

# VECYS

## WARNING:

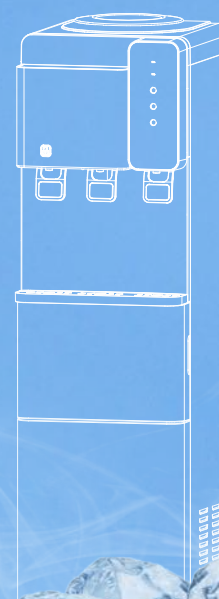
- Please read and understand this entire manual before attempting to operate or use the product. This will ensure you receive the most enjoyable and trouble-free operation of your new water cooler.
- After receiving the machine, please leave it alone for over 24 hours on a flat surface and then start up the machine.

## WELCOME TO GET SUPPORT FROM US

# VECYS

## WATER COOLER WITH BUILT-IN ICE MAKER INSTRUCTION MANUAL

**IMPORTANT:** READ CAREFULLY, RETAIN FOR FUTURE REFERENCE. MANUAL MUST BE READ BEFORE OPERATING!



Model: BYCZ565

CE CB 

**Before proceeding with reading the manual, please carefully review the following information as it will assist you in fully understanding our after-sales policy:**

As you are currently reading our manual, it indicates that you have successfully received the product and have opened the packaging.

Below are some issues you might encounter:

**1.Minor damage to the outer packaging, but the product remains unaffected:**

Our products are relatively large, and to ensure maximum protection during transportation, we have utilized industry-leading packaging design and materials adhering to the anti-drop 6A standard. However, once our products leave the warehouse, there is significant uncertainty during transit by the courier, which may involve rough handling or other unexpected incidents leading to outer packaging damage. We appreciate your understanding in this regard.

**2.Minor damage to the outer packaging leading to product damage upon opening, or no visible damage to the outer packaging but internal product deformation or damage:**

While we strive to avoid such situations, rest assured we take responsibility for them. You can directly contact us through the platform of purchase. Please include three photos in the email attachment:

- 1.A photo of the overall outer packaging.
- 2.A photo of the shipping label on the outer packaging (clearly showing the tracking number).
- 3.A photo of the damaged product.

**Note: Message on platforms like Amazon or Walmart cannot include videos, links, or email addresses.** For additional support, please contact our official after-sales email at support@aquart.cn.

**3.If you wish to return the product due to subjective preferences, not product quality issues:**

While we regret this decision, we respect it. However, due to the nature of the product, returning it incurs costs for restocking, comprehensive inspection, and repackaging. While we cover these costs, the buyer is responsible for the return shipping fees. Upon receiving the returned item, we will issue a full refund. We appreciate your understanding in this matter.

If you have any confusion regarding product usage or any other inquiries, please feel free to contact us:

Note: We currently do not have a customer service team based in the USA, hence there is a time difference between our working hours and US time. Specifically:  
Our working hours are Monday to Friday, 8:00 AM to 11:00 AM and 1:00 PM to 4:00 PM China Standard Time (GMT+8). Converted to Eastern Standard Time (GMT-4) of the USA, our working hours are **Sunday to Thursday, 8:00 PM to 11:00 PM and 1:00 AM to 4:00 AM the following day**. During these hours, you will receive an immediate response from us. Outside of these hours, you can expect to receive a response within 48 hours at most.

**We prioritize buyer satisfaction and encourage you to communicate any concerns with our customer service team. Thank you for your understanding!**

Finally, we also welcome your feedback and sharing of your experience with our products. Your input not only helps us improve our products and services but also allows more people to experience our latest products and technologies!

**SAFETY INFORMATION**

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## SAFETY INFORMATION

Please read and understand this entire manual before attempting to operate or use the product. This will ensure you receive the most enjoyable and trouble-free operation of your new water cooler.

### Sign Instructions

The safety precautions listed here are important matters related to safety, please follow them. The signs and meanings are shown as below.

Sign	Meaning Of The Sign
 WARNING	It means if do not operate properly, it may cause death or serious harmful personal injuries.
 ATTENTION	It means if do not operate properly, it may cause death or harmful personal injuries or item loss.
	It means prohibited (prohibited behaviour). Specific prohibited contents are in the sign or icons, instructions and statements near the sign.
	It means enforced actions (must be enforced). Specific actions are shown in the sign or in the icons, instructions and statements near the sign.
	It means matters needs to pay attention to. Specific actions are shown in the sign or in the figures, instructions and statements near the sign.

