

# VEVOR

**Upgrade · The Home Creator Way**

## **COMMERCIAL SLUSH MACHINE**

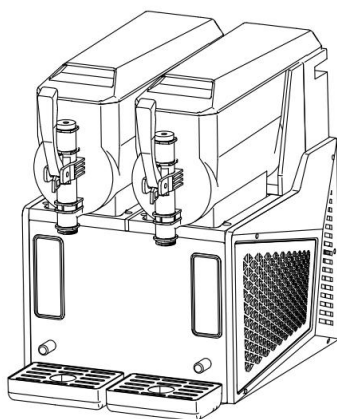
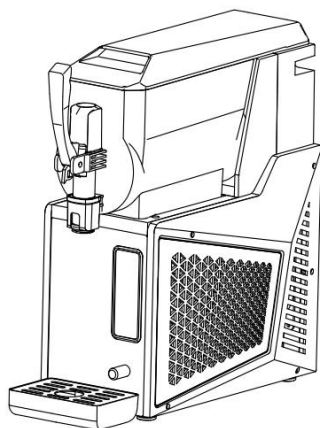
**MODEL:X-30 X-40 X-60 X-80**



**VEVOR Support Center**

|   |              |                                                                                     |    |              |                                                                                      |
|---|--------------|-------------------------------------------------------------------------------------|----|--------------|--------------------------------------------------------------------------------------|
| 1 | X-30<br>(US) |    | 7  | X-80<br>(US) |    |
| 2 | X-30<br>(EU) |    | 8  | X-80<br>(EU) |    |
| 3 | X-40<br>(US) |    | 9  | X-80<br>(AU) |    |
| 4 | X-40<br>(EU) |    | 10 | X-60<br>(US) |    |
| 5 | X-40<br>(AU) |  | 11 | X-60<br>(UK) |  |
| 6 | X-60<br>(EU) |  |    |              |                                                                                      |

**MODEL:X-30 X-40 X-60 X-80**



This is the original instruction, please read all manual instructions carefully before operating. VEVOR reserves a clear interpretation of our user manual. The appearance of the product shall be subject to the product you received. Please forgive us that we won't inform you again if there are any technology or software updates on our product. there are any technology or software updates on our product.



**Warning-**To reduce the risk of injury, user must read instructions manual carefully.



**CAUTION:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment!

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This product may cause harmful interference.
- 2) This product must accept any interference received, including interference that may cause undesired operation.

**WARNING:** Changes or modifications to this product not expressly approved by the party responsible for compliance could void the user's authority to operate the product.

**Note:** This product has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This product generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the product off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the distance between the product and receiver.
- Connect the product to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for assistance.



This product is subject to the provision of European Directive 2012/19/EC. The symbol showing a wheeled bin crossed through indicates that the product requires separate refuse collection in the European Union. This applies to the product and all accessories marked with this symbol. Products marked as such may not be discarded with normal domestic waste, but must be taken to a collection point for recycling electrical and electronic devices.

## IMPORTANT SAFETY CAUTIONS

### 1.General Safety Precautions

Please read these instructions carefully before using the product.

- ① Avoid using the product outdoors. Exposure to rain could potentially cause electrical leakage or electric shock.
- ② Never place the product where it can get wet or splashed with water. If the insulation material gets damaged, it might cause electrical leakage or even electric shock.
- ③ Never directly spray water onto the product. Moisture on the product could lead to electric shock or a short circuit.
- ④ Make sure you don't pour any volatile or flammable liquids into the tank(s) of the product. Containers or areas where these substances are kept could lead to explosions or fires.
- ⑤ Only trained engineers or maintenance staff should install the product. Trying it yourself could cause gas or liquid leaks, electric shocks, or fires.
- ⑥ Never insert metal objects like iron needles or wires into any vents in the product. Doing so could result in electric shock or personal injury from accidental contact with moving parts.
- ⑦ Make sure to place the product on a stable, solid surface. Unstable ground could cause damage if the product tips over or falls.
- ⑧ Always use the designated power supply stated on the product label. Using extension sockets could cause a fire.

- ⑨Make sure to firmly plug the power plug into the socket after removing any dust. Dusty sockets or improper insertion could result in a fire.
- ⑩Use a socket with a ground connection to avoid electric shock. In case there is no grounded socket, the grounding device must be assembled by qualified engineers and technicians, and the socket should be easily accessible.
- ⑪Avoid using the product in areas with high sulfuric acid content, such as hot springs, or in high-salt environments like bays, as this may lead to internal corrosion and potential product failure.
- ⑫Do not damage the cooling circuit.
- ⑬If any malfunction occurs with the product, please disconnect the power plug. Continued abnormal operation may result in electric shock or fire.
- ⑭Please avoid damaging, processing, bundling, stretching, bending, or twisting the power cord forcibly. Otherwise, it may lead to damage, electric shock, or a fire hazard.
- ⑮Make sure there are no obstructions near the appliance and avoid blocking the ventilation openings.
- ⑯Before cleaning, maintaining, or inspecting the product, disconnect the power supply to prevent electric shock or personal injury.
- ⑰If certain models use combustible refrigerants and flammable foaming agents, caution should be taken to prevent fire hazards. In case of product abnormalities, it must be repaired by qualified personnel or institutions.
- ⑱This product is not intended for use by individuals with physical weaknesses, slow responses, or mental disorders (including children), unless under the guidance or supervision of a guardian. Children should be supervised to prevent them from playing with the product.

## **2. Electrical Safety Precautions**

- ①Please check the recommended voltage range from the renowned brand for the slush machine. If your power voltage is not within this range, please purchase a voltage regulator of more than 2000W by yourself.
- ②Ensure proper grounding; avoid connecting the ground wire to a water pipe or a gas pipe.

- ③To protect the compressor, wait 10 minutes after a power outage before restarting the slush machine.
- ④Avoid using the same socket for other electrical appliances.
- ⑤For damaged power cords, rely on manufacturer-assigned personnel or qualified professionals for replacement to prevent hazards.
- ⑥The electric control system of this product operates above 36V; please do not access or touch the control system when the machine is in use. Seek manufacturer assistance or qualified technicians for maintenance.

### **3.Warnings**

- ①Avoid operating the product if there's a gas leak in its location. Sparks from unplugging or starting/stopping the machine could ignite a fire. Cut off the power, open windows, and allow for proper air circulation in such situations.
- ②Always use a grounded plug for the product to prevent electric shock in case of leaks.
- ③Avoid using water pipes as grounding terminals since plastic pipes are commonly used in plumbing and may not provide proper grounding.
- ④Do not ground the product through gas pipes as this may lead to significant risks.
- ⑤Never ground the product through telephone lines or lightning protection. During thunderstorms, the potential for generating high currents makes this grounding method extremely hazardous.
- ⑥When placing the product in a damp environment, it's essential to install a circuit breaker and ground the machine. The circuit breaker should be installed in the power cord. For further guidance, it's advisable to seek advice from the retailer or an electrical technician.
- ⑦Ensure to install a disconnect switch.
- ⑧Ensure that nothing falls into the area where the product is stored.

### **4.Environmental Conditions**

This product is designed in accordance with the following conditions:

- ①Intended for indoor use.

