

# USER MANUAL



## 3.2 GALLON BOWL FROZEN BEVERAGE DISPENSERS



#378NSSM2  
Double Bowl

#378NSSM3  
Triple Bowl

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## SAFETY

**DANGER: RISK OF FIRE OR EXPLOSION. FLAMMABLE REFRIGERANT USED. TO BE REPAIRED ONLY BY TRAINED SERVICE PERSONNEL.**

**CAUTION: RISK OF FIRE OR EXPLOSION. FLAMMABLE REFRIGERANT USED. CONSULT REPAIR MANUAL/OWNER'S GUIDE BEFORE ATTEMPTING TO SERVICE THIS PRODUCT.**

**CAUTION: RISK OF FIRE OR EXPLOSION DUE TO FLAMMABLE REFRIGERANT USED. FOLLOW HANDLING INSTRUCTIONS CAREFULLY IN COMPLIANCE WITH LOCAL GOVERNMENT REGULATIONS**

- Children must not play with the machine:  
This appliance cannot be used by children who are younger than 8 years old, or by people with reduced physical, sensorial, or mental capacities. Those with lack of experience or knowledge of the machine must be given the appropriate supervision and training before operating the machine. Cleaning and maintenance must be carried out by qualified personnel.
- Emergency situations:  
**WARNING:** In an emergency situation, in order to stop the machine, push the black switch located under the machine and unplug it. In the event of machine blockage due to cooling, turn the machine off and contact a specialized technician. In the event of fire, immediately evacuate the area to allow the personnel in charge and equipped with suitable protective means to intervene. Always use standard extinguishers, never use water or substances of an uncertain nature.
  - The outlet that the machine is connected to must:
    - Correspond to the type of plug that it is fitted with.
    - Correspond to specs outlined on the serial plate.
    - Be properly grounded.
    - Be connected to a circuit breaker.
  - The electricity cable must not:
    - Come into contact with any type of liquid.
    - Be flattened or come into contact with sharp cutting surface areas.
    - Be used to move the machine.
    - Be used when it is damaged.
    - Be handled with damp or wet hands.
    - Be rolled in a ball when operating.
    - Be altered. If the supply cord is damaged, it must be replaced by the manufacturer or similarly qualified persons in order to avoid a hazard.



- It is forbidden:
  - To install the machine in a different manner than indicated in this manual.
  - To use the machine near flammable and/or explosive substances.
  - To let children play with or operate the machine.
  - To use spare parts not recommended by the manufacturer.
  - To make any technical modification to the machine.
  - To submerge the machine in any type of liquid.
  - To wash the machine with water jets.
  - To use for purposes that are not indicated in this manual.
  - To use the machine under altered psychophysical conditions due to the influence of drugs, alcohol, psychotropic drugs, etc.
  - To install the machine on top of other appliances.
  - To use in areas where the risk of fire is high. Avoid operating the machine in areas that have a high concentration of powders or oily substances suspended in the air.
- In order to prevent possible damages while operating the machine:
  - Any use that is different than the applications/techniques stated in this manual is prohibited.
  - Any intervention carried out on the machine that is contrary to the indications stated in this manual is prohibited.
  - Do not alter any safety devices or repair the machine with components that are not authorized by the manufacturer.
  - Make sure to keep ventilation openings clear of obstruction.
  - Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
  - Do not damage the refrigerant circuit.
  - Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

*All improper use will void the product's warranty. The manufacturer waives all liability for possible injuries to people and/or damages to things that may derive from said improper use.*

- Cleaning (by a qualified operator):
  - Use protective latex gloves. Once on, wash your hands with a disinfectant solution.
  - Do not use solvents or inflammable materials.
  - Do not use abrasive or metallic sponges.
  - Try not to disperse liquids into the environment.
  - Do not wash components in the dishwasher.
  - Do not use the oven or microwave to dry the components.
  - Do not submerge the machine in water.
  - Do not spray direct jets of water over the machine.
  - Only wash using warm water and a suitable sanitizing agent (in compliance with current standards in the country of use) that do not cause damage to the components.

