

USER GUIDE & SERVICE MANUAL



Model: UCMT127-SS11A

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[Click on any section below to jump directly there](#)

Table of Contents

Intro

Safety

Safety and Warning

Disposal And Recycling

Installation

Environmental Requirements

Electrical

Service

Warranty

USER GUIDE

WELCOME TO U-LINE

Congratulations on your U-Line commercial purchase. Your product comes from a company with over five decades of premium modular ice making, refrigeration, and wine preservation experience. U-Line continues to be the American leader in refrigeration, delivering versatility and flexibility for multiple applications, including: residential, commercial, outdoor and marine use. U-Line's commercial collection includes reach-in refrigerators and freezers, dispensers, ice machines, undercounter refrigeration and wine, back bar refrigeration, blast chillers and shock freezers, base refrigerators and freezers, and pizza and food prep tables.

U-Line has captivated those who have an appreciation for the finer things combined with exceptional functionality, style, inspired innovations, and attention to even the smallest details. We are known and respected for our unwavering dedication to product design, quality, and selection. Headquartered in Milwaukee, Wisconsin, U-Line has shipped product to five continents for over two decades and is proud to have the opportunity to ship to you.

U-LINE — RIGHT PRODUCT. RIGHT PLACE. RIGHT TEMPERATURE.®

PRODUCT INFORMATION

Looking for additional information on your product? User Guides, Spec Sheets, CAD Drawings, and Product Warranty information are available digitally on u-line.com

PROPERTY DAMAGE / INJURY CONCERNS

In the unlikely event property damage or personal injury is suspected related to a U-Line product, please take the following steps:

1. U-Line Customer Care must be contacted immediately at +1.414.354.0300.
2. Service or repairs performed on the unit without prior written approval from U-Line is not permitted. If the unit has been altered or repaired in the field without prior written approval from U-Line, claims will not be eligible.

GENERAL INQUIRIES

U-Line Corporation
8900 N. 55th Street
Milwaukee, Wisconsin 53223 USA
Monday – Friday 8:00 am to 4:30 pm CST
T: +1.414.354.0300
Email: sales@u-line.com
u-line.com

SERVICE & PARTS ASSISTANCE

Monday – Friday 8:00 am to 4:30 pm CST
T: +1.414.354.0300
Service Email: onlineservice@u-line.com
Parts Email: onlineparts@u-line.com



CONNECT WITH US

Safety and Warning

NOTICE

Please read all instructions before installing, operating, or servicing the appliance.

Use this appliance for its intended purpose only and follow these general precautions with those listed throughout this guide:

SAFETY ALERT DEFINITIONS

Throughout this guide are safety items labeled with a Danger, Warning, or Caution based on the risk type:

DANGER

Danger means that failure to follow this safety statement will result in severe personal injury or death.

WARNING

Warning means that failure to follow this safety statement could result in serious personal injury or death.

CAUTION

Caution means that failure to follow this safety statement may result in minor or moderate personal injury, property, or equipment damage.



Caution: risk of fire, flammable refrigerant, and blowing gas used.

GENERAL PRECAUTIONS

Use this appliance for its intended purpose only and follow these general precautions along with those listed throughout this guide.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with this appliance.

WARNING

Failure to follow all the instructions in this manual can cause property damage, injury, or death.

WARNING

The user must read the information given in this Manual, very carefully, with particular attention to the appropriate precautions for Safety listed in this chapter. The user must follow this list:

- **Keep the refrigerator clean and tidy**
- **Do not remove or alter plaques placed by the Manufacturer**
- **Do not remove or bypass safety systems**
- **Do not touch the equipment with damp or wet hands or feet**
- **Do not touch the equipment with bare feet**
- **Do not insert screwdrivers or anything else between the protective cover and the moving parts**
- **Do not pull the power cable to disconnect the appliance from the power supply**
- **Before cleaning or performing maintenance, disconnect the appliance from the electric power supply by switching off the main switch and removing the plug**

WARNING

Keep all ventilation openings clear of obstruction in the appliance enclosure.

WARNING

Do not store explosive substances, such as aerosol cans, with a flammable propellant in this appliance.

WARNING

Comply with local regulations regarding disposal of the appliance for its flammable refrigerant and blowing gas. Before disposing of the appliance, remove the doors to prevent child entrapment.