- ② Operable at elevations not exceeding 2000 meters.
- ③ Operating within an ambient temperature range of 10°C/50°F to 32°C/89.6°F.
- ④ When the temperature is not higher than 31°C/87.8°F, the maximum relative humidity is 80%. The maximum relative humidity decreases linearly with the increase of temperature.
- ⑤ The main power supply's voltage fluctuation should not exceed  $\pm 10\%$  of the rated voltage.
- ⑥ In line with the equipment installation level (over voltage level) transient over voltage.

This apparatus is used for similar purposes such as:

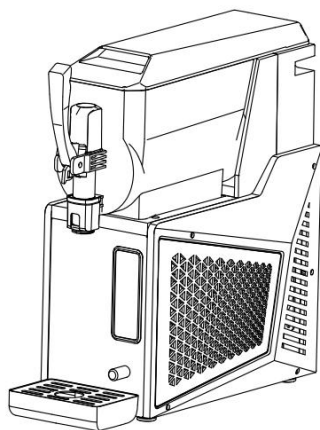
- The kitchen area of a store, office or other workplace.
- Customers of farms and hotels, motels and residential
- Catering and similar non-retail applications.

## **5. Installation Precautions**

- ① Requirements for transportation and movement:  
Maintain the box upright and limit the inclination to a maximum of 45°; avoid inverting or laying it horizontally.
- ② To operate the product correctly and get the best performance, please place it in an environment that meets the following conditions:
  - On a solid and level surface
  - Stay away from the place where the heat source is generated. Avoid putting the machine near the heat sources, such as gas flames or stoves, as the heat can diminish the machine's cooling efficiency.
  - Avoid direct sunlight. Prevent direct exposure to sunlight, which can lead to operational abnormalities and shorten the machine's lifespan.
  - In a dry area. Keep the machine in a dry area and avoid placing it near wet areas, such as faucets or sinks.

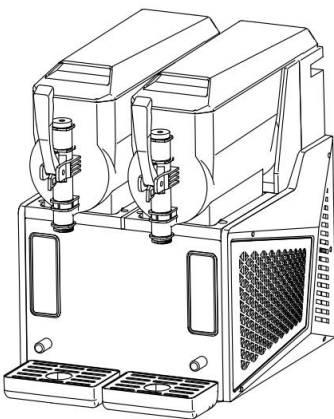
## **SAVE THESE INSTRUCTIONS**

# WHAT 'S IN THE BOX

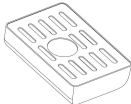
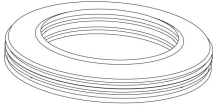
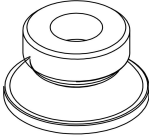


**X-30 X-40**

or

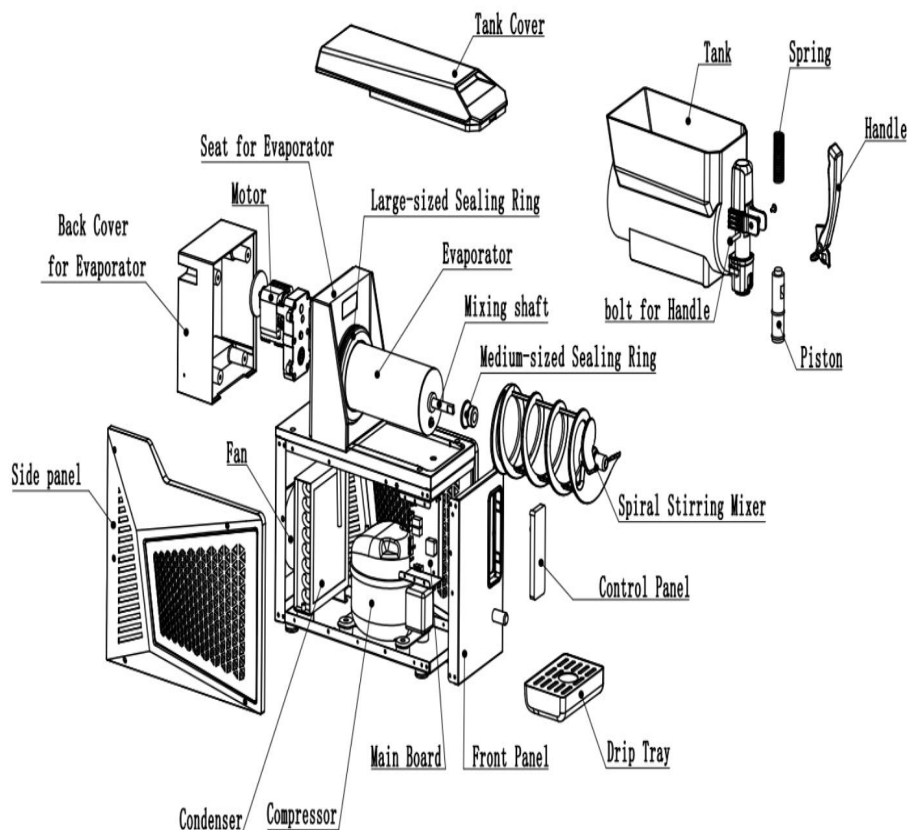


**X-60 X-80**

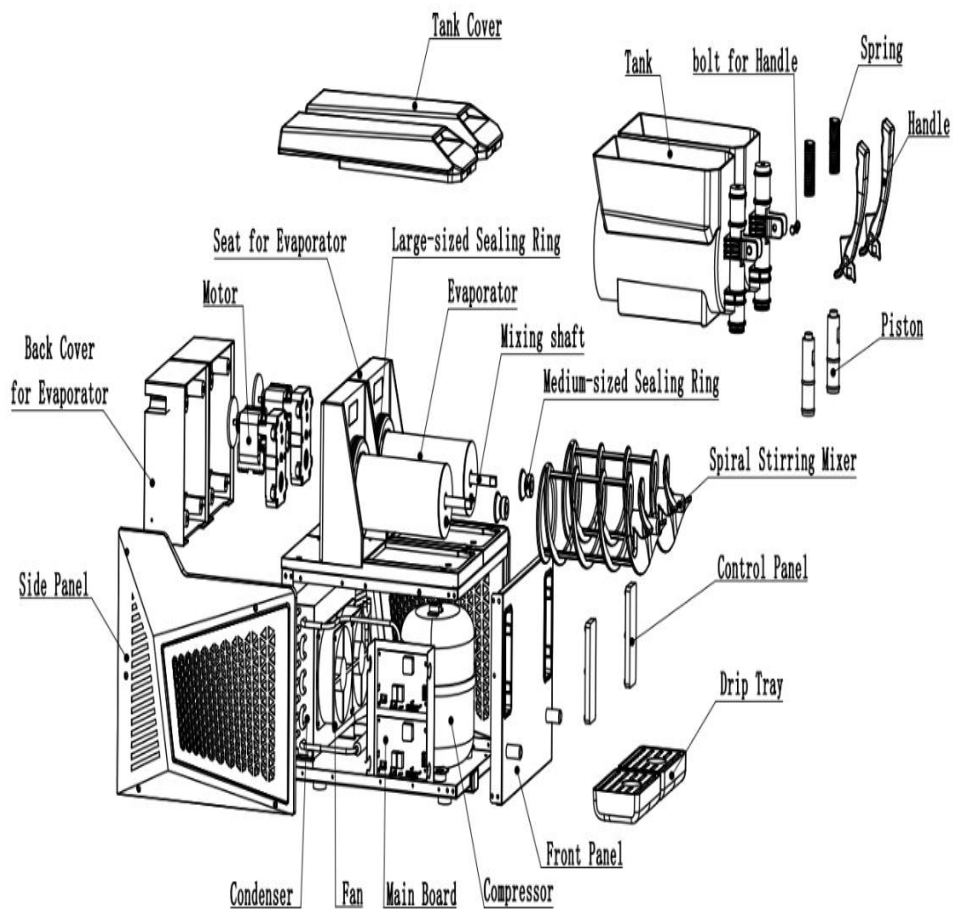
|                                                                                     |                                                                                    |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|    |   |
| Drip Tray(1 for X-30, X-40, 2 for X-60, X-80)                                       | Spare Mini-sized Sealing Ring<br>(1 for X-30, X-40, 2 for X-60, X-80)              |
|  |  |
| Spare Large-sized Sealing Ring<br>(1 for X-30, X-40, 2 for X-60, X-80)              | User Manual                                                                        |
|  |                                                                                    |
| Spare Medium-sized Sealing Ring (1 for X-30, X-40, 2 for X-60, X-80)                |                                                                                    |