# FEATURES

## DEPOSIT CAPACITY

3.2 Gallons of Slush

## WHAT CAN YOU PREPARE?

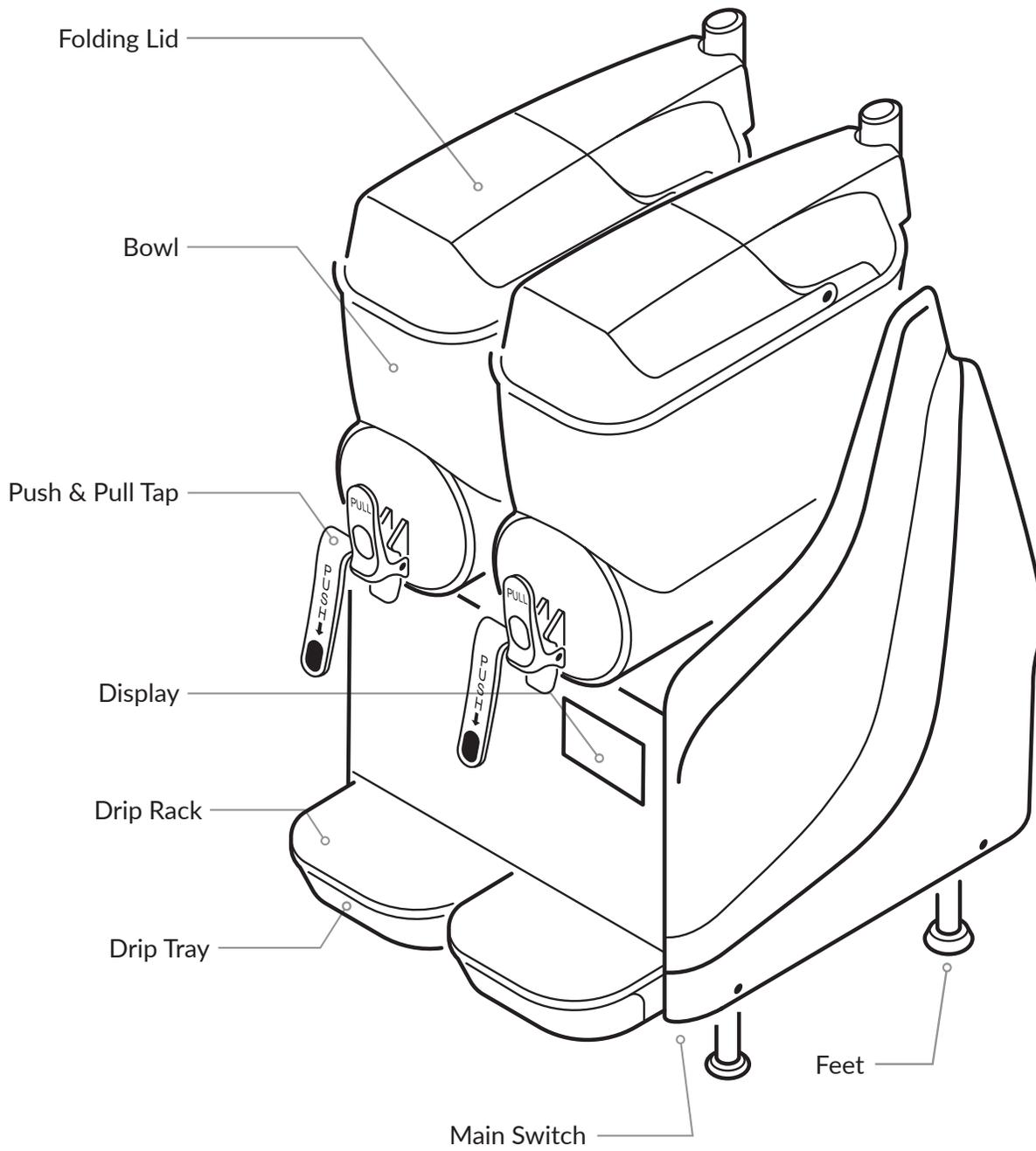
Slush  
Cold Drink

## CAN WORK WITH:

Liquid Concentrate  
Powder Concentrate  
Alcohol  
Filtered Fruit-Based Product

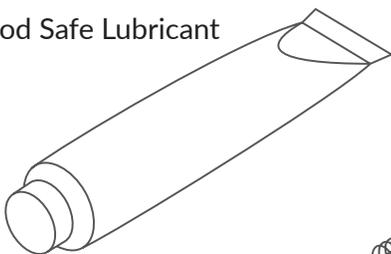
	378NSSM2	378NSSM3
<b>Bowls</b>	2	3
<b>Capacity</b>	6.4 Gallons	9.6 Gallons
<b>Gas</b>	R290	
<b>Width</b>	17 <sup>3</sup> / <sub>4</sub> "	26 <sup>3</sup> / <sub>8</sub> "
<b>Depth</b> (Including Drip Tray)	24"	
<b>Depth</b> (Front to Back Foot)	16 <sup>1</sup> / <sub>2</sub> "	
<b>Height</b>	35 <sup>7</sup> / <sub>16</sub> "	
<b>Weight</b>	123.5 lbs.	154 lbs.
<b>Power</b>	1100W	1250W
<b>Voltage</b>	115V	