WARNING

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

WARNING

The refrigerator must not be used:

- For purposes differing from its intended use
- In an explosive, aggressive atmosphere, or where there is a high concentration of oily substances or powders suspended in the air
- In an atmosphere with a fire risk
- When exposed to bad weather
- With adapters, multiple sockets, or extension leads

WARNING

If repairs or maintenance have to be carried out requiring the removal of the safety devices, all power sources must be switched off. Deactivate the electric plant, turning off the main switch and pulling out the plug. After the work is finished, all safety devices must be re-activated.

WARNING

Do not damage the refrigerating circuit.

WARNING

Do not use electrical appliances inside the food/ice storage compartments unless they are of the type recommended by the manufacturer.

NOTICE

Never install or operate the unit behind closed doors. Be sure front grille is free of obstruction. Obstructing free airflow can cause the unit to malfunction and will void the warranty.

NOTICE

This appliance is intended to be used in commercial and similar applications such as: Communities, restaurants, hotels, retail providers, and similar applications.

GENERAL SAFETY

WARNING

Do not operate this equipment without properly placing and securing all covers and access panels. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Do not use or store gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance. Failure to comply can cause property damage, injury, or death.

WARNING

In the event of a power failure, do not attempt to operate this appliance. Failure to comply can cause property damage, injury, or death.

WARNING

U-Line accepts no responsibility for any situation resulting from work carried out in an unprofessional manner, or from the incorrect interpretation or application of regulations.

WARNING

Repair work must only be performed by U-Line's approved distributors or one of its authorized representatives. U-Line accepts no responsibility for any situation resulting from work performed by untrained and/or unauthorized technicians.

Disposal and Recycling



RISK OF CHILD ENTRAPMENT. Before you throw away your old refrigerator or freezer, take off the doors and leave shelves in place so children may not easily climb inside.

If the unit is being removed from service for disposal, check and obey all federal, state, and local regulations regarding the disposal and recycling of refrigeration appliances, and follow these steps completely:

1. Remove all consumable contents from the unit.
2. Unplug the electrical cord from its socket.
3. Remove the door(s)/drawer(s).

Environmental Requirements

This unit is designed to operate between 45°F (7°C) and 77°F (25°C). For example, this unit will be effective whether you operate it in a cold room or hot kitchen.

Higher ambient temperatures may reduce the unit's ability to reach low temperatures.

For best performance, keep the unit out of direct sunlight and away from heat generating equipment.

In climates where high humidity and dew points are present, condensation may appear on outside surfaces. This is considered normal. The condensation will evaporate when the humidity drops.



Damages caused by ambient temperatures of 40°F (4°C) or below are not covered by the warranty.

Electrical

ELECTRICAL WARNINGS

WARNING

Never remove the round grounding prong from the plug and never use a two-prong grounding adapter.

WARNING

Altering, cutting or removing power cord, removing power plug, or direct wiring can cause serious injury, fire, loss of property and/or life, and will void the warranty.

WARNING

Never use an extension cord to connect power to the unit.

WARNING

Always keep your working area dry.

WARNING

Electrical connections should be performed only by a certified professional. Electrical and grounding connections must comply with the applicable portions of the National Electric Code and/or all local electric codes. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Make sure all facility electrical connections comply with all local and federal electrical code regulations.

WARNING

Electrical connections or any work required on the electrical circuits inside the appliance must be performed by certified technicians in compliance with local, state, and federal regulations.

WARNING

Before connecting the unit to the electrical supply, verify that the electrical and grounding connections comply with the applicable portions of the National Electric Code and/or other local electrical codes. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Before connecting the unit to the electrical supply, verify that the electrical connection agrees with the specifications on the data plate. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Appliance must be connected to a grounded, metal, permanent wiring system. Or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment-grounding terminal or lead on the appliance. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Appliances equipped with a flexible electric supply cord, are provided with a three-prong grounding plug. This plug must be connected into a properly grounded three-prong receptacle. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

If the receptacle is not the proper grounding type, contact an electrician. Do not remove the grounding prong from the plug. Failure to comply with this procedure can cause property damage, injury, or death.

NOTICE

Electrical installation must observe all state and local codes. This unit requires connection to a grounded (three-prong), polarized receptacle that has been placed by a qualified electrician.