# KNOW YOUR SLUSH MACHINE

## 1.X-30,X-40



## 2.X-60,X-80



## Function Description

### 1.Control Panel



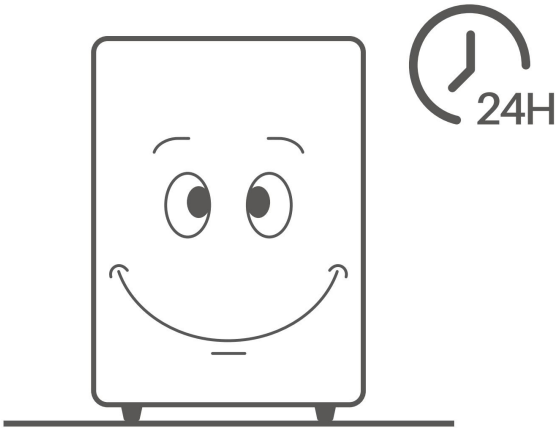
### 2.Button Descriptions:

Eleven touch keys: Plus key (+), Minus key (-), Power key, Start/stop key, Rinse key, Milkshake & slush key, Daily Beverage slush key, Alcoholic slush key, Frozen Juice slush key, Coffee slush key, and Custom (Temperature) slush key.

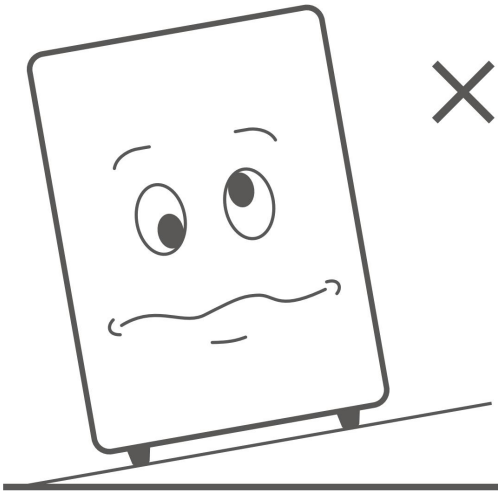
## PREPARATION

1.Upon arrival of the slush machine, remove all the packaging materials and place it on a flat level surface. Let it sit quietly for 24 hours to allow the

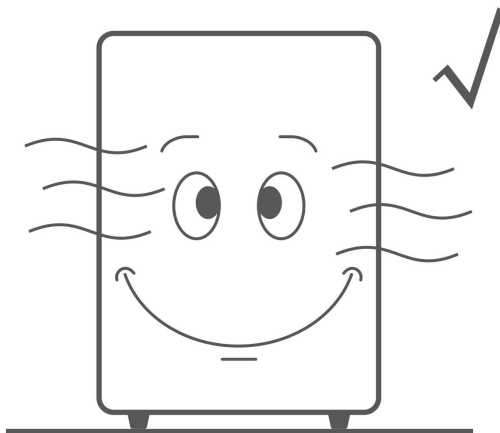
compressor's lubricating oil to settle before use. Failure to do so may result in easy damage to the compressor.



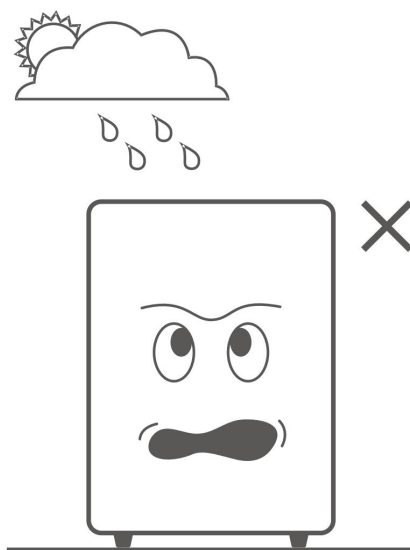
\*Ensure the slush machine is positioned on a flat and level surface.



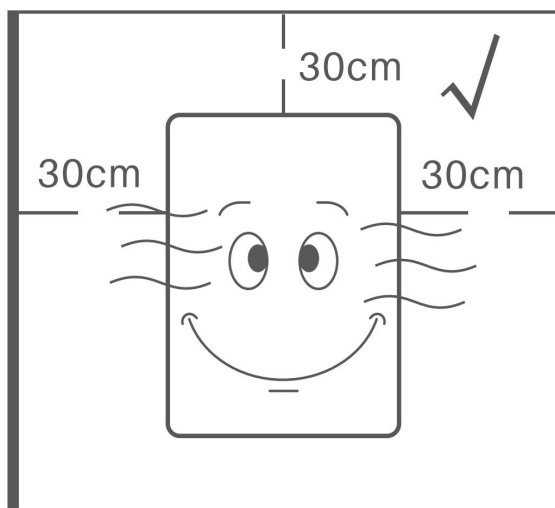
\*Place the machine in a well-ventilated room to facilitate air circulation for its cooling system.



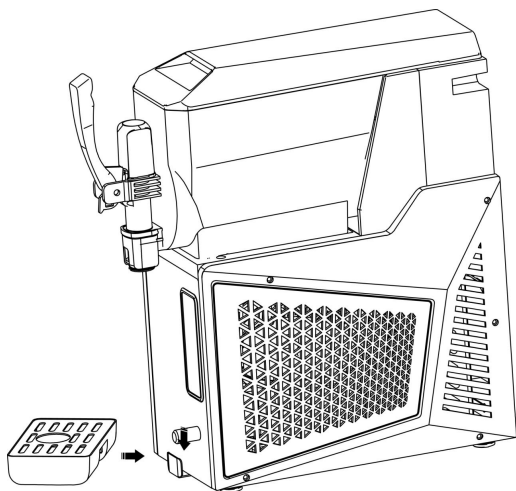
\*Avoid exposure to direct sunlight,rain,extreme temperatures,or heat sources.



\*Maintain at least 30cm of space around all sides of the machine for proper ventilation.