# PARTS DIAGRAM

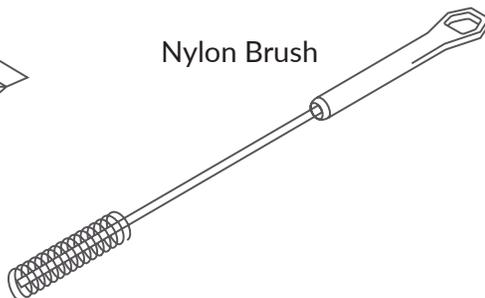


## ACCESSORIES

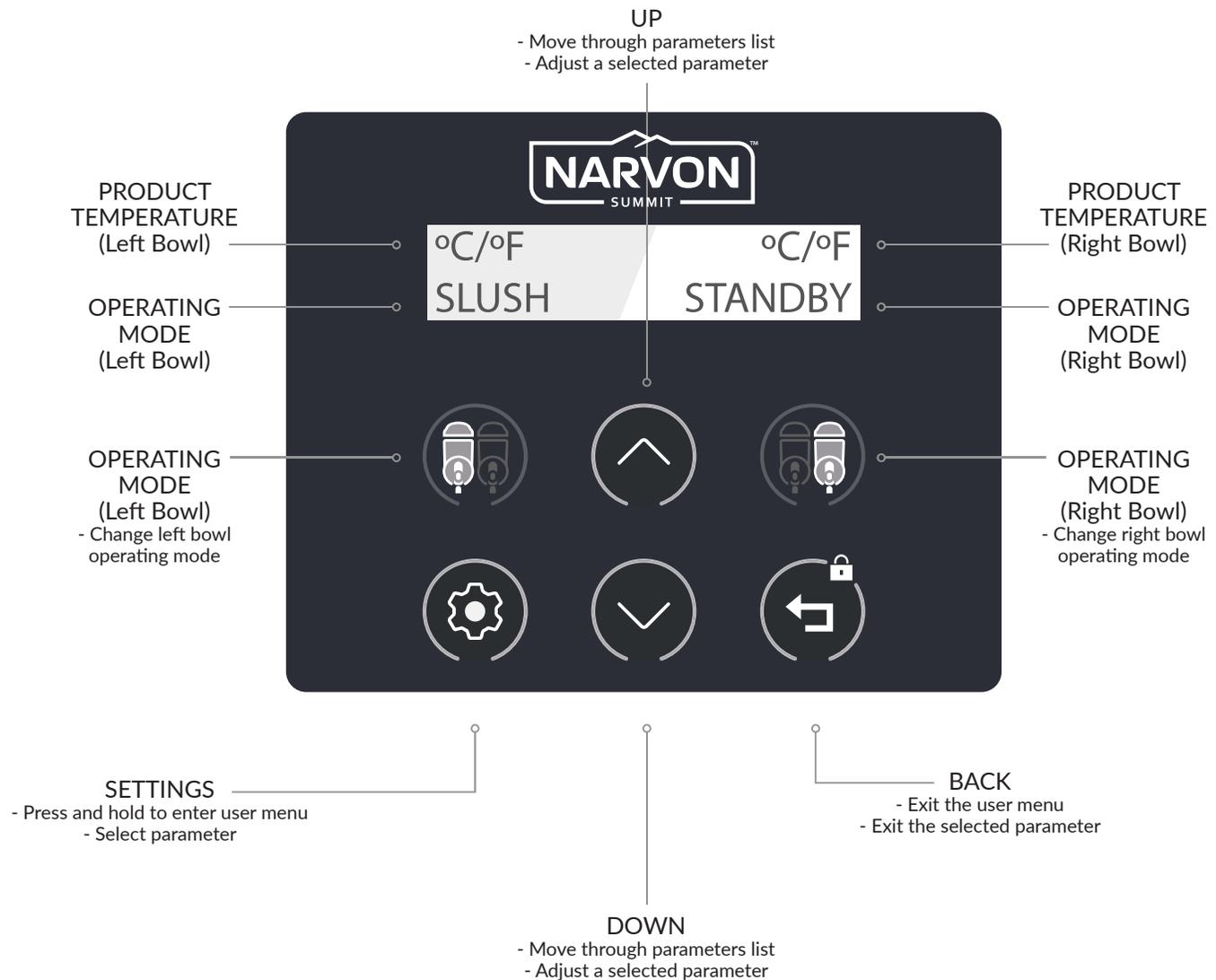
Food Safe Lubricant



Nylon Brush



# CONTROL PANEL



## MODES

<b>SLUSH</b>	Chills the product to get slush.
<b>STANDBY</b>	Maintains the product at the right preservation temperature and saves electrical energy. Recommended when the establishment is closed.
<b>MIX</b>	Mixing arm activated. Recommended when emptying the deposit and the product is liquid.
<b>DEFROST</b>	Defrosts the product quickly and starts the STANDBY mode automatically. Recommended when you want to empty the deposit but the product is still slush. Recommended to melt ice crystals and get a homogeneous product. (During Defrost, Slush and Standby mode of any tank is deactivated)
<b>STOP</b>	All functions deactivated.

# INSTALLATION

## UNPACKING

1. When moving your machine into the area where it will be installed, make sure that nobody is obstructing the path.
2. The machine must be moved by at least two people. Make sure to transport the unit in a vertical position.
3. Make sure to avoid any obstructions when moving the machine. Pay special attention for any possible protruding parts.
4. It is prohibited to make additional cuts in the packaging.
5. Try not to damage the packaging, as it could be used again in the future.

