

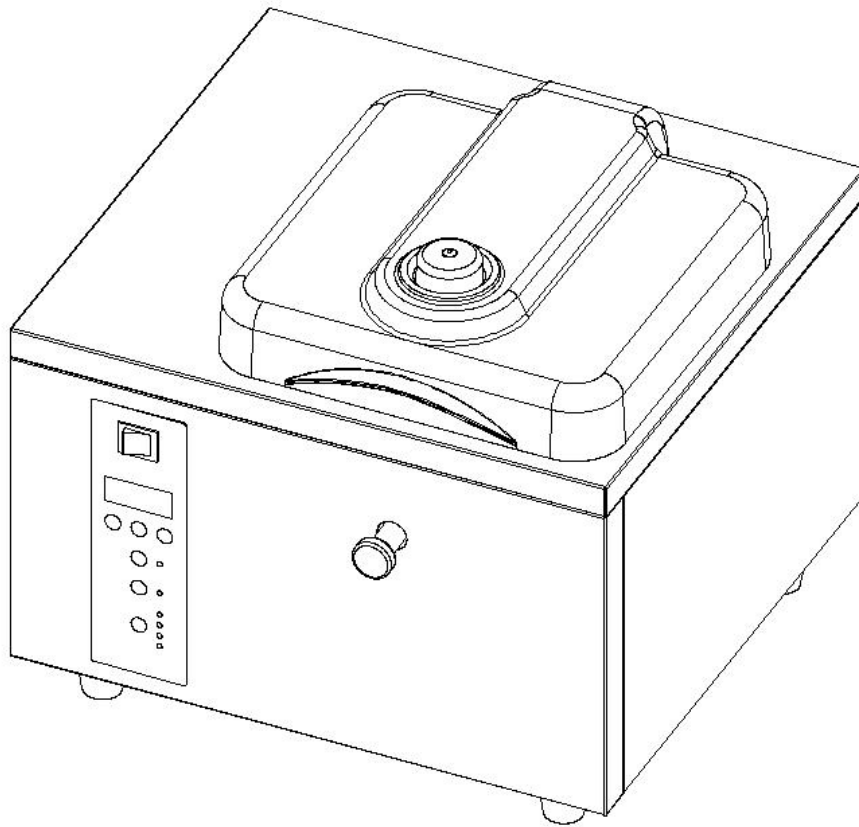
To protect your interests:

Please read this manual carefully before using the product and keep this instruction manual and warranty card properly.

# ICE CREAM MACHINE

## EMG5

## MANUAL



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The appearance of the product is subject to the actual product.

Please save it properly with the invoice after reading it.

In case of product technology or software upgrades, no further notice.

# Important safety instructions

Please read all instructions before use.

	Indicates danger warnings, if the warnings contained in this symbol are ignored, it may result in personal injury, death, or substantial property damage
	Flammable substance. It may burst due to heat. (Denoted by a white background with a red diamond around it.)
	Flammable substance. (Denoted by a flame symbol on a yellow background, with black triangles around it.)
When using electrical appliances, basic safety precautions should always be followed, including the following:	



**Warning** After the first unboxing, make sure the equipment is upright for at least 2 hours before running again to allow the refrigerant oil to precipitate in the refrigeration system for optimal performance.



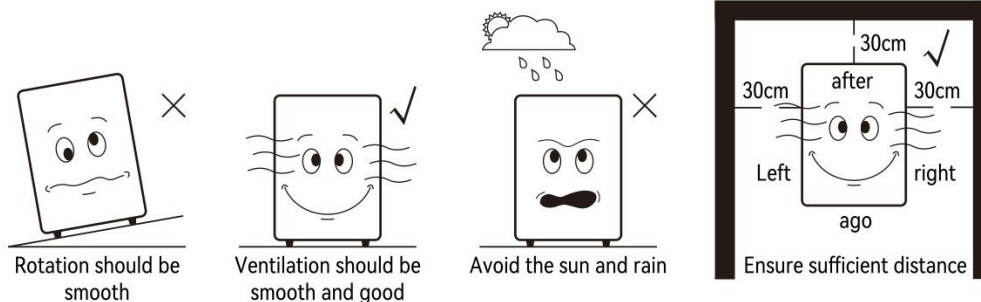
**Warning** There is a risk of fire or explosion. Use flammable refrigerant. Never puncture the refrigeration line. Properly handle products in accordance with applicable federal or local flammable refrigerant regulations.