## Warnings

### Prohibited Behaviour

- Do not disassemble, repair or refit the machine, or it may cause fire, electric shock or accidents, for repair, please contact your supplier.
- Before doing daily maintenance, please pull the plug out of the socket, disconnect the power supply first, otherwise it may cause electric shock and short circuit.
- Do not use wet hands to plug and unplug the power supply, otherwise it may cause electric shock, burn or other injuries.
- Do not immerse the machine in water or use it in bathroom or where the machine may be splashed with water, otherwise it may cause short circuit or electric shock.
- Do not use it in unstable positions, otherwise injuries and faults may occur due to falling or topping. Please pay special attention: When placing the machine, do not put it stand out of the platform.
- Do not damage the power cord or plug. (Do not scratch, process the power cord and plug, do not approach heater, do not bend, twist forcibly, pull it hard or place the weight on it) Use damaged power cord and plug may lead to electric shock, short circuit and fire.
- Do not use damaged power plug or loose socket, otherwise it may lead to electric shock or fire due to heat.
- Do not exceed the rated standard of the socket (above 10A), applicable voltage is 115V, frequency is 60Hz, and please make sure there is reliable grounding. If the voltage exceeds the limit, it may heat, cause fire and electric shock.
- Do not damage the cooling circuit (piping). If refrigerant leaks, it may lead to fire or serious accidents, meanwhile causing the machine not to function properly.
- Do not let the children use the product, and please use it in positions where is inaccessible by children, otherwise it may lead to burn, electric shock and injuries.
- Do not extend hands into the mechanical parts at the back side of the machine, otherwise it may lead to burn or injuries caused by heat parts, which may also cause damage to the machine.
- When repairing the product: Do not tilt the machine over 45 degrees or turn it upside down, otherwise the compressor and cooling system may not work properly.
- Do not use it in places with hot objects or dirty air. Please keep it in a well ventilated, cool and dry place where the height of water level can be ensured. To ensure the air circulation, please keep the machine away from the walls or furniture for at least over 15 cm.

### Enforced Actions

- Please wipe the dust on the power plug frequently, otherwise fire may occur due to poor insulation. Please pull out the power plug and wipe it clean with dry cloth.
- If not using it for a long time, please pull out the power plug after cutting off the power supply and drain the remaining water from the drainage outlet and store it in dry condition inside.
- When the machine starts or stops, start the relay, thermal protector and other electric parts will have “click” sound because of the actions, when the refrigerant flows in the pipe, there will be “flowing” sound, during ice making, when the machine is releasing the ice, the system will have “click” sound, these are all normal phenomena, not malfunction.
- In case of abnormality or failures, please stop using immediately, otherwise it may cause smoke, fire and electric shock, please cut off the power supply and pull the power plug out of the plug, and then please contact the us to get help.
- When placing the machine, please leave plenty of space for it, otherwise the refrigerant may leak and stay, this may lead to fire or serious accidents.
- Please use separate socket for the machine, do not share one socket for multiple electric appliances, otherwise it may lead to electric shock, short circuit and fire.
- Please plug the plug into the socket completely. If not, it may lead to electric shock or fire due to heat.
- If power cord is damaged, it must be replaced by professionals in the manufacturer's maintenance department or similar department to avoid danger.

### Safety Attention

- Please hold the insulated part of the power plug in the front section and pull out the power plug. Do not pull the wire, otherwise, the power cord may break or catch fire.
- When doing daily maintenance, do not remove internal sensors and touch parts forcibly, otherwise it may lead to failure or accidents.

### Attentions

1. After receiving the machine, please leave it alone for over 24 hours and then start up the machine.
2. The wrong use a ground wire can have the risk of electric shock. For your safety, the ice maker must use a reliable grounding power supply.
3. Do not connect the power cord to the socket with wet hands, otherwise electric shock may occur.
4. The machine needs standard 115V/60Hz/10A power supply with grounding.
5. When using it for the first time or not use it for a long time, please flush the water tank and drain water from the drainage outlet.
6. As there may be smell or dust, please dispose the ice water from the first 2 cycles.
7. When connect to the power supply initially, the ice size produced may be relatively small, this is not malfunction.
8. To keep the ice maker clean and hygienic, daily management and check are very important.
9. After the ice maker is used for a long time, due to the change of temperature, water quality and other use environment and aging of the product, there may be scale, mold and rust mixed into the ice.  
Please pay attention to the daily maintenance of the water tank and keep it clean.
10. Please do not use water or other liquids with impurities or containing solid particles.
11. The ice may have smell due to water quality. The ice from first time production after purchase may have an odor, this is not fault. After using it for several times, the smell will disappear. If you mind the smell, it is suggested to use ice maker cleaner or citric acid to clean it. It is suggested not to be consume odorous ice to avoid discomfort or other illnesses.
12. To ensure ice quality, please replace water frequently.
13. If not using it for a long time, please pull out the plug out of the socket after cutting off the power supply of the machine and drain the remaining water from the drainage outlet, and keep the machine in a dry internal condition.
14. Children using the machine must be accompanied by a guardian.