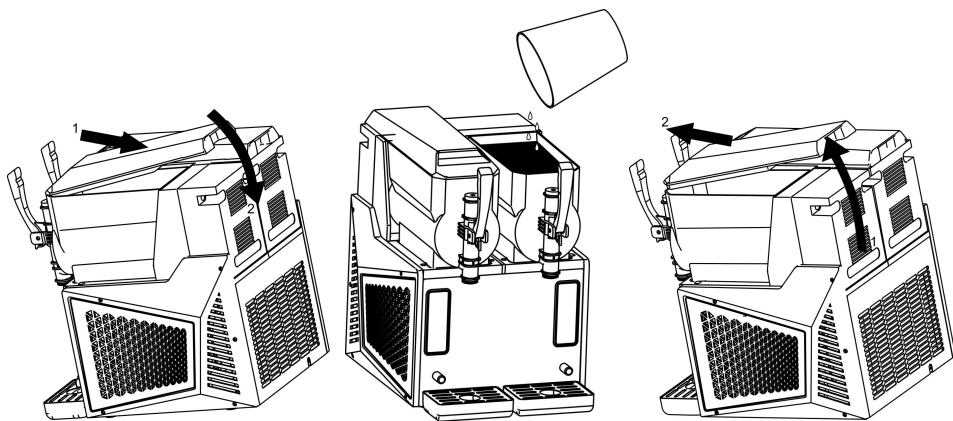
2.Install the drip tray(s) into the designated slots in the slush machine.



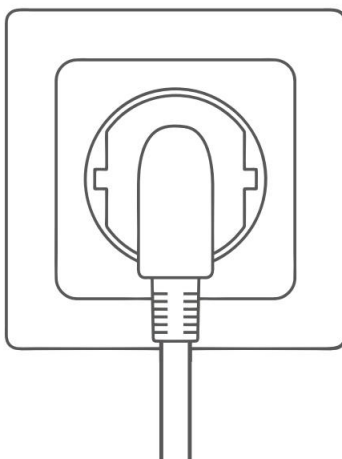
3.Clean the slush machine before the initial use.

**Step 1:**

Open the tank cover(s), pour an adequate amount of cleaning water into the tank(s) using a container, and securely close the tank cover(s). Ensure the water level does not exceed the indicated maximum level marked on the tank(s).

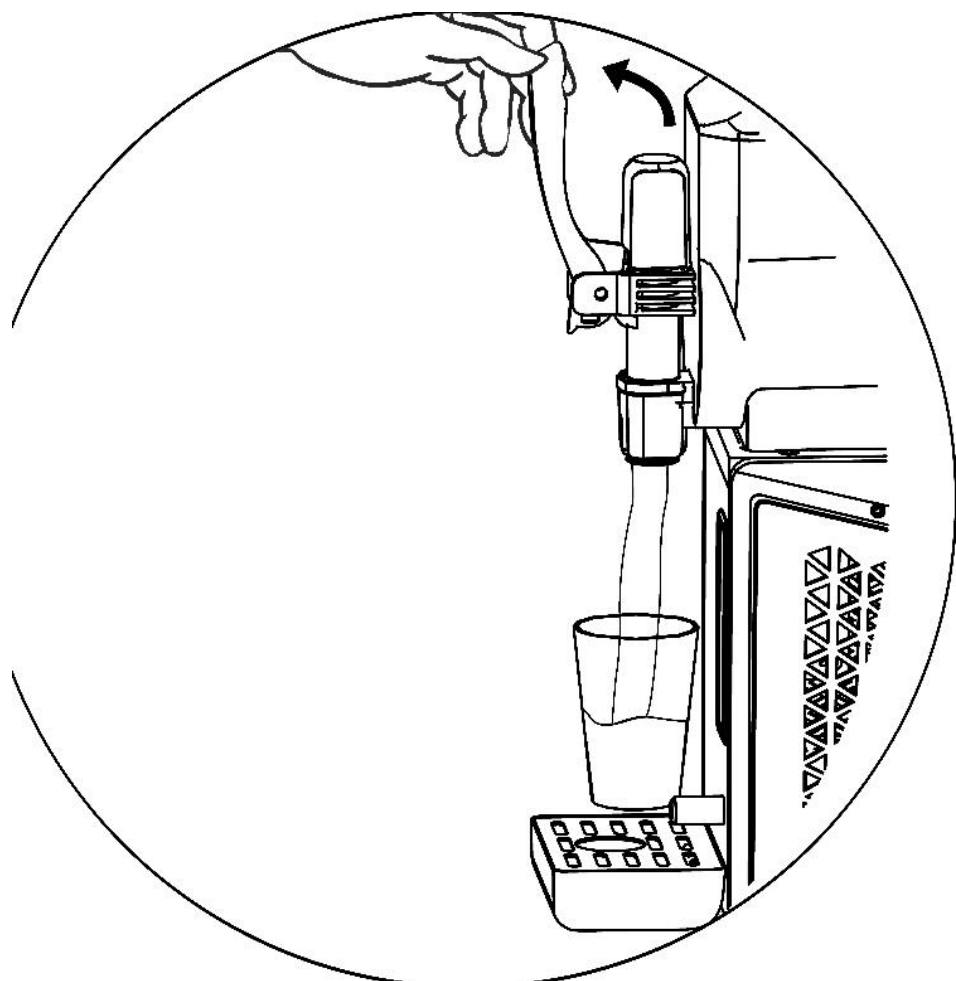
**Step 2:**

Connect the slush machine's power cord .



**Step 3:**

Press the mixing button to allow the machine to stir for approximately 5 minutes. Then use a container to drain the water by pulling the dispensing handle.

**★ Tips:**

\*Avoid pouring water directly onto the machine to prevent damage.

\*If the machine remains unused for an extended period, run it for 4 to 6 hours monthly.

**Step 4:**

Turn off the power switch and unplug the machine to make it ready for slush making.

**Note:**

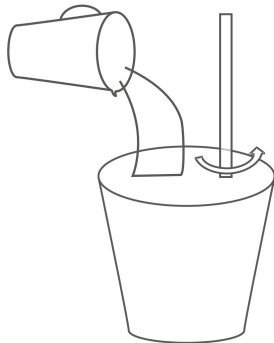
Repeat steps 1 to 4 at least 2-4 times to thoroughly clean the slush machine.

**OPERATION GUIDE**

Never power on the slush machine before pouring the ingredients into the tank(s).

**Preparing Ingredients****Step 1:**

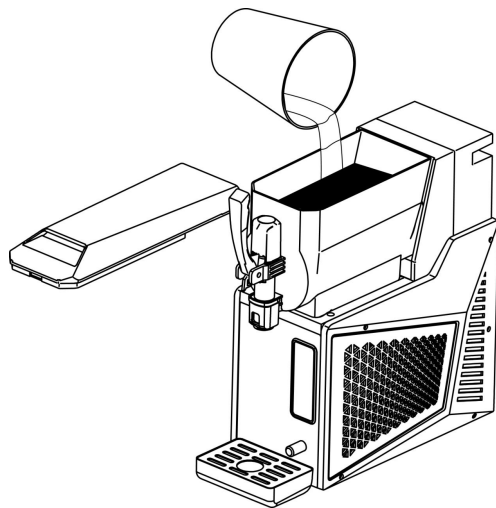
Dilute the concentrate as per the manufacturer's instructions in a suitable container. Ensure a minimum sugar content of 6% to prevent potential machine damage.



> **6 % Sugar**

**Step 2:**

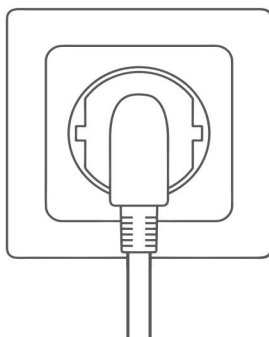
Open the tank cover, pour the diluted concentrate into the tank, and securely close the cover.