**Warning** To reduce the risk of injury, fire, electric shock or property damage, basic safety precautions must always be followed, including the following warnings and follow-up instructions. This equipment is limited to the purpose of its design.

1. Please read all instructions before using this equipment and its accessories.
2. Watching carefully and follow all warnings and instructions. This equipment contains electrical connections and moving parts that may pose danger to the user.
3. Take a look at everything to make sure you have all the parts you need to operate the device correctly and safely.
4. When not in use, before assembling or disassembling parts, and before cleaning, turn off the device and unplugging the device from the socket. To unplug, grab the plug body and unplug it from the socket. Do not pull the power cord to unplug the smoothie machine.
5. Washing all parts that may be exposed to food before using. Please follow the cleaning instructions in this manual.
6. Do not operate any electrical appliances that have damaged wires or plugs, or appliances that have failed, dropped or damaged in any way. If damaged, please contact the manufacturer.
7. This equipment must not use extension cord
8. To prevent the danger of electric shock, do not immerse the device in water or allow the power cord to contact any form of liquid.
9. Do not allow the power cord to cross the edge of the desk or counter. The power cord may be hooked and pull the device off the countertop.
10. Stay away from where heat sources are generated, avoid bringing the machine close to the heating equipment device, and do not let the equipment or power cord touch the hot surfaces, including stoves and other heating equipment. It is strictly forbidden to use in high or low temperature environments. Try to avoid direct sunlight to avoid affecting the machine's heat dissipation.
11. The device must be used on a dry and flat surface, always keeping the device upright
12. Do not put hands, hair and debris into the tank when loading and operating.
13. During operation and processing the equipment, contact with moving parts is strictly prohibited.
14. Do not spray with water, rinse the equipment, and do not place the equipment in a humid and prone to splashing water, so as not to affect the electrical insulation performance of the equipment. It may even lead to electric shock, fire and other accidents.
15. This machine must use a special socket or dedicated circuit with a leakage protection switch that matches the working current of this machine. If the leakage, fire, short circuit, failure, etc. are not responsible for the leakage, fire, short circuit, failure caused by the mixing of wires and sockets.
16. Do not leave the device unattended during use

17. Make sure to remove all the appliances from the cylinder before operation. If not, the appliance can cause damage to the machine and can lead to personal injury and property damage.
18. Do not process hard, loose ingredients or ice cubes. This equipment is not suitable for handling loose frozen fruits, solid raw materials or ice cubes.
19. Keep all sides of the equipment housing unobstructed to ensure that the compressor is operating properly and does not overheat. Keep ventilation in the equipment housing or built-in structure unobstructed. The ice cream machine should be kept empty above 30cm to ensure the machine heat dissipation.
20. When handling, grab the two sides below the base of the device to hold the device. The machine should be kept upright as much as possible, with a maximum inclination of no more than 45°.
21. When the ice cream maker is abandoned, please keep the ice cream maker away from the fire source to prevent accidents. And send the ice cream maker to the designated processing location for processing.
22. Please take care of children to prevent them from extending their hands, feet, etc. into the punching holes and edges of metal protective components such as the ice cream machine compartment and back, so as not to cause harm to the body.
23. Do not use mechanical devices or other methods to speed up the defrost process except for the manufacturer's recommended methods.
24. Do not allow children to operate the device or use it as a toy. Pay close supervision when using any equipment near children.
25. This machine is not intended for use by people with weak physical fitness, children, slow reactions, or mental disorders, and lack of experience and knowledge unless it is safely used with the guidance or help of persons responsible for their safety.