## PRODUCT INTRODUCTION

Congratulations! You are now the proud owner of the ICE MAKER WATER COOLER from VECYS ! This stylish and high technology allows you to enjoy refreshingly chilled water and ice in no time! Perfect for home, office, school and more!

VECYS originates from AQUART, one of the world's top manufacturers of water dispensers, offering the most comprehensive range of water dispensers. With technological advancements, we have developed new 2-in-1 and 3-in-1 water dispensers based on traditional designs. The 2-in-1 model features both cold water and ice-making functions, while the 3-in-1 model offers cold water, hot water, and ice-making capabilities.

**Congratulations! You now own a VECYS 3-in-1 Ice Making Water Cooler, model BYCZ565. Here's a quick overview of this product's highlights:**

### What is a 3-in-1 Water Dispenser?

VECYS BYCZ565 represents the latest technological upgrade in water dispensers available on the market, requiring strong technical expertise for its production. It's called 3-in-1 because it combines the functions of providing cold water, hot water, and ice. These three functions can operate simultaneously to meet your various needs.

### Powerful Ice Making Capability

This water dispenser features a built-in ice maker that rivals or even surpasses most countertop ice makers on the market. In conditions with a temperature of 77°F, it can produce up to 27 pounds of ice daily. Every 6-8 mins, it churns out a batch of 9 ice cubes. This machine easily meets the ice demands of you and your family for daily cold beverages.

Note: Ice should be used promptly after production, as this is not a freezer and the ice will melt once made.

### Safe and Easy to Operate:

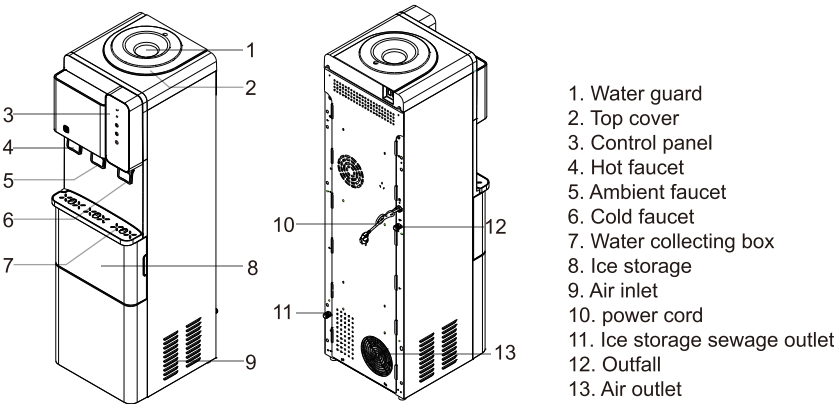
Our hot water feature is equipped with a child safety lock design to prevent accidental scalding. Operating it is straightforward; even if you were to gift this 3-in-1 water dispenser to an elderly person, they would quickly learn how to use it.

### Efficient and Energy-Saving Design:

Our water dispenser's ice-making mechanism doesn't rely on electronic refrigeration but instead features a high-performance compressor, ensuring superior efficiency. This design, coupled with professional manufacturing processes, guarantees outstanding and stable product performance.

***In the scorching heat of summer, whether for yourself or your family, owning a water dispenser that can simultaneously produce ice cubes and cold water is a joyous affair. Not only does it make accessing water more convenient, but it also saves you money and indoor space!***

## PARTS & SPECS



### NOTE:

1. Due to ongoing product development, parts are subject to change without notice.
2. The spare parts apart from the main machine is consumables, when they are missing or need replacement, please contact us.

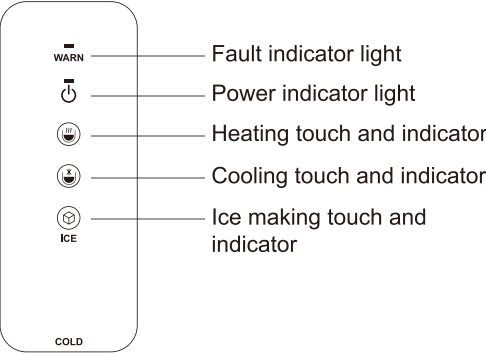
## TECHNICAL PARAMETERS

MODEL	BYCZ565
CLIMATE	ST
VOLTAGE/FREQUENCY	115V / 60Hz
HEATING POWER	500W
ICE MAKING / COOLING WATER CURRENT	2.0A
DEICING CURRENT	2.3A
HEATING CAPACITY	≥90℃ 5L/h
COOLING CAPACITY	≤10℃ 3L/h
ICE CAPACITY	13kg/24h
REFRIGERANT/VOLUME	R134a/72g
NET WEIGHT	18kg
TEST TEMP	WATER TEMP 25℃ ENVIRONMENT TEMP 25℃

Note: The data above are for general reference only, they will vary due to ongoing product development, season using environment, situation and temperature conditions.