ELECTRICAL LOCKOUT/TAGOUT PROCEDURE

WARNING

Before removing any sheet metal panels, always perform the Electrical LOCKOUT/TAGOUT Procedure. Be sure all circuits are disconnected. Failure to comply with this procedure can cause property damage, injury, or death.

WARNING

Before performing any service that involves electrical connection or disconnection and/or exposure to electrical components, always follow the Electrical LOCKOUT/TAGOUT Procedure. Disconnect all circuits. Failure to comply can cause property damage, injury or death.

The Electrical LOCKOUT/TAGOUT Procedure is used to protect personnel working on an electrical appliance. Before performing any maintenance or service that requires exposure to electrical components, follow these steps:

- 1. In electrical box, place appliance circuit breaker into OFF position.**
- 2. Place a lock or other device on electrical box cover to prevent someone from placing circuit breaker ON.**
- 3. Place a tag on electrical box cover to indicate that appliance has been disconnected for service and power should not be restored until tag is removed by maintenance personnel.**
- 4. Disconnect appliance power cord from electrical outlet.**
- 5. Place a tag on the cord to indicate that unit has been disconnected for service and power should not be restored until tag is removed by maintenance personnel.**

The unit requires a grounded and polarized 208 – 220 VAC, 60 Hz, 30A power supply (normal household current). An individual, properly grounded branch circuit or circuit breaker is recommended. A GFCI (ground fault circuit interrupter) is usually not required for fixed location appliances and is not recommended for your unit because it could be prone to nuisance tripping. However, be sure to consult your local codes.

See CUTOUT & PRODUCT DIMENSIONS for recommended receptacle location.

CLEANING AND MAINTENANCE

- **Clean the Condenser Every Six Months**

⚠ CAUTION

Failure to keep the condenser clean can result in permanent damage to the compressor.

The condenser coil is located near the compressor and usually at the bottom of the machine. In order for the condenser to perform efficiently, it must be cleaned about every six months to remove dust and debris and prevent overheating.

- **Deep Clean the Ice Machine Every Six Months**

⚠ CAUTION

Neglecting this cleaning will lead to mold or mildew buildup, cloudy ice, reduced water flow, reduced ice production, and damage to the machine.

⚠ CAUTION

Use only manufacturer-approved, nickel-safe ice machine cleaner and follow all label warnings and directions. Order ice machine cleaner online: www.u-line.com.

Every six months the ice machine requires a thorough cleaning to remove debris from the bin and flush out impurities that accumulates from the water supply; clear, craft, and nugget machines are equipped with a built-in cleaning cycle.

⚠ CAUTION

- **Clean Stainless Steel Surfaces**

Your machine is built with quality stainless steel, but it can still rust when not properly maintained.

- Avoid exposure to outdoor elements such as rain, snow, sprinklers or pool splash.
- Use only a non-chlorine, non-abrasive stainless steel cleaner.
- Inspect the machine for any signs of rust. When spotted early, the rust is only on the surface and can usually be scrubbed off.

SAFE INSTALLATION AND MAINTENANCE

- **Outdoor Operation**

⚠ CAUTION

Only machines designed for outdoor use may be operated outdoors.

- The machine should be installed under cover, to avoid exposure to rain, snow, and direct sun.
- The machine should not be exposed to chlorinated water such as from pool or hot tub splash.
- Do not operate in temperatures below 45°F (7°C) or above 100°F (38°C).

- **Indoor Operation**

- Install where the machine will not be exposed to direct sunlight - especially if the appliance a glass door.
- Do not install the machine where it will be exposed to chlorinated water such as from an indoor pool or hot tub splash.
- Do not operate in temperatures below 50°F (10°C) or above 100°F (38°C).

- **Location and Ventilation**

- Do not block the grille on the front base of the machine; proper airflow is essential to cooling.
- Do not operate the appliance inside a cabinet; it has been designed to operate under a counter or free-standing (certain models only).

- **Proper Sealing - Beverage Dispensers**

- If not sealed properly, excessive condensation, limited cooling, and damage to the machine will occur. When correctly installed, the insulation should extend from within the refrigerator, through the counter, and into the tap tower.

ELECTRICAL AND DRAINAGE REQUIREMENTS

- **Operate With a Safe Electrical Connection**

⚠ CAUTION

Only operate the appliance on a dedicated circuit to avoid power fluctuations and overloads.