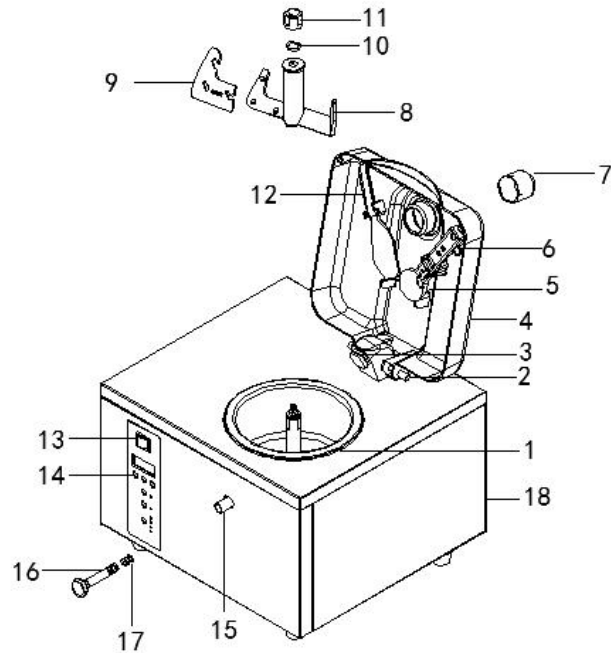


**!** **Cautions** Be sure to store this book in a place that is readily available to users.

## Electrical safety matters

1. Be sure to use the power supply specified on the nameplate of this equipment. If the voltage fluctuation range is large, please install an automatic voltage regulator suitable for power according to the nameplate parameters for use.
2. The independent special socket must be used and reliable grounding. The power cord of this equipment is equipped with a three-wire (grounding) plug, and a three-wire (grounding) socket that meets the standards should be used. Do not remove or remove the third pin (ground) of the power cord under any circumstances.
3. The power cord plug should be kept in a firm contact with the socket, otherwise it may cause a fire. To prevent damage to the power cord, do not press the power cord or artificially step on the power cord. Please be careful when moving the smoothie machine and do not roll the power cord.
4. Do not pull out the plug of the ice machine by pulling the power cord. Hold the plug tightly and pull it out directly from the socket. Before cleaning, repairing and replacing damaged equipment, you must unplug the power plug of the smoothie machine to prevent electric shock.
5. Do not use the power cord when it is damaged or the plug is worn. It must be replaced at the repair point designated by the manufacturer. When there is a leak of flammable gas such as gas, the valve for the leaking gas should be closed immediately, and then the doors and windows should be opened, and the plugs of electrical components such as ice machines should be removed or inserted.
6. Please install a leakage switch circuit breaker before use to ensure personal safety and safe use of the product.

# Spare Parts Description



- |  |                           |
|--|---------------------------|
| 1. Material cylinder                                 | 10. Tightening nut O-ring |
| 2. Lid pins  | 11. Stirrer fastening nut |
| 3. LED light   | 12. Scoop knife           |
| 4. Cylinder cover                                    | 13. Power switch          |
| 5. Ball digger                                       | 14. Control panel         |
| 6. Top cover opening detection magnet                | 15. Drainage port         |
| 7. Small cover for adding sauce to the material tank | 16. Drain plug            |
| 8. Beater  | 17. Drain plug O-ring     |
| 9. Mixer scraper                                     | 18. Body                  |

The maximum feeding capacity for a single time is 1.25KG.

## Before first time use

**Important:** Before continuing, please check all warnings at the beginning of this Instructions for use

1. Remove all packaging materials from the equipment.
2. Clean all parts according to the "Cleaning and Maintenance" instructions.
3. Clean and dry all parts thoroughly.
4. Wipe the control panel, body and cylinder with a soft cloth.
5. Place the equipment on the countertop for at least 2 hours before operation. This allows the refrigerant oil to be precipitated in the refrigeration system to achieve the best safe use effect.