CONTROL PANEL



HOW TO USE

Tips before using

- 1.Remove all packaging, open the door to check the accessories, if any accessories are missing, please contact customer service; refer to the manual for machine functions and precautions for use.
- 2.Place the machine in a cool place away from heat sources and radiation, with good ventilation around the machine, place the machine horizontally and ensure that there are at least 16cm gaps on both sides and the back.
- 3.The location where the machine is placed has a suitable outlet to power on.

When using

Standby

After the machine is powered on, the buzzer will beep once, the power indicator will be on, and the machine will enter standby.

Hot water function:

Press the heating touch, the buzzer will beep once, turn on the hot water function, and the hot water indicator will flash; when the water temperature reaches the set requirement, the hot water indicator will be on; if you need to turn off the hot water function, press the heating touch again, the hot water indicator will go out, and the hot water function will be turned off.

Cold water function:

Press the cooling touch, the buzzer will beep once, turn on the cold water function, and the cold water indicator will flash; when the water temperature reaches the set requirement, the cold water indicator will be on; if you need to turn off the cold water function, press the cooling touch again, the cold water indicator will go out, and the cold water function will be turned off.

Ice-making function:

Press the ice-making touch, the buzzer will beep once, the ice-making indicator flashes, the ice making function is on, and the ice-making time is about 10 minutes per cycle. When the ice-making indicator is always on, it means the refrigerator is full, ice making is suspended; remove the ice cubes in the box, and the machine restarts the ice-making function; if you need to turn off the ice-making function, press the ice-making touch, the ice-making indicator will go out and the ice-making function will be turned off.

Very important reminder:

- 1.Do not turn on the heating without adding water, which will cause the machine to dry burn!
- 2.When the cold water and ice making functions are turned on at the same time, the machine will make cold water first, and then enter the ice making mode. Therefore, if you want to get ice cubes quickly, you can turn off the cooling water function first.

**Attention: The above reference time depends on the actual ambient temperature and water temperature. In addition, this machine is not a freezer, please enjoy ice cubes as soon as possible.**

## TROUBLESHOOTING

Fault phenomenon	Fault cause	Fault treatment
The warn indicator is on, and the hot water indicator flashes quickly	Hot water temperature sensor short circuit or open circuit	Please contact seller on AMAZON
The warn indicator is on, and the cold water indicator flashes quickly	Cold water temperature sensor short circuit or open circuit	Please contact seller on AMAZON
The warn indicator is on, and the ice-making indicator flashes quickly	Ambient temperature sensor short circuit or open circuit	Please contact seller on AMAZON
The warn indicator is on, the ice box is stuck and cannot be turned over, the ice cubes are connected together	1. The ice evaporator position is too low 2. Ice making cycle time is too long	1. Position up 2. Turn on the machine after 15 minutes of shutdown
Warm water temp is too high	Leaking bucket, Water level is too high	Replace the bucket
The ice making process is normal, but no ice is formed	Ambient temperature or water temperature is too high	Please make ice when the ambient temperature is below 32°C
The warn indicator flashes quickly and the ice making indicator goes out	Ice-making lack of water	Replace the bucket with water
No ice, no cooling water	Leaking or clogged refrigeration system	Please contact seller on AMAZON

