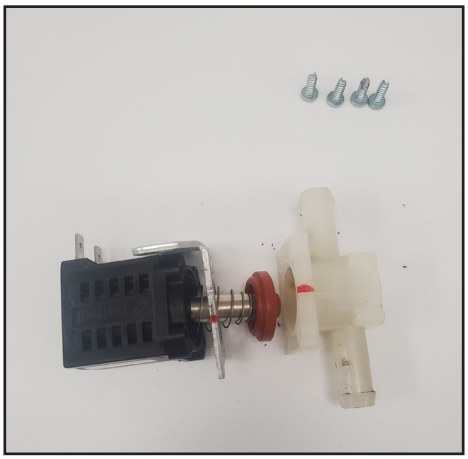


Fig. 1. Reassemble the coil, bracket, plunger assembly, and valve body.

Fig. 2. Secure the assembly to the mounting bracket and attach the assembly to the ice machine.

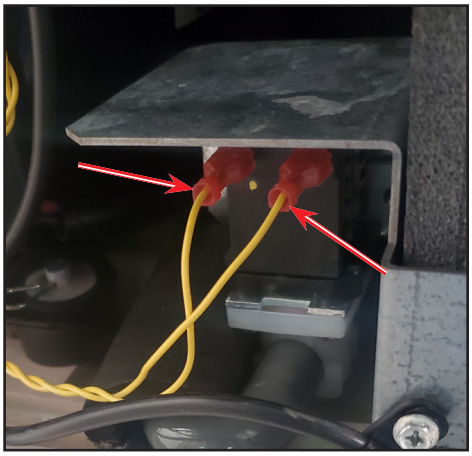


Fig. 3. Connect the yellow wires to the solenoid coil.

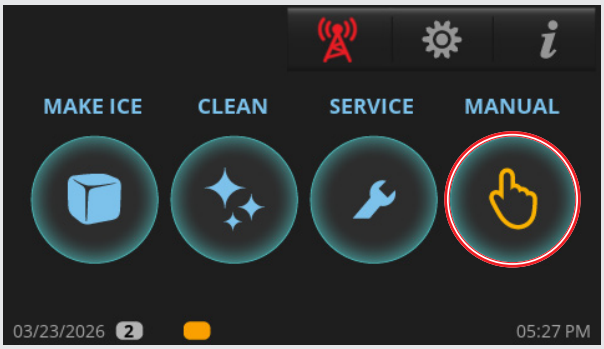
Fig. 4. Reconnect the drain hose to the water sump.

TCIM Drain Valve Descaling

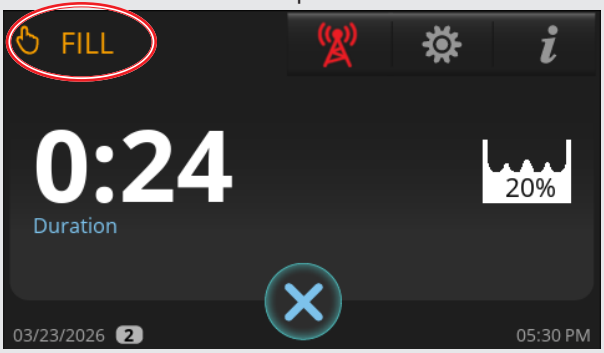
Procedure (cont.)

Verify Operation

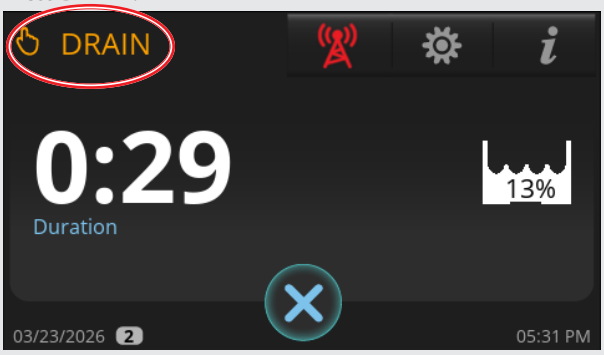
1. Power the TCIM.
2. In the home screen, press **MANUAL**.