**Note:** Accessories can be cleaned by dishwasher, but cannot be washed with heating and drying cycle.

# Control Panel Description

## Power switch

Turn on and turn off the device

Temperature display

- When running, display the real-time temperature in the cylinder. Press up or down. When the number flashes, the current set temperature is displayed.

## Light button

- First click Turn on the light, second click turn off the light again.

## Stirring button

- Click to enter stir mode, and click to enter standby mode again. This cycle does not refrigerate and stir to clean the equipment

## Up and Down button

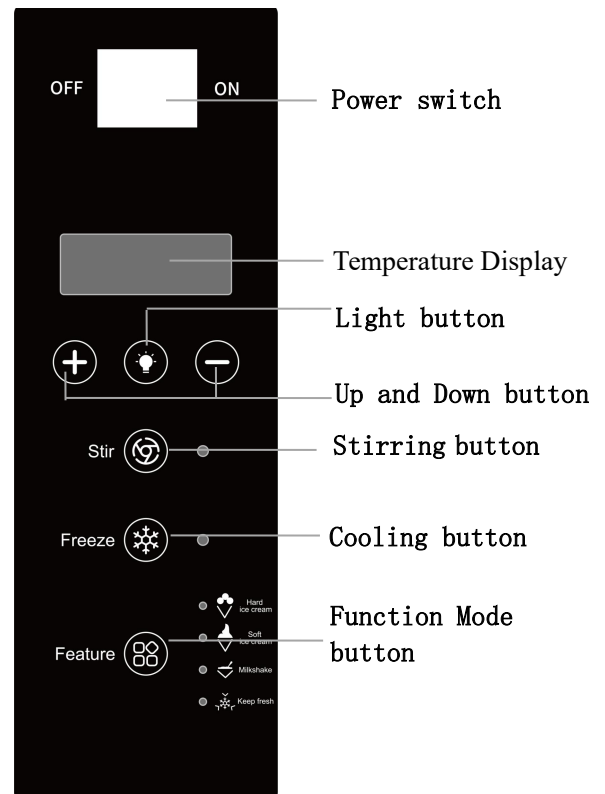
- When running the current function mode, click the up/down key to adjust the preset temperature. The temperature adjustment value is 1°C once clicked

## Cooling button

- Click Stir Start, Refrigerate Start, and start hard ice cream mode. Click again to enter standby mode.

## Function Mode button

- 4 individual preset functional modes to determine the optimal temperature for the ideal frozen recipe. Temperature control settings
- Each functional mode preset value starts from the factory from the default/temperature. After adjusting the temperature setting, the parameters are saved after pressing the latest settings.
- When running the current function, press the control panel to add or subtract key to adjust the preset temperature of the current function mode.



Note: When the transparent upper cover is open, the device is in a protected state, clicking the stirring key or refrigeration key device will not run for response.

## Functional Mode

Each functional mode preset value starts from the factory from the default/temperature. After adjusting the temperature setting, the parameters are saved after pressing the latest settings.

Function	Preset/temperature	Temperature adjustable range
Hard ice cream	-10°C	0°C ~ -20°C
Soft ice cream	-5°C	0°C ~ -20°C
milkshake	-2°C	10°C ~ -10°C
Fresh	2°C	10°C ~ -5°C

## TIPS

1. Before first use, please leave the device in vertical for at least 2 hours.
2. For best results, cool the liquid or mixed ingredients before adding them to the equipment.
3. In order to obtain an ideal freezing effect, please use the temperature control settings to adjust.

# Ice cream hygiene matters

**Note:** The operator must wash his hands. Otherwise, it may cause raw material pollution. Be sure to clean and disinfect the refrigeration tank once a day, otherwise the bacteria may multiply in large quantities.