*Damages that the machine may suffer during transport and moving are not covered by the warranty. Repair and replacement of parts that may get damaged must be paid for by the customer.*

## TREATMENT OF PACKAGING

**Recycling:** After you have unpacked the machine, you can properly dispose of all packaging materials.

**Conserve for future use:** If you do not wish to dispose of the packaging, or if you wish to place the unit back in storage, you can conserve the packaging for future transporting of the machine.

## BEFORE THE FIRST STARTUP

It is recommended to properly wash and sanitize the machine before the first use.

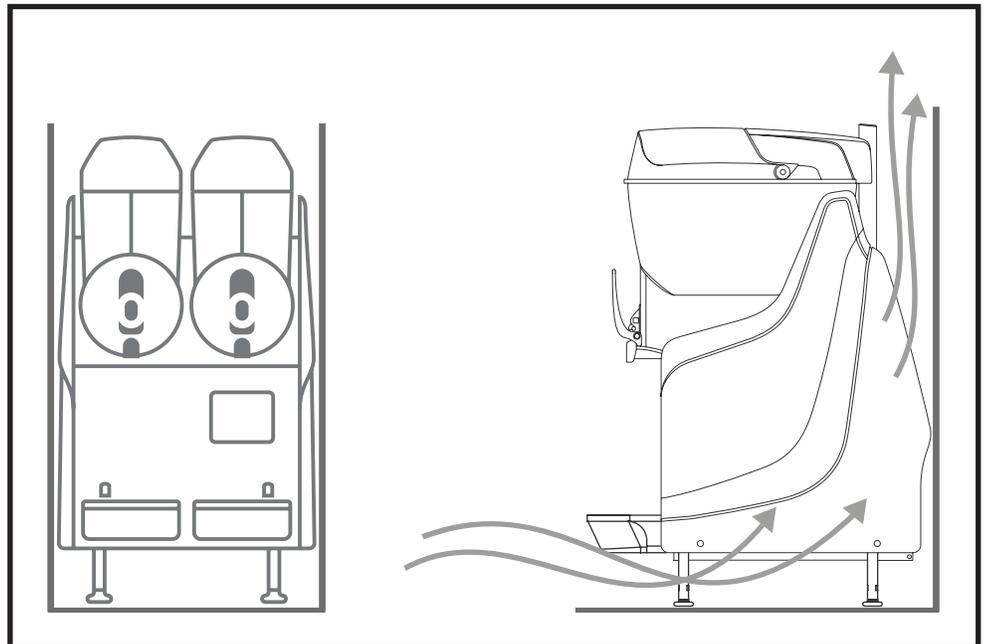
**Parameter Configuration:** Perform all install procedures as stated in this manual.

## POSITIONING

All of the operations illustrated in this section are to be exclusively carried out by specialized technicians.

The following requirements must be met before installing the machine:

1. The voltage of your power source must coincide with that indicated on the machine's serial plate.
2. The machine must be installed in a room that is between:  
20°C and 40°C  
68°F and 104°F.
3. The machine must be installed in a place where it can be monitored by qualified personnel.
4. The machine must be placed securely on a solid, flat, and stable surface.
5. The machine must be placed in an area that has easy access to a power source.



# OPERATION

## PRODUCTS SAFE TO USE

- Water + Liquid Concentrate
- Water + Powder Concentrate
- Alcohol
- Filtered Fruit-Based Product

## PREPARING THE PRODUCT

Product will need to be premixed before adding it into the machine. Follow the manufacturer's recommendations for mixing.

**Assemble Air Filter:** Locate the filter in the machine's packaging. Insert it into the groove at the bottom of the chassis, at the front. Slide it completely until it stops. (Fig. 1)