**Notes:**

- ① Pour concentrate only when the machine is turned off or unplugged.
- ② Avoid pouring hot liquids exceeding 24°C/75.2°F into the tank.
- ③ Maintain the liquid volume within the indicated minimum and maximum levels on the tank.
- ④ Avoid inserting any body parts into the machine while it's operational.

**Power Connection**

Plug the power cord into a suitable socket.



## Operating Instructions:

1. When the power plug is not inserted, the control panel remains completely dark. After inserting the plug, a "beep" sound accompanies the power-on process. At this point, the "  " icon glows dimly, while all other icons and indicator lights remain off—this is the powered-on state.
2. Briefly press the "  " key; a "beep" sound accompanies the startup, and the screen lights up. If the power switch "  " icon is pressed briefly again or no operation is performed for 5 minutes, a "beep" sound accompanies the return to the powered-on state.
3. After pressing the power switch to start up, all icons light up except for the "+", "-", "  ", "smoothie gear indicator bar", and "digital display".

When no function icon is selected, the "+", "-", and "  " keys are inactive and remain unlit.

### 4. Selecting a working mode:

Touch the desired function icon, and the buzzer will emit a "beep" sound.

Without pressing the "  " key, you can toggle between function icons by touching them. The selected function icon flashes, while unselected icons remain steadily lit. When the selected function allows parameter adjustment via +/- keys, the "+", "-", smoothie gear indicator bar remain steadily lit, and the digital display turns off. If a function has already been started by

pressing the "  " key and you wish to switch to another function, first

press the "  " key to pause, then touch the desired function icon to switch,

and finally press the "  " key again to start the new function.

## 5. Cleaning Function (Single Mixing Mode):

Touch the “” button; the “” icon flashes. The “” icon and “Digital Countdown Timer” light up; “+”, “-”, and “Slush Level Indicator Bar” turn off. All function icons remain steadily lit.

Touch the “” button again (with a "beep") to start the mixing motor.

Only the “”, “”, and “” icons remain lit. The Digital Display shows a 5-minute countdown. Other icons turn off. After count down, a "beep" sounds, the motor stops, and the system enters standby. Only the “” icon remains lit.

## 6. Custom Slush Temperature Mode (User-Defined):

Touch “ CUSTOM MADE” button; “ CUSTOM MADE” icon flashes. The Slush Level Indicator Bar turns off; “+”, “-”, and “” icon remain lit. The Digital Display (888) flashes.

Press “+” to increase temperature or “-” to decrease (hold for rapid adjustment). Range: -10°C/5°F to 10°C/50°F. The Digital Display flashes and shows the set value.

Press Start to begin (compressor, condenser fan, and mixing motor activate). The Digital Display(888) shows real-time temperature steadily,

and “ CUSTOM MADE” icon remains lit, and “Slush Level Indicator Bar” turn off. When the material temperature reaches the set value, it switches to ICE mode. After completion, all components stop, and the system returns to standby.

## 8. Slush Function (Excluding Custom Temperature Mode):

### 8.1 Operation:

Similar to Custom Temperature Mode, but adjustments are made via gear levels instead of specific temperatures.

The temperature parameters for each function are as follows. Five

parameters correspond to the five indicator lights on the "Slush Gear Indicator Bar," and the selected parameter is displayed on the digital screen (five parameters correspond to five gear levels. For example, in Milkshake Slush mode, selecting -3.0°C will illuminate three indicator lights, while selecting -3.5°C will illuminate four indicator lights):

Definition of Celsius Temperature (Target Temperature  $\pm 0.3^{\circ}\text{C}$ ):

Milkshake & slush (Default Gear 3): -2.0、-2.5、-3.0、-3.5、-4.0

Daily Beverage slush (Default Gear 3): -1.5、-2.1、-2.5、-3.0、-3.5

Alcoholic slush (Default Gear 3): -7.0、-7.5、-8.0、-8.5、-9.0

Frozen Juice slush (Default Gear 3): -1.6 -2.1、-2.5、-2.8、-3.2

Coffee slush (Default Gear 3): -1.3、-1.7、-2.1、-2.5、-2.8

**Definition of Fahrenheit Temperature (Target Temperature  $\pm 0.5^{\circ}\text{F}$ ):**

Milkshake & slush (Default Gear 3): 28.4、27.5、26.6、25.7、24.8

Daily Beverage slush (Default Gear 3): 29.3、28.2、27.5、26.6、25.7

Alcoholic slush (Default Gear 3): 19.4、18.5、17.6、16.7、15.8

Frozen Juice slush (Default Gear 3): 29.1、28.2、27.5、26.9、26.2

Coffee slush (Default Gear 3): 29.6、28.9、28.2、27.5、26.9

Note:  $^{\circ}\text{C}$  /  $^{\circ}\text{F}$  Switching Operation: Within 20 seconds of powering on,

simultaneously press the two buttons " " " for 3 seconds to switch between  $^{\circ}\text{C}$  and  $^{\circ}\text{F}$ . During the switching process, "C" will be displayed for 3 seconds, indicating the system has switched to  $^{\circ}\text{C}$ , and "F" will be displayed for 3 seconds, indicating the system has switched to  $^{\circ}\text{F}$ .

## 8.2 Operation Steps:

Touch a slush mode key; the selected function and "+", "-", "▶||", and Slush Level Indicator Bar light up. The Digital Display does not show the temperature value during gear adjustment.

Press "+" to increase gear (max. 5 indicators lit) or "-" to decrease (min. 1 indicator lit).

Press "▶||" to run (compressor, condenser fan, and mixing motor activate).

The Digital Display shows real-time temperature. The selected mode icon remains lit, and the Slush Level Indicator Bar displays the gear level.

When the material temperature reaches the set value, it switches to ICE mode. After completion, all components stop.

## 8.3 Operation Status:

Press "▶||" to halt (components keep running). Adjust gear or change modes during pause. Press Resume to continue.

Press "▶||" to pause; if no operation within 5 minutes, the system returns to standby.

## 8.4 ICE MODE

8.4.1 After slush is prepared, the Digital Display shows "ICE" can enjoy the slush, and the system enters ice mode (12-hour). The program determines whether to activate cooling based on temperature sensor readings. The mixing blade continues working during ice mode.

8.4.2 Compressor Protection: If the compressor is turned off after starting, there is a 2 minutes protection period during which it will not restart. However, if the power cord is unplugged and then reconnected to restart the machine, the system defaults to a fresh start, allowing the compressor to activate normally without any delay.

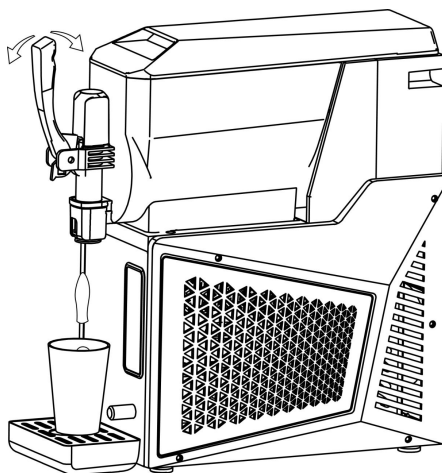
### ★ Tips:

① Activating a function will illuminate its corresponding indicator.

②When the slush making function is active, the indicator can display two statuses: Solid On:The machine's compressor is running.  
Flashing:The machine's compressor is of.  
Both statuses are normal.