## Use of ice cream machine

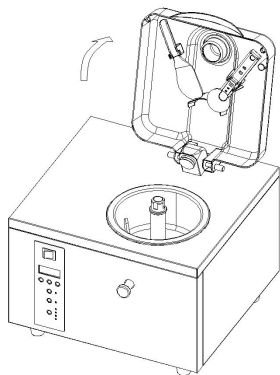
Important: Please read all warnings at the beginning of this manual before continuing.

The maximum feeding capacity for a single time is 1.25KG

Make sure all components are completely cleaned and assembled as per the Cleaning and Maintenance instructions (page). The equipment must be kept level on a dry and flat surface.

**Note: Make sure the equipment is placed upright on the countertop for less than 2 hours before first use so that the refrigerant can precipitate in the condenser for optimal safe use.**

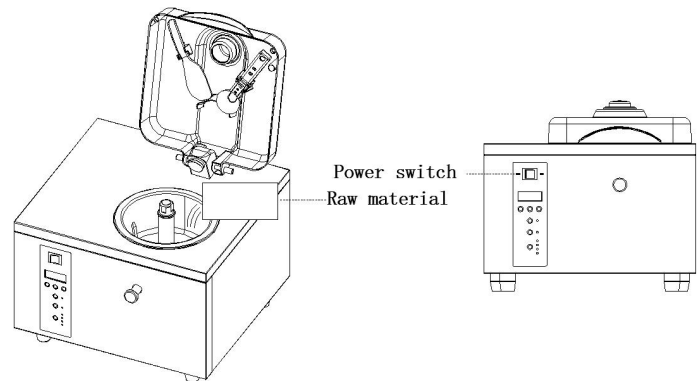
1 Open the top cover



2 Pour the prepared ice cream slurry into the tank and cover the lid.

Note: The ice cream machine must use special ice cream raw materials and prepare according to the preparation instructions on the ice cream raw materials packaging. The slurry cannot be clumped.

4. Click the cooling key and start the refrigeration system
5. Select the function mode according to your needs, and click the refrigeration button by default to run the hard ice cream mode.



- Warning:** In any case, the stirring or refrigeration function can only be turned on after the lid is closed. When the lid is detected not closed, click the stirring or the refrigeration machine is in a protective state and cannot operate.
6. If necessary, the current forming temperature value can be adjusted in the current operating mode to obtain an ideal optimal forming temperature

## Note :

When the ice cream reaches the set temperature, the equipment will continue to operate, keeping the ice cream at the ideal temperature and ready to be distributed at any time.

When the set temperature is reached, the mixing motor continues to operate, and the refrigeration system starts and stops according to the temperature rise.

During the stirring or any refrigeration mode operation, open the lid, the stirring motor cooling system stops immediately, close the lid, and resume the operation mode before opening the lid.

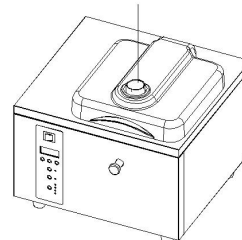
7. When dispensing, open the upper cover and remove the ice cream with a spatula or a ball digger. Remove the ice cream and put it back in the spatula or ball digger and cover it.

### Use of a small lid with sauce in the tank

When making ice cream. Add the sauce bottle and put the small lid upside down, with the opening facing upwards. Pour in an appropriate amount of jam, and slowly drip the jam into the ice cream from the mouth of the small cover.

While refrigerate and stir, mix the ice cream thoroughly with the slowly dripping jam to form a delicious ice cream.