## FILLING THE BOWL

**Open the Lid:** Lift the front part. (Fig. 2)

**Filling the Bowl:** Do not use liquids with temperatures over 25°C/77°F.

**Filling Level:** MAX up to sticker; MIN cover the evaporator. (Fig. 3)

**Close the Lid:** Lower the front part.

## PREPARING COLD DRINKS

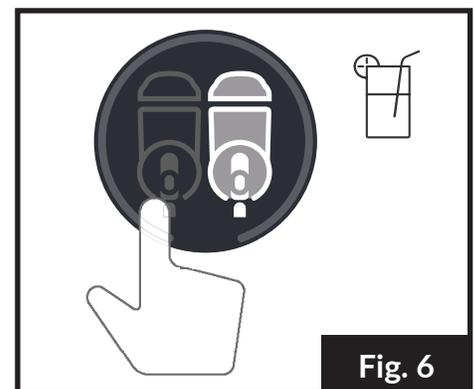
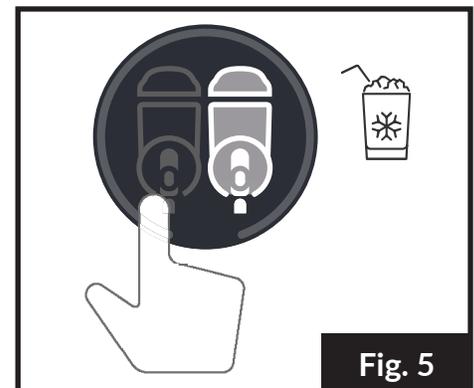
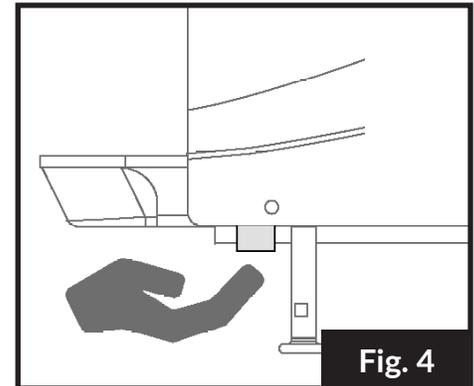
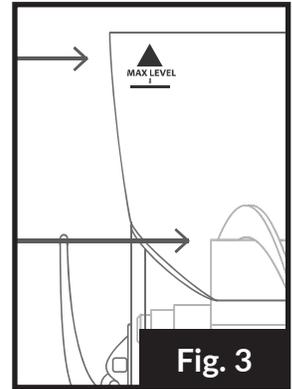
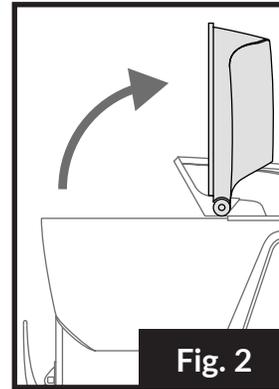
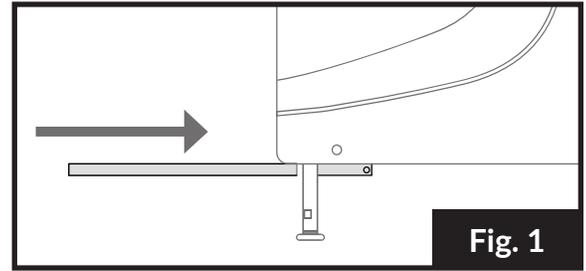
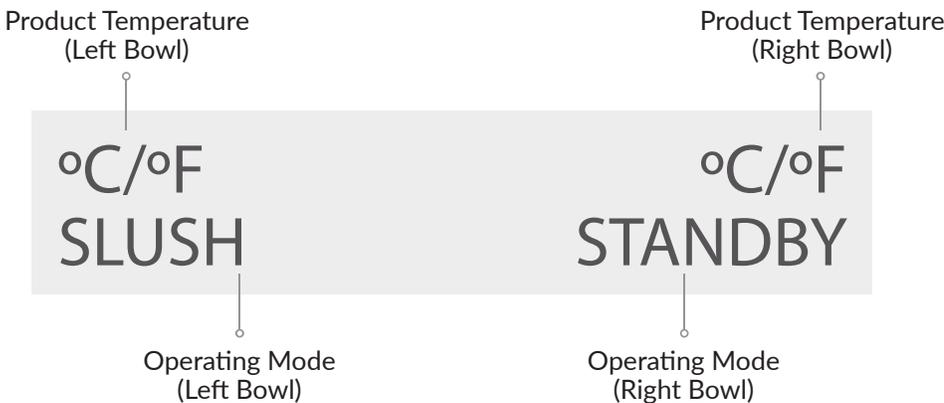
**Startup:** With the machine plugged into the power source, push the main switch. (Fig. 4)

**Slush:** Press **OPERATING MODE BUTTON** until the display shows **SLUSH**. (Fig. 5)

**Note:** In order to obtain a slush consistency, the mixture must have a minimum sugar content of 13° BRIX (13g sugar to 100g solution). A lower concentration may damage the spiral blades and gear motors.

**Cold Drink:** Press **OPERATING MODE BUTTON** until the display shows **STANDBY**. (Fig. 6)

During Preparation, We Can See:



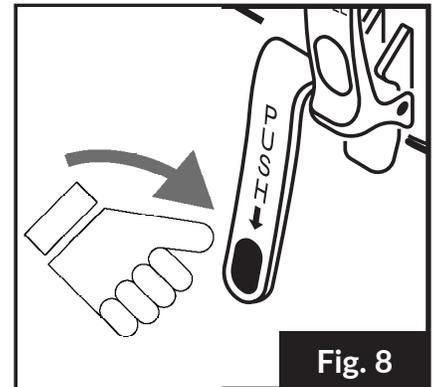
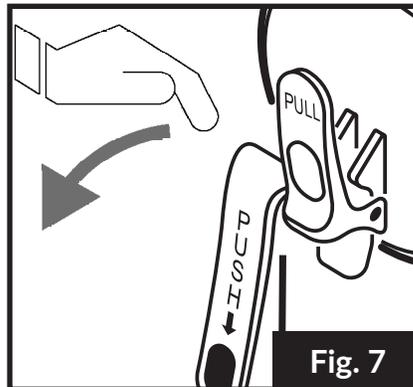
# OPERATION