- Do not use an extension cord. Only the supplied power cord directly connected to an outlet ensures that the machine will safely receive adequate power. Extension cords can become unplugged accidentally, overheat, or become damaged. Improper electrical connection will void the warranty.

- **Operate With Proper Drainage**

If your appliance requires a drain hookup consult a plumber for proper installation. Improper drainage can cause damage to the machine as well as its surroundings. Improper drainage will void the warranty.



Middleby Refrigeration Limited Warranty

THREE YEAR LIMITED PARTS & LABOR WARRANTY – Viking Commercial and U-Line Commercial

For three years from the date of shipment from the factory this warranty covers all parts and labor to repair or replace any part of the referenced Middleby Refrigeration product (the “Equipment”) that under normal use proves to be defective in materials or workmanship. This warranty is conditioned upon you promptly notifying Middleby Refrigeration of any claims, and providing Middleby Refrigeration with all data and information requested by Middleby Refrigeration or its service agents in connection with such claims as well as all necessary access to your premises and the Equipment. All service provided by Middleby Refrigeration under the above warranty must be performed by a Middleby Refrigeration factory authorized servicer and dispatched from the factory, unless otherwise specified by Middleby Refrigeration. Warranty labor is provided at straight time only.

LIMITED FIVE YEAR SEALED SYSTEM PARTS WARRANTY – Viking Commercial and U-Line Commercial

For five years from the date of original purchase, Middleby Refrigeration will cover the following parts only(no labor) if they prove to be defective under normal commercial use: compressor.

WARRANTY TERMS

These warranties apply only to Equipment installed in any one of the fifty states of the United States, the District of Columbia, or the ten provinces of Canada. The Equipment must be installed, operated, and maintained in accordance with Middleby Refrigeration Brand User, Installation and Service Guides, copies of which were provided to you with the Equipment or otherwise will be furnished to you upon request. Further, this warranty applies only to Equipment shipped from the Middleby Refrigeration facility after July 1, 2025 and purchased from an authorized dealer.

Except as provided in the Limited Warranty above, the Equipment is provided “as-is”. Middleby Refrigeration disclaims all other warranties, express, statutory or implied, including without limitation, the implied warranties of title, non-infringement, merchantability and fitness for a particular purpose. Middleby Refrigeration does not warrant that the Equipment will meet your specifications or needs. You acknowledge that you are solely responsible for the selection of the Equipment and determining the suitability of the Equipment for your needs. The warranties only apply to the original purchaser and are non-transferable. Service must be dispatched from Middleby Refrigeration to be eligible for warranty coverage. The warranties apply to units operated outside only if designed for outdoor use by model and serial number. Replacement water filters, light bulbs, and other consumable parts are not covered by these warranties. In-home/business instruction on how to use your product is not covered by these warranties. Food, beverage, and medicine loss are not covered by these warranties. Use of non OEM parts will void this warranty.

If the Equipment is located in an area where Middleby Refrigeration factory authorized service is not available, you may be responsible for a trip charge or you may be required to bring the Equipment to a Middleby Refrigeration factory authorized service location at your own cost and expense.

Units purchased after use as floor displays, and/or certified reconditioned units, are covered by the limited one year warranty only and no coverage is provided for cosmetic defects.

To maintain warranty coverage, all preventative maintenance procedures outlined in the Use and Care Manual must be followed.

Signal issues related to Wi-Fi connectivity are not covered by these warranties.

Equipment that is not installed, operated and maintained in accordance with Middleby Refrigeration’s Use and Care Manual or other written materials provided to you by Middleby Refrigeration or available for the Equipment (as may be updated by Middleby Refrigeration from time to time, the “Manual”), a copy of which is provided to you with the Equipment or otherwise will be furnished to you upon request, is excluded from this warranty. This warranty does not apply to damage or failure which results, in



Middleby Refrigeration's or its service agent's sole opinion, from failure to provide a suitable installation and operating environment (including power and HVAC if applicable) and facilities as prescribed by the Manual, misuse, abuse, accident or improper use, neglect, power failure or power surges (over or under voltage), or to damage or failure from flood, fire, lightning or other natural or man-made disasters, or other Acts of God, or to Equipment that has missing or altered serial numbers.