### **Get Cold Drink or Slush**

To dispense your cold drink or slush, simply pull or push the dispensing handles.



## **CLEANING AND MAINTENANCE**

### **Important Notes Before Cleaning**

\*Before cleaning or maintaining any components of the machine,ensure the power switch is turned off,and the power cord is unplugged.When performing cleaning and maintenance,follow these instructions:

\*Preparation before cleaning:

- Clean utensils (container,soft brushes,soft rags).
- The temperature of clear water and hot water doesn't exceed 50℃/122°F .
- Food-grade neutral detergent.
- Food-grade disinfectant.

-Food-grade lubricant(e.g.,vaseline).

**\*Operations during cleaning and maintenance:**

-Wear protective gloves.

-Avoid using strong acids,bases,or flammable substances.

-Refrain from using abrasive objects or metal sponges for cleaning machine parts.      -Take care not to spill cleaning liquids in the surrounding area.

-Avoid cleaning internal parts of the tank.

-Do not submerge the entire machine in water.

-After cleaning,ensure that all parts are correctly placed back to ensure safety and functionality.

-Maintaining cleanliness and upholding hygiene standards are essential to guarantee drink quality and comply with health regulations.

**\*Clean the removed parts according to local health standards.Follow these instructions:**

-Dilute neutral cleaning agent with water in a container.

-Use a soft cloth soaked in the diluted agent to clean the parts.Rinse with water.

-Dilute food-grade disinfectant with water in another container.

-Soak the parts in the diluted disinfectant for 30minutes,then rinse with clean water.

-Air-dry the disinfected parts in a clean area.

**Note:**

Clean the tank(s)at least once daily or as per the health standards of your country.You can adjust cleaning frequency based on actual usage.Inadequate cleaning can promote bacterial growth.

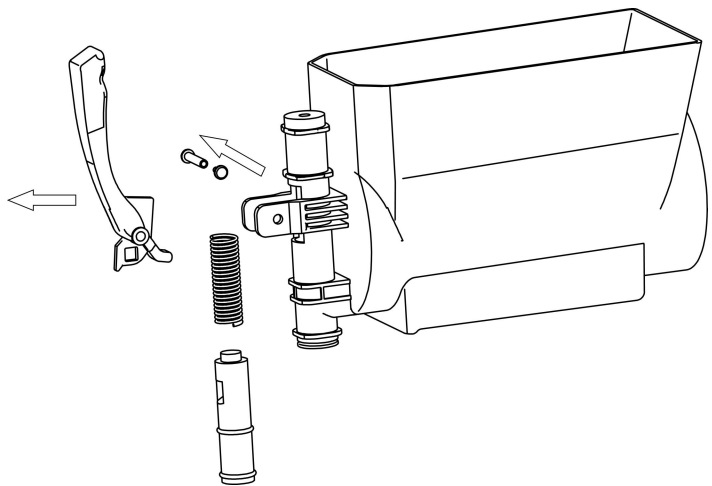
If the machine isn't in constant use,wipe the exterior with a soft cloth.

**1. Cleaning the Dispenser Parts**

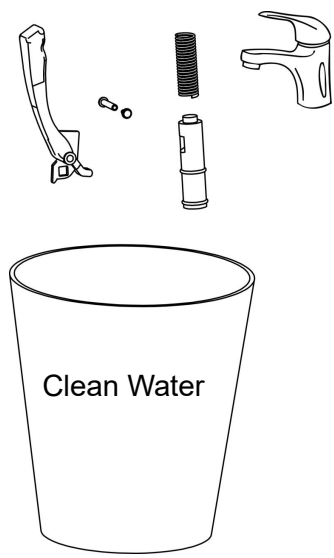
① Activate the mixing function and position a container under the dispenser.Pull the dispenser handle to drain the ingredients or liquid in the

tank. Once drained, power off the machine and unplug it.

② Loosen the nut counterclockwise on the handle pin, then remove the pin followed by the handle. Next, take off the upper cover of the spring and the spring itself. Finally, remove the valve stem.



③ Rinse the detached parts in clean water, adhering to the guidelines provided in the section of Important Notes Before Cleaning.



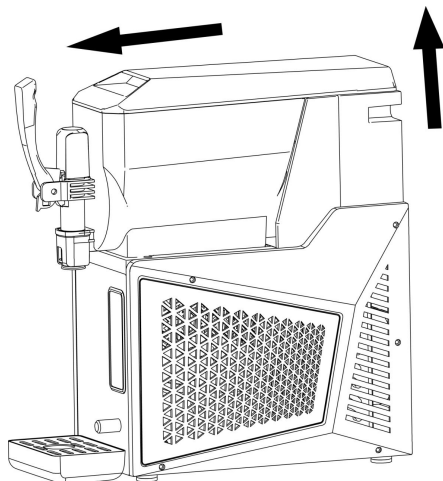
**Note:**

If there's a lot of ingredients or liquid residue in the tank(s), don't dismantle the dispenser or tank parts.

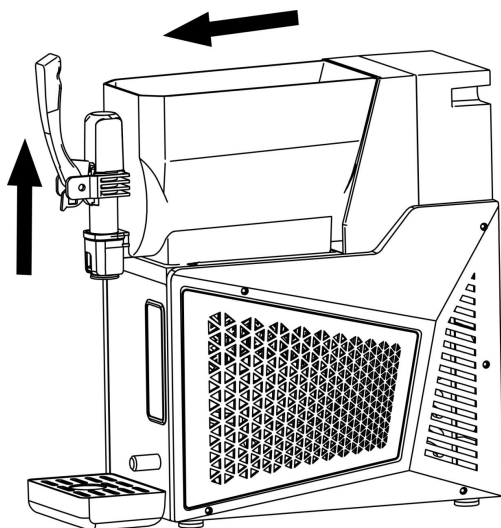
Please drain them before proceeding.

## **2.Clean the Tank and the Stirring Mixer**

① Pull the plastic protruding part located at the back of the tank cover, then push the cover forward to remove it.

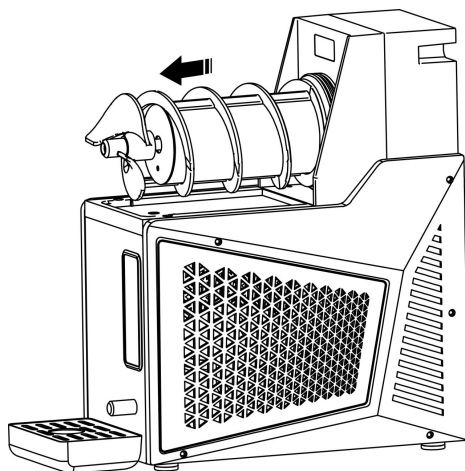


② Lift the tank upward, then pull it out with force.

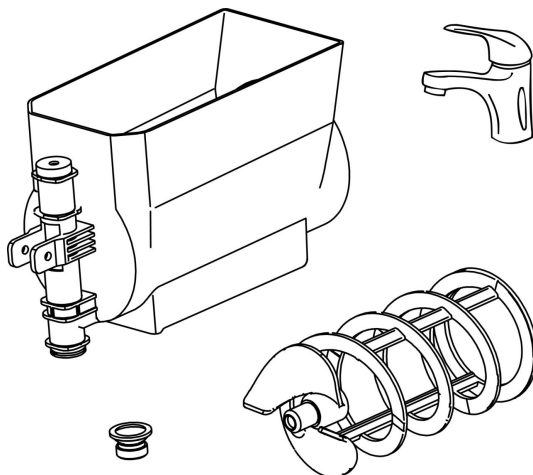


③ Remove the white spiral stirring mixer and take of the large sized

sealing ring.