## SERVING THE PRODUCT

The push and pull tap allows us to serve the product in two different ways:

**Pull:** Pull the handle. (Fig. 7)

**Push:** Push the handle. (Fig. 8)

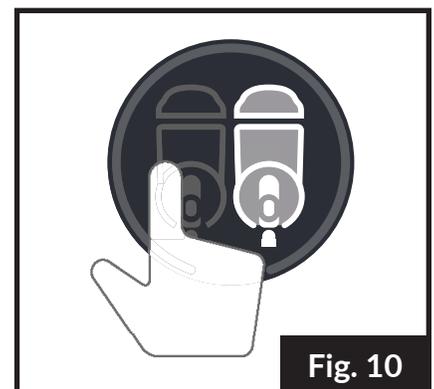
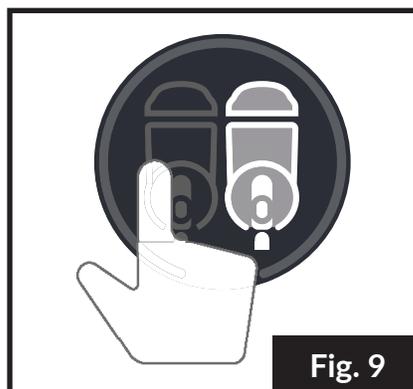


## IF ICE CRYSTALS APPEAR

**Select Defrost Mode:** Press **OPERATING MODE** until the display shows **DEFROST**. (Fig. 9)

This allows you to defrost the product quickly. Wait until Defrost finishes. (During Defrost, Slush and Standby mode of any tank is deactivated.)

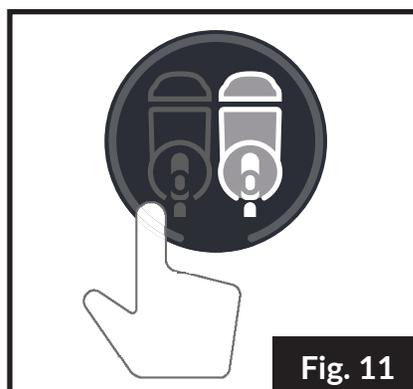
**Prepare Slush:** Press **OPERATING MODE** until the display shows **SLUSH**. (Fig. 10)  
In this way, the slush always remains homogeneous and prevents the formation of excessively large ice crystals.



## AFTER HOURS (STANDBY MODE)

**Select Standby Mode:** Press **OPERATING MODE** until the display shows **STANDBY**. (Fig. 11)

During the periods when the establishment is closed, it is possible to use the machine in Standby mode. Doing this will allow you to save a considerable amount of electrical energy.



# SETTINGS

## MENU ACCESS

Press **SETTINGS** for 5 seconds

PARAMETERS
SLUSH THICKNESS
INSTALL
MAINTENANCE
LANGUAGE
°C / °F
RESTORE DEFAULT
LCD BACKLIGHT
LIGHT
AUTO FUNCTIONS
DATE AND TIME



## BROWSE THROUGH THE USER'S MENU



Move through parameters list.  
Adjust a selected parameter.



Select parameter.



Exit the selected parameter.  
Exit the user menu.

## SETTING THE SLUSH CONSISTENCY

Slush Consistency  
(Left Bowl)

04

03

Slush Consistency  
(Right Bowl)



Change bowl selection.  
The bowl selected flashes.



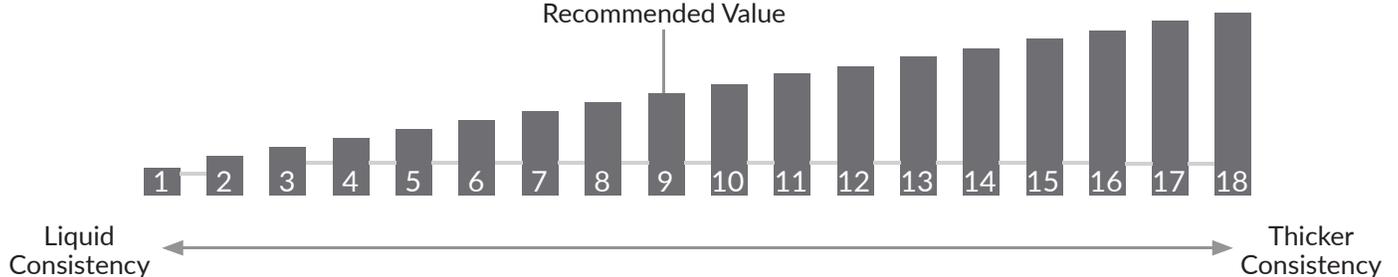
Increase/Decrease  
consistency.



Save and exit.

Consistency Values (values range from 1-18):

Recommended Value



*Hardness also depends on the product used and the proportion of sugar and total dissolved solids.*

# SETTINGS

## INSTALL (SET UP THE UNIT)

This step is necessary before operating your unit for the first time.