Modifications and Repair: Equipment that has been modified or altered by persons other than Middleby Refrigeration's or its service agents, or Equipment that has had non-approved devices or connection items attached thereto, is excluded from coverage under this warranty. Repair of the Equipment by anyone other than Middleby Refrigeration's or its authorized service agents will void all warranties on the Equipment.

Accessories: Accessories and parts (collectively "Accessories") that are consumed in the normal course of Equipment operation or maintenance are excluded from this warranty. Failure of or damage to Equipment or components from the use of non-approved cleaning chemicals, devices or processes is also excluded from this warranty.

Warranty Service, Exclusive Remedy

Middleby Refrigeration will be solely responsible for determining whether or not the Equipment or any component thereof is defective. Defective components covered by this warranty will be repaired or replaced at Middleby Refrigeration's option without charge to you and such repaired or replacement components will be covered by this warranty for the balance of the Warranty Period. Parts used in the repair of defective components and replacement components may be new, recovered or rebuilt. At its sole option, Middleby Refrigeration may decide to replace defective Equipment covered by this warranty with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment will be covered by this Limited Warranty for the balance of the Warranty Period. Defective Equipment and components will become the property of Middleby Refrigeration. This paragraph states Middleby Refrigeration's sole and exclusive obligation and liability and your sole and exclusive remedy under this warranty. Middleby Refrigeration shall not be responsible for a failure to provide warranty services due to causes beyond Middleby Refrigeration's or its service agents' control.

Warranty Claims

Claims under this warranty must be reported to Middleby Refrigeration under such reporting service as Middleby Refrigeration may designate. Upon receipt of the claim and related information and preliminary verification that the claim is valid, Middleby Refrigeration will promptly notify an authorized service agent to contact you and arrange for an on-site repair visit during the service agent's normal working hours. Any costs incurred by Middleby Refrigeration or its service agent associated with a service agent being refused or unable to gain access to the Equipment on your premises, or a claim not covered by this warranty, will be charged to you.

Disclaimer of Damages

Middleby Refrigeration disclaims all incidental, special and consequential damages, including but not limited to loss of use, lost revenue or profits, or substitute use, suffered by you or any third party, whether arising in contract, tort (including negligence), or otherwise, resulting from any breach by Middleby Refrigeration or its service agents of this warranty, or resulting from the manufacture, use, or defects, of or in the Equipment, even if Middleby Refrigeration was apprised of the possibility of such damages.

Customer Indemnity

You agree to indemnify, defend and hold Middleby Refrigeration harmless from all third party claims, demands, judgments, fees and costs directly or indirectly arising out of or related to your use of the Equipment. You further agree to indemnify and hold Middleby Refrigeration harmless from any incidental, consequential or special damages suffered by you, including lost revenue or profits, loss of use, or substitute use, during periods of Equipment failure or loss of use.

Governing Law, Entire Warranty



This warranty shall be governed and construed in accordance with the laws of the State of Michigan, USA (except with respect to its provisions regarding conflicts of laws). The warranty described herein is the complete and only warranty for Equipment and supersedes all prior oral or written agreements and understandings that may have existed between us relating to Equipment warranties. The terms of this warranty may not be altered, amended or modified except by a signed writing from Middleby Refrigeration. Any purported alteration, amendment or modification by a service agent or anyone else will not be enforceable against Middleby Refrigeration.

Charges for Non-Warranty Service or Rejection of Service Visit

In the event that repairs, replacement or service are provided by Middleby Refrigeration's service agents for work not covered by this limited warranty, customer agrees to pay the service agent directly according to the service agent's normal scale of charges. In the event Middleby Refrigeration is invoiced by the service agent for services not covered under this extended warranty, Middleby Refrigeration will invoice customer and customer will pay such invoice based on terms of net 10 days. Customer also agrees to pay any cost incurred by Middleby Refrigeration or its service agent associated with a service agent responding to a call for service, but then being refused or unable to gain access to the Equipment on Customer's premises. Failure to submit payment may, at Middleby Refrigeration's discretion, result in Middleby Refrigeration voiding the balance of the warranty. In no event will Middleby Refrigeration authorize service to a customer with an outstanding Non-Warranty invoice.

For parts and service assistance, or to find factory authorized service near you, contact Middleby Refrigeration at 616.754.5601.