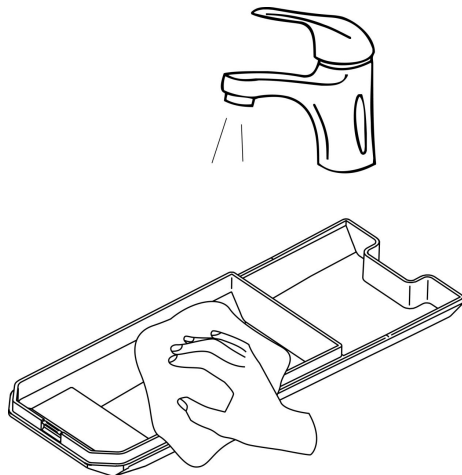
④ Rinse the detached parts in clean water, adhering to the guidelines provided in the section of Important Notes Before Cleaning.



### **3.Clean the Tank Cover**

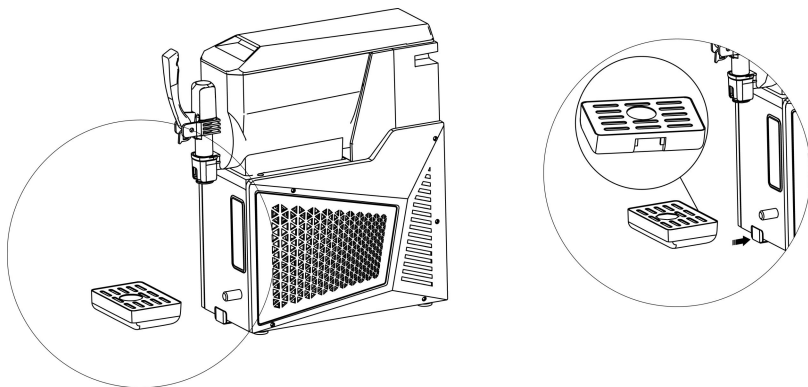
- ① Clean the outer surface of the tank cover using a damp cloth.
- ② Wipe the bottom surface of the tank lid multiple times with a cloth soaked in diluted disinfectant, leaving it on for 30 minutes.

③ Afterward,thoroughly wipe the bottom surface of the tank cover with a wet cloth then dry it with a dry cloth.



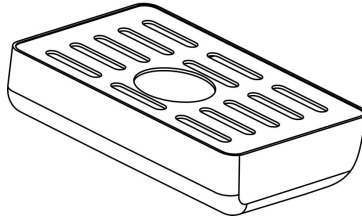
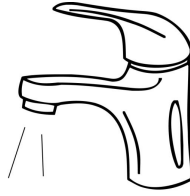
#### 4.Clean Drip Tray

①Gently lift the drip tray and then remove it. Inside, you'll notice a buckle designed to secure it to the hole on the machine.



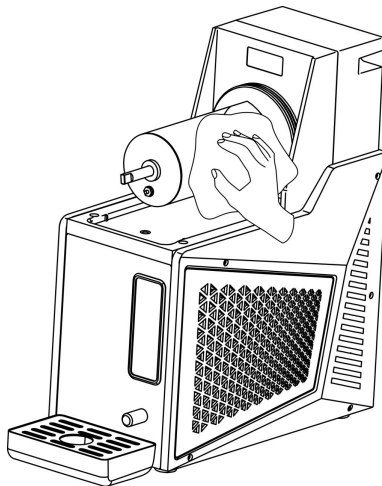
When taking apart the drip tray, avoid pulling the leftover pipe in the hole carelessly to prevent damage. Empty and clean the drip tray daily.

②Rinse the detached parts in clean water, adhering to the guidelines provided in the section of Important Notes Before Cleaning.



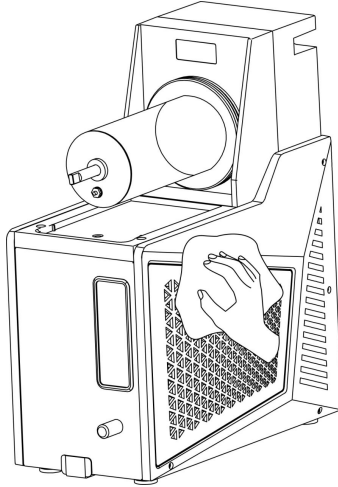
## **5.Clean the Evaporator**

- ① After removing the white spiral stirring mixer and the large sized sealing ring, clean the evaporator surface and the base with a soft cloth soaked in a diluted cleaning solution.
- ② Wipe these surfaces 2-3 times using a clean wet dishcloth.
- ③ Then, use a soft cloth soaked in diluted disinfectant, allowing the disinfectant to remain on the surfaces.
- ④ After 30 minutes, thoroughly wipe the evaporator surface and base with a clean wet dishcloth.



## **6.Clean the Main Body**

- ① Use a clean,damp soft cloth with diluted cleaning agent to wipe the body.
- ② Wipe the body using a soft damp cloth soaked in clean water.
- ③ Dry the body with a clean,dry cloth.



## **7.Clean the Condenser**

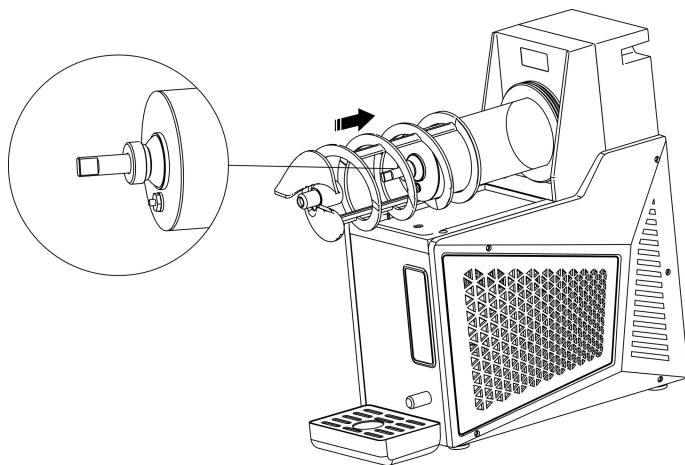
\* After a period of operation, dust can accumulate on the condenser, impacting heat dissipation and cooling efficiency(e.g., reduced slush output or difficulty in shaping).

\* It's recommended to clean monthly or more often in harsh environments) by a professional.

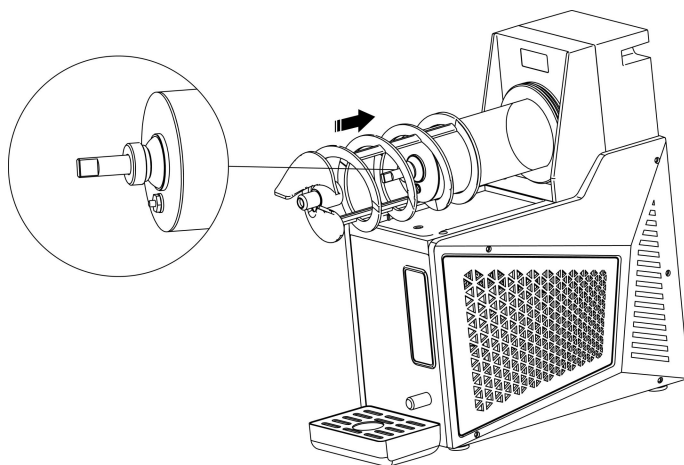
\* Turn off the power before cleaning, and take care not to damage the condenser fins.