3. Press **FILL** and allow the sump to fill.



4. Check the drain line for leaks.
5. Press **DRAIN**.



6. Watch the drain operation with the timer running.

   NOTE: The unit must drain to empty (less than four (4) mm) in less than four minutes.
7. Return to the home screen.

Wrap Up

1. Verify the assembly is leak free.
2. Install the top panel and left side panel.
3. Test operation through two full cycles.
4. Contact Technical Support at +1 888-783-1429 or CommercialIce@TrueMfg.com if you have any questions.

TCIM Drain Valve Descaling

Appendix A: Panel Removal

Front Panel

1. Remove the front panel screws. See fig. 1.
2. Open the front panel(s). See fig. 2.

Fig. 1. Front panel screw locations.

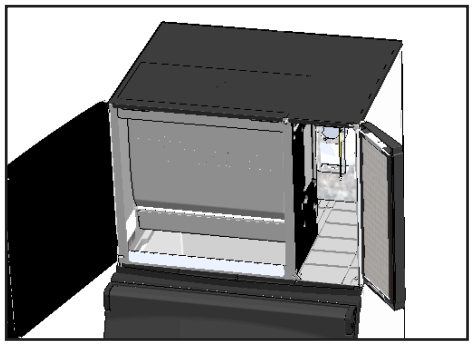


Fig. 2. Open the front panels.

Top Panel

1. Open the front panel(s).
   EXCEPTION: TCIM-622/822 Remove the front filter grill. See fig. 3.
2. Carefully lift the top panel's front. Then, slide the top panel towards the ice machine's rear. See fig. 4.
3. Remove the freed top panel.

Fig. 3. Front filter grill screw locations.

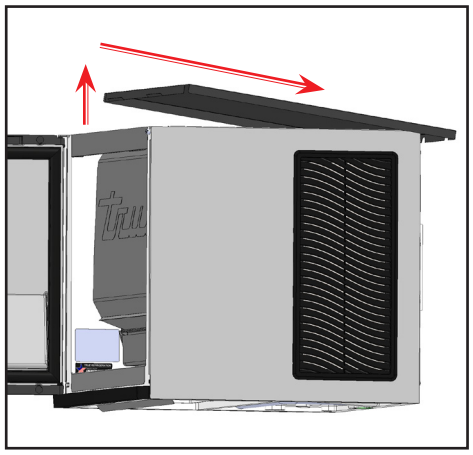


Fig. 4. Lift the front edge, slide the top panel back, and then lift the panel.

Side Panel

1. Open the front panel.
2. Remove the top panel.
3. Remove the side panel's rear screw. See fig. 5.
4. Pull the side panel from the bottom fasteners. Then, lift the side panel. See fig. 6.

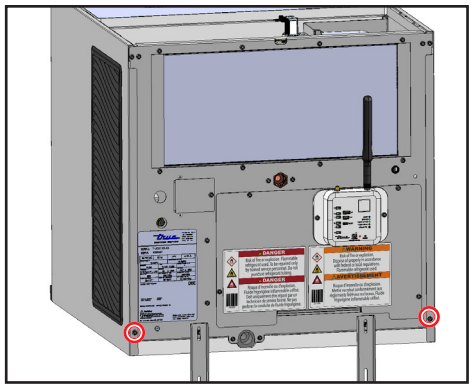


Fig. 5. Side panel screw locations.

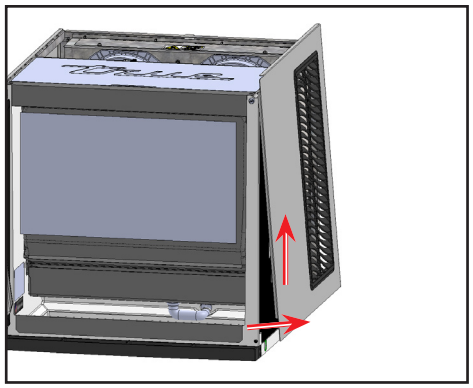


Fig. 6. Pull the panel from the adhering tabs and then lift.

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