USER MENU \*INSTALL\*  Confirm

C°/F° \*\* C°/F°  Start Install Procedure

SLUSH SLUSH

The screen will display two asterisks (\*\*). This indicates that the **INSTALL** procedure is running. In 20 to 40 minutes, the asterisks will disappear, indicating that the **INSTALL** procedure is complete.

The **AUTO FUNCTIONS** feature cannot be active when performing the **INSTALL** procedure.

## MAINTENANCE (RESET PREVENTIVE MAINTENANCE WARNING)

Allows you to reset the preventive maintenance warning countdown.

*Maintenance warning is an option. May be deactivated by a specialized technician.*

MAINTENANCE RESET??  Confirm/Record Password

MAINTENANCE PASSWORD 1919   Increase/Decrease Password Value

## SETTING LANGUAGE

This setting allows you to choose the display language. Choose from the following: Italian, English, Spanish, French, or German.

## TEMPERATURE SCALE (°C/F)

C / F    Save and Exit

C/F → °C Increase/Decrease

## RESTORE DEFAULT SETTINGS

Allows you to reset all the parameters in the user's menu.

RESTORE DEFAULT RESTORE?   Confirm Exit

## LCD BACKLIGHT

Allows you to see backlight intensity.

LCD BACKLIGHT 83 %    Save and Exit

Increase/Decrease Intensity

# SETTINGS

## LID ILLUMINATION

Allows you to activate lid illumination.

LIGHT ON

Increase/Decrease Lid Illumination

LIGHT OFF

Save and Exit

## DATE AND TIME

Allows you to set the date and time.

14/11/2018 TUE  
17:03:57

Change value selection.  
The value selected flashes.  
Date of configuration: 12/24 H

Increase/Decrease Value

Save and Exit

## AUTO FUNCTIONS

Allows you to program automatic modes.

Change Automatic Mode

Save and Exit

### Automatic standby/slush active:

Allows the user to set when the machine enters Standby/Slush mode. User will not have to manually change the setting at the end or beginning of each day.

The user can manually configure three automatic functions, S1 - S2 - S3. In the main screen it will indicate the number of active functions that you have configured.

AUTO FUNCTIONS

OFF OFF OFF  
S1 S2 S3

Pressing  can set the time that the machine automatically changes to Standby and Slush mode:

STANDBY 23:00  
SLUSH 8:53

Change Value Selection

Increase/Decrease Value

Save and Exit

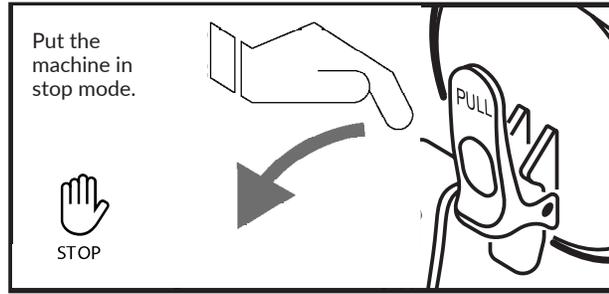
NOTE: The auto standby function only works when in slush mode.

# CLEANING

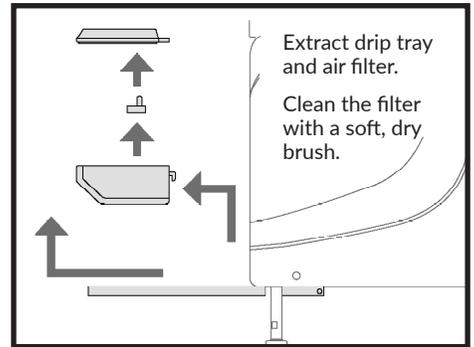
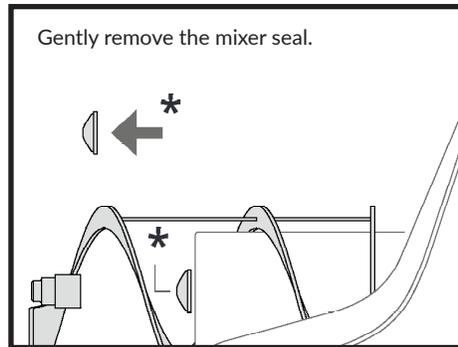
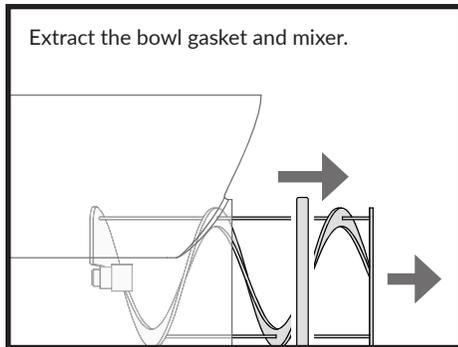
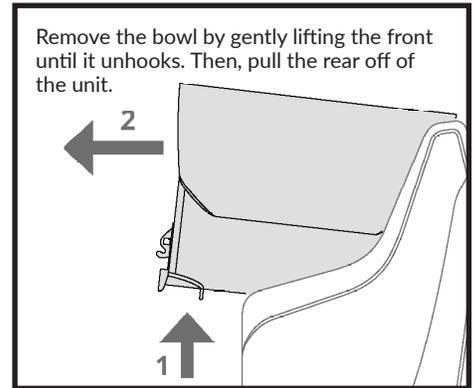
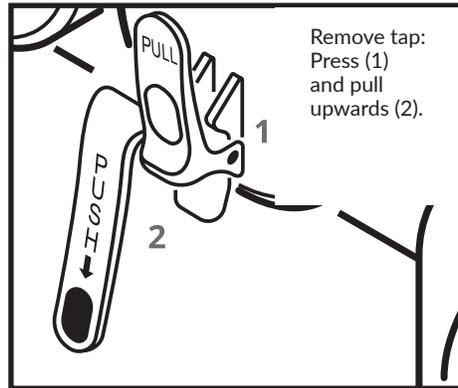
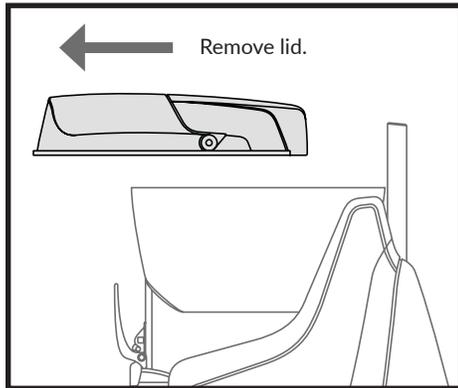
It is recommended that the machine be cleaned daily. Cleaning must be performed by a qualified operator. While cleaning the machine, wear proper protective equipment (goggles, gloves, etc.).