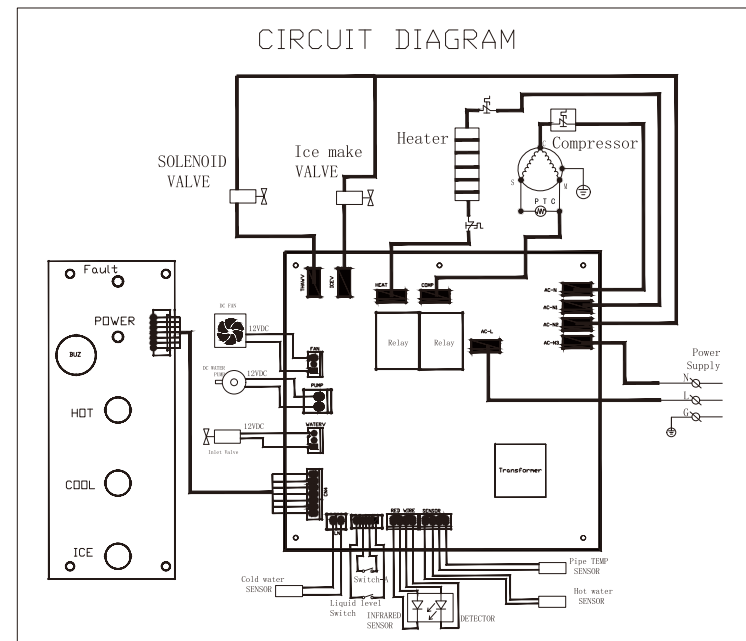
## CARE AND MAINTENANCE

1. Do not use chemicals, such as alcohol. (except wash the evaporator columns with alcohol)
2. Do not use steel ball, hard brush and other tools to clean the surface of the product.
3. Do not expose product's power line and packaging accessories to the sun.
4. Do not tilt the machine to over degrees or turn it upside down, otherwise the cooling system may not work properly.
5. The machine is not been used for a long time, the water inside the water tank should be drained and the water tank should be wiped.

## NON-FAULT DESCRIPTIONS

Situation	Reason
Why doesn't ice making start immediately?	If you turn on the cold water function, the machine will first make cold water, and will start making ice after the cold water is finished.

## ELECTRICAL WIRE DIAGRAM



## WARRANTY

### 30-Day Money-Back Guarantee and a limited-year-warranty

We stand proudly by our products and take pride in our customer service. We warrant that our products will be free from defects in all materials and workmanship (excluding paint and finish) for the Warranty Coverage Period described below. This warranty is extended only to the original consumer purchaser. During the Warranty Coverage Period, we will (at our sole option) replace any defective part or product covered by this warranty when provided with proof of purchase. The replacement will be without charge.

#### Coverage Details:

Warranty does not cover normal wear of parts or damage caused by misuse, abuse, overheating and alteration. No alterations are covered in this warranty. AQUART is not responsible for any loss due to neglectful operation. Furthermore, this warranty does not cover products damaged or rendered defective due to accident, misuse, abuse, modification, water damage, neglect, improper handling or storage, improper maintenance or installation, incorporation of third-party components or exposure to weather, natural disasters such as earthquakes, hurricanes, tornadoes, floods, lightning, fires, or failure to follow instructions for use.

ANY WARRANTIES IMPLIED BY LAW SHALL IN NO EVENT EXTEND BEYOND DURATION OF THIS EXPRESS WARRANTY. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. REPAIR OR REPLACEMENT AS PROVIDED HEREIN IS YOUR EXCLUSIVE REMEDY FOR ANY DEFECTIVE PRODUCT. IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF THE PURCHASE OR USE OF THIS PRODUCT, WHETHER BASED UPON CONTRACT, TORT, STATUTE OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Please keep all original sales receipts from the authorized dealer. Proof of purchase is required to obtain warranty services. Our warranty is limited to all purchases made from VECYS. If you purchased through a different retailer, please contact them directly. (Unauthorized reselling of VECYS products is prohibited.) Any parts or products returned without written authorization will be discarded without notice. To obtain warranty services submit a warranty request by mailing [support@aquart.cn](mailto:support@aquart.cn). We are happy to help and are available Monday-Sunday, between 9 am to 5 pm PST.

Warranty applies to the United States and Canada.

## Exceptions

There is no written or implied performance warranty on AQUART products, as the manufacturer has no control over the installation, operation, cleaning or the maintenance. This warranty will not apply nor will AQUART assume responsibility if your appliance has not been installed, operated, cleaned, and maintained in strict accordance with the owner's manual. This warranty does not cover damage or breakage due to misuse, improper handling or modifications.

Neither AQUART, or authorized AQUART dealer, accepts responsibility, legal or otherwise, for the incidental or consequential damage to the property or persons resulting from the use of this product. Whether a claim is made against AQUART based on the breach of this warranty or any other type of warranty expressed or implied by law, the manufacturer shall in no event be liable for any special, indirect, consequential, or other damages of any nature whatsoever in excess of the original purchase of this product. All warranties by AQUART are set forth herein and no claim shall be made against AQUART on any warranty or representation. For more information regarding specific terms of warranty coverage, email [support@aquart.cn](mailto:support@aquart.cn).

## CONTACT CUSTOMER SERVICE

We strongly encourage you to contact us through the platform where you purchased the product. This facilitates faster communication and ensures a smoother after-sales process.

If you've misplaced the paper version of the manual, you can download the electronic version here: [www.aquartonline.com/pages/manual](http://www.aquartonline.com/pages/manual)