## **8.Reassemble All Parts**

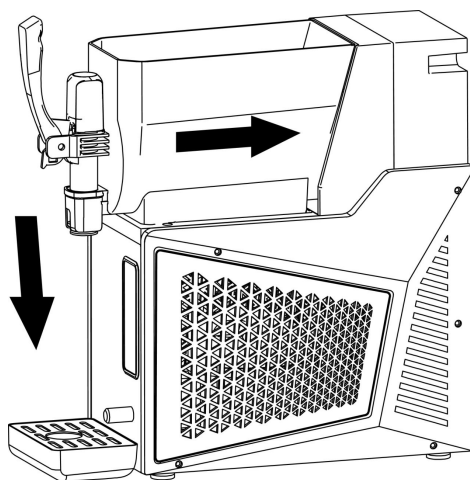
- ① Place the large sized sealing ring on the evaporator.



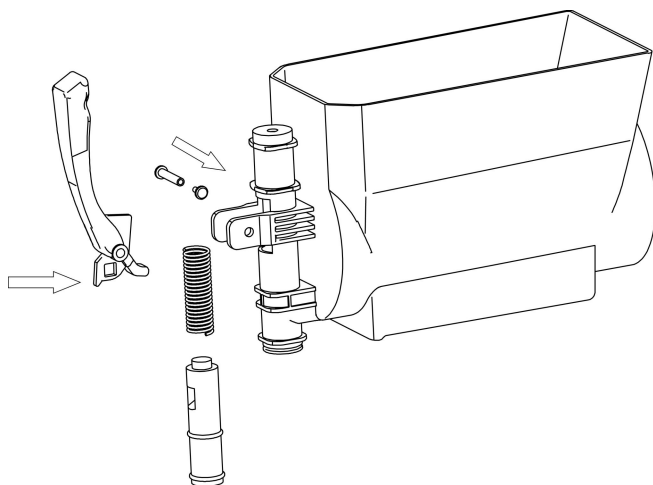
② Align the medium-sized sealing ring with the metal stick on the evaporator to insert the white spiral stirring mixer. Once inserted, rotate it clockwise slightly to ensure a secure fit.



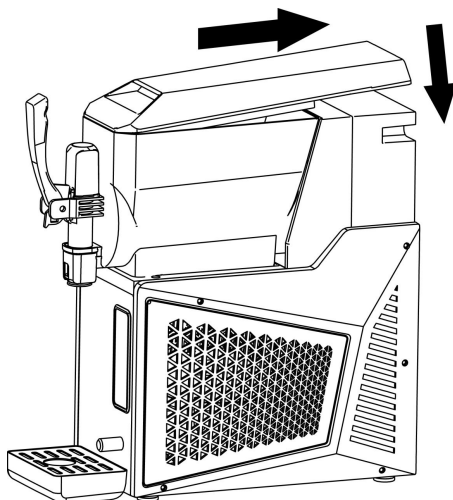
③ Put the tank on to the evaporator, then lift it and push it in until the plastic buckle at the bottom of the tank is inserted in the evaporator base.



④ Reassemble the dispenser parts.



⑤ Place the tank cover at the front of the tank, aligning the plastic protruding part at the back with the tank then reinstall the tank cover.



⑥ Once the condenser has been cleaned, reassemble it following the reverse order of disassembly.

## FACTORY CODES EXPLANATIONS

### ERROR CODES EXPLANATIONS

When a slush machine malfunctions, the display screen will show a fault code. If more than one fault occurs simultaneously, the fault codes will be displayed in rotation. The details are as follows:

| ERROR CODE | Error Type                                                               |
|------------|--------------------------------------------------------------------------|
| F1         | Detachment of tank, agitator motor stall, or board communication failure |
| F2         | Open circuit or short circuit fault of temperature sensor                |
| F3         | Low sugar level alarm                                                    |
| F4         | High alcohol level alarm                                                 |
| F5         | Communication abnormality between control board and power supply board   |

**Note:** When the alcohol content is between 6% and 16%, the mixture can

be made into a smoothie and enter the "ICE" mode; when the alcohol content exceeds 25%, the device will report a high alcohol fault, when alarming, compressor and agitator motor shutdown.

**Note:** When the alcohol content is between 6% and 16%, it can be made into a slush and enter the ICE mode; when the alcohol content exceeds 25%, a high alcohol fault is reported. During the alarm, the compressor stops and the stirring motor stops.

## TROUBLESHOOTING GUIDE

Please troubleshoot according to the following table first.If the issue persists after attempting these steps,please contact us.

| Issues                                                   | Possible Causes                                 | Solutions                                                     |
|----------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------|
| The machine won't power on                               | No power input                                  | Plug the power cord into a suitable socket or try another one |
|                                                          | The power switch isn't turned on                | Turn on the power switch                                      |
| Leakage of slush or drink from the back of the tank(s)   | The tank(s) is (are) not installed properly     | Reinstall the tank(s) securely                                |
|                                                          | The sealing ring(s) is (are) securely installed | Replace the sealing ring(s)                                   |
| The white spiral stirring mixer(s) is (are) not rotating | The tank(s) is (are) not installed properly     | Reinstall the tank(s) securely                                |
|                                                          | The evaporator surface(s) is (are) frozen       | Turn off the power and allow the ice to melt                  |
|                                                          | The ratio of the sugar is less                  | Please add more                                               |

|                                                         |                                                                                                |                                                                       |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Inability of the machine to produce slush               | than 6%                                                                                        | sugar                                                                 |
|                                                         | The power switch isn't turned on                                                               | Turn on the power switch                                              |
|                                                         | The slush button was not pressed                                                               | Activate the slush-making function                                    |
|                                                         | The condenser is (are) excessively dirty                                                       | Clean the condenser(s)                                                |
|                                                         | The machine is near a heat source with poor heat dissipation                                   | Position the machine correctly                                        |
| Excessive noise from the white spiral stirring mixer(s) | The sealing ring(s) in the white spiral stirring mixer is (are) not installed properly         | Ensure proper installation of the sealing ring(s)                     |
|                                                         | The slush is overly solid                                                                      | Turn off the power and allow the ice to melt                          |
|                                                         | The sealing ring(s) in the white spiral stirring mixer is (are) either unlubricated or damaged | Apply lubricant or replace with new seal ring(s)                      |
|                                                         | The sugar ratio is less than 6%                                                                | Adjust the ratio; avoid substituting sugar with a sweeter alternative |
| Dispenser(s) malfunction unable to dispense slush       | Too much ice in the tank(s)                                                                    | Remove excess ice from the tank(s)                                    |

|                                       |                                                                                   |                                                  |
|---------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------|
| or drink                              |                                                                                   |                                                  |
| Presence of black stains in the slush | The tank(s) is (are) not clean                                                    | Clean the tank(s) following the instructions     |
|                                       | Dirty sealing ring(s) in the dispenser(s) or the white spiral stirring mixer(s)   | Clean the sealing ring(s)                        |
|                                       | Damaged sealing ring(s) in the dispenser(s) or the white spiral stirring mixer(s) | Replace the damaged one(s) with new seal ring(s) |