Small cover for adding sauce to the material tank



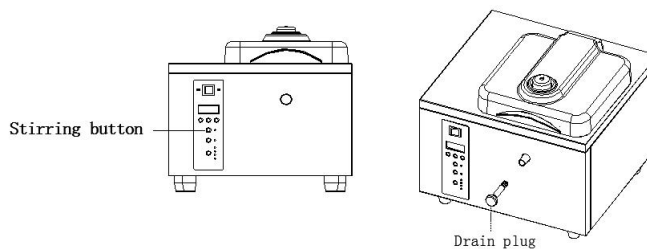
# Cleaning and maintenance

## Clean with agitation function

**Note:** The liquid produced during cleaning will quickly flow out of the drain. Make sure to use large containers to collect such liquids.

Agitation function: stir without cooling to clean the equipment. Clean all parts by hand or dishwasher to completely clean the equipment after each use.

1. Open the lid and remove all the remaining ice cream.
2. Add appropriate amount of water to the tank and close the lid.
3. Press the stir button for 1-3 minutes.
4. Pull out the drain plug and the water will be released from the device slowly.
5. Press the stir button again to stop stirring.
6. Press the power button to turn off the device.



**Note:** If necessary, repeat this step until the ice cream is rinsed out of the tank.

If you want to thoroughly clean the equipment, please turn off the equipment and do so.

## Disassembly and clean

In order to achieving best results, use the agitation function to clean before disassembling and cleaning all parts.

Before cleaning or maintaining external parts of the machine, make sure that the machine power switch is in the off state and that the power plug is unplugged.

Make sure to bring protective supplies (glue gloves, anticorrosion glasses, etc.) before performing any cleaning or maintenance, which can protect your safety.

**Note:** Do not damage or lose components during operation.

Do not use hot water or tableware washing machines to clean resin parts. Otherwise, deformation may be caused.

Please do not soak parts in detergent or sterilization solution for more than 30 minutes. Otherwise, it may cause spoilage

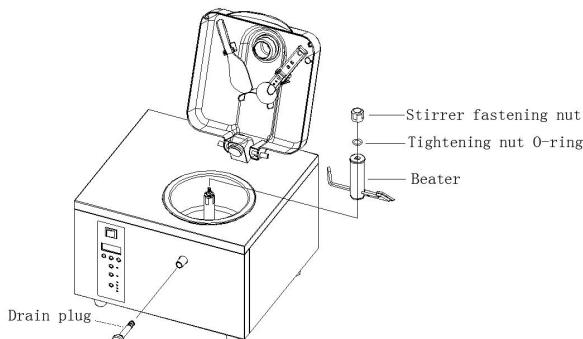
For some parts that are prone to accumulation of residual materials, please use a cleaning brush to clean them carefully.

Some parts have sharp edges, be careful not to scratch your hands.

### 1. Disassemble the agitator

Turn the agitator counterclockwise to tighten the nut and remove the nut from the agitating shaft.

Take out the fastening screw O-ring and stirrer and set aside.



2. Pull out the drain plug and set it aside.
3. Remove the shovel, scoop, small lid of sauce and set it aside.
4. Wipe the top cover and top cover of the cylinder with a disinfection cloth or a warm and humid cloth.
5. Wipe the cylinder with a disinfection cloth or warm and humid cloth, and use a cleaning brush to clean the drain pipe.
6. Wipe the machine body with a disinfection cloth or warm and humid cloth

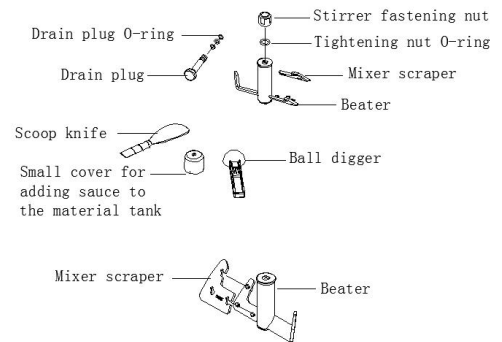
### 7. Cleaning accessories

Remove the mixer scraper and drain plug O-ring.

### 8. Put the removed parts in clean water and thoroughly clean them.

Place the parts after cleaning in a clean place and dry naturally.