## EMPTY BOWLS

Use the tap lever to empty any remaining liquid into a container. DO NOT proceed without emptying the bowl.



## DISASSEMBLE

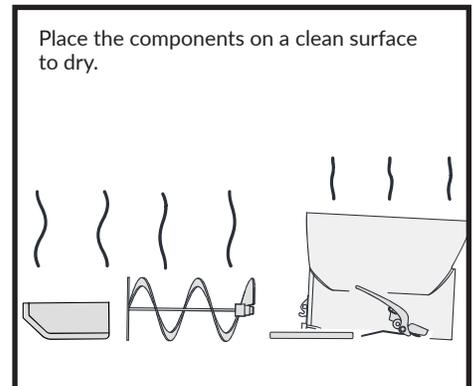
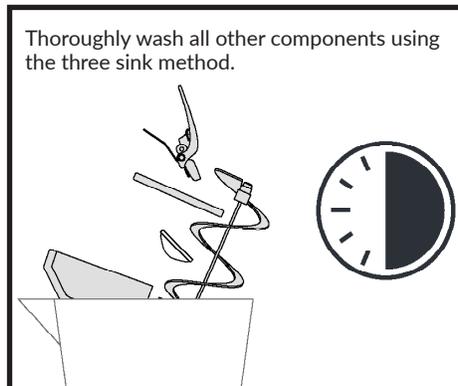
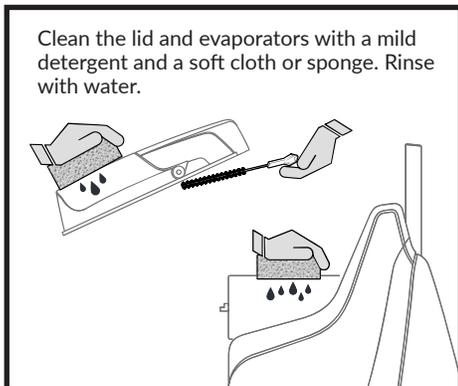


## CLEANING



### CAUTION

The machine must be turned OFF and unplugged from the power source before cleaning.



# CLEANING

1. To properly carry out the three sink method:

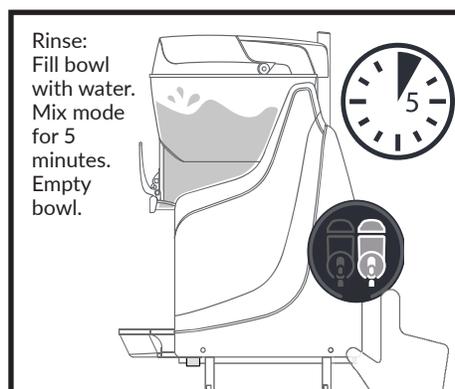
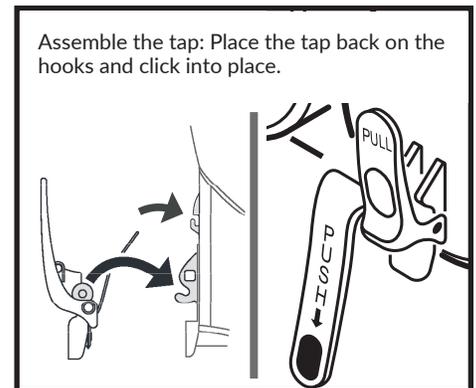