### 9. All parts should be allowed to dry thoroughly before reassembling or storing the equipment.



### Condenser cleaning

After working for a period of time, the condenser will be covered with dust and affect heat dissipation, and the cooling effect will become worse (represented by: the production of ice cream decreases or is difficult to form within the same time). Please clean it once every three months (if the use environment is poor, please clean it once every month). It is best to ask a professional cleaner to clean it. Turn off the power before cleaning and be careful not to damage the fins of the condenser.

# Assembly of parts

All cleaned and sterilized parts must be reinstalled correctly.  
Some parts must be lubricated for longer use.

## 1. Agitator assembly

Clip the agitator scraper mount into the fixing pin of the agitator  
Paste grease to the sealing ring in front of the agitator

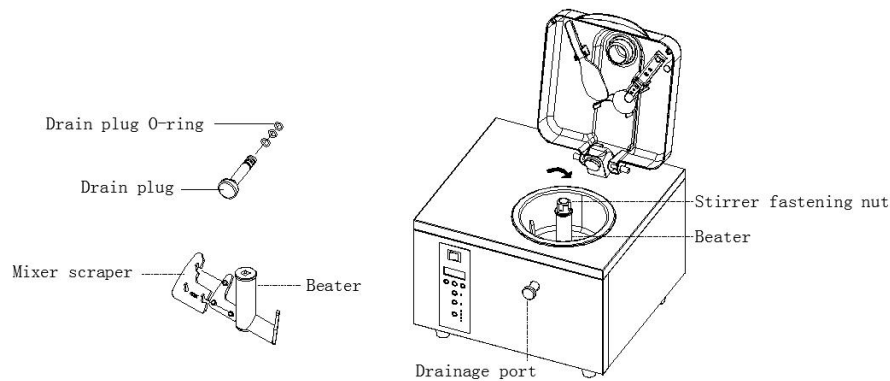
## 2. Agitator installation

Insert the assembled agitator into the cylinder agitator shaft and rotate it until the four-square shaft hole is installed in place.

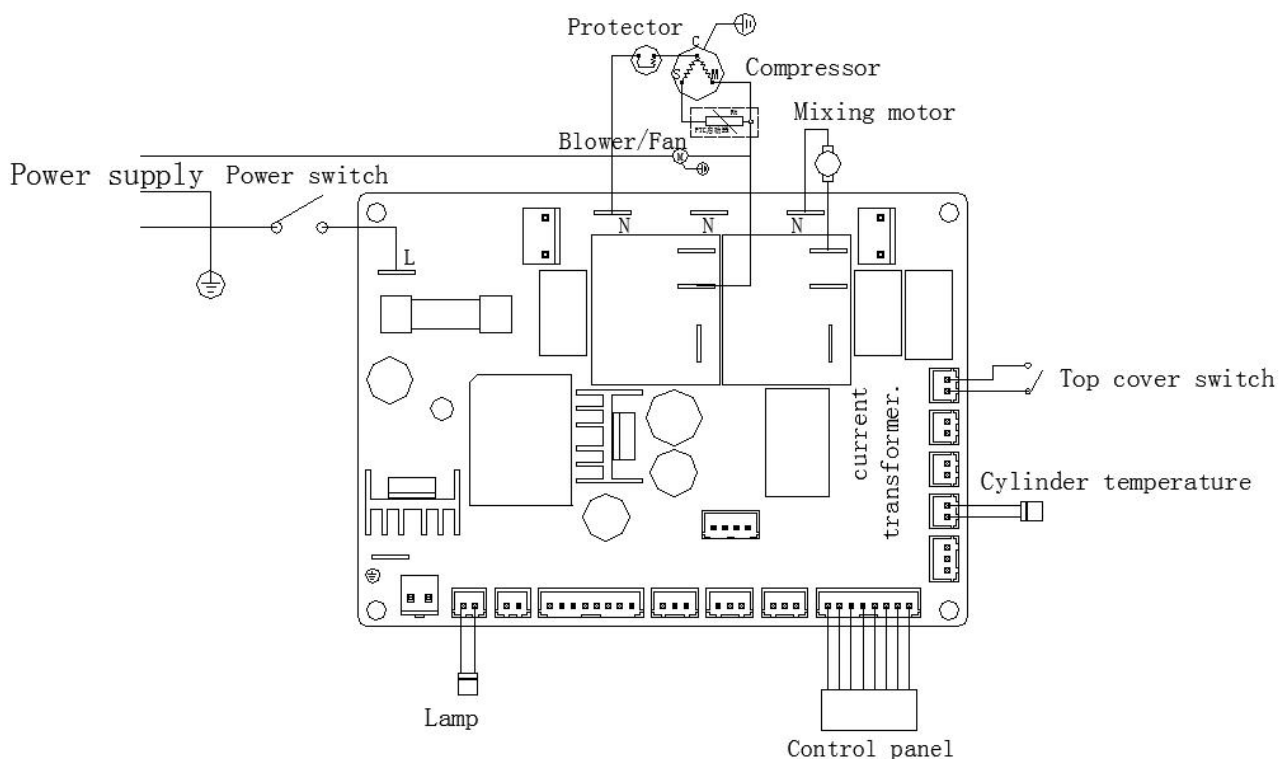
Insert the fasten screw O-ring into the stirrer and fasten into installation groove. Then align the agitator tightening nut with the stirring shaft screw teeth and rotate to the left to tighten the nut.

## 3. Drain plug installation

Clip the drain plug O-ring into the drain plug installation slot. Apply grease to the drain plug O-ring, and insert the drain plug into the drain outlet of the tank.



# Electrical schematic diagram



Note: The mixing motor fire wire must pass through the current transformer.

# Fault excluding guide



## Warning

To reduce the risk of electric shock and accidental operation, turn off the power supply and unplug the device before troubleshooting.

Fault	Problem analysis	Handling method
Start failure	No power supply	Plug the machine power plug in suitable socket
	Power switch in closed condition	Turn on the machine power switch
Beater or refrigeration failure	Check if the upper cover induction magnet or switch is loose	Reinstall the induction magnet
	If the upper cover open-cover induction switch loose or damaged, or the wire is in contact with the poor	Reinstall the induction switch
Leakage of drain outlet	Drain plug O-ring damaged	Replace O-ring
Compressor failure	Low voltage	Work out voltage problems
	Overload protection	Find out the cause and eliminate it
	Broken	Replace the compressor
No refrigeration	Leakage of refrigerant	Find out and repair the leakage place ,then refill with coolant
	No working of cooling fan	Repair or change the fan
	Compressor broken	Replace the compressor
Over soft ice cream	Wrong slurry ratio	Re-formulate qualified slurry
	Set the refrigeration forming temperature to be high	Lower the ice cream forming temperature
Over hard ice cream	Wrong slurry ratio	Re-formulate qualified slurry
	Increase the ice cream forming temperature	Increase the ice cream forming temperature
Slow molding	The condenser is dirty	Clean the condenser
	Poor heat dissipation	Ensure the machine ventilation
	Leakage of refrigerant	Find out the leakage place
E1 warning	Break down of temperature sensor	Replace the sensor
E2 warning	Motor blockage alarm, raw material ratio, causing the frozen mixture	Check out of the raw material ratio is appropriate
	he ice cream forming temperature is too low	Increase the ice cream forming temperature

This equipment has a motor overload safety detection system, which can prevent damage to the motor and mixing system in case of unintentional overload or incorrect raw material batching. If the device is overloaded, the device will temporarily fail. Cut off the power supply, then turn on the power again, press the stirring or cooling button again, and the machine will resume normal operation. If the motor is blocked and alarmed, please wait for the raw materials in the cylinder to dissolve and start stirring or refrigeration again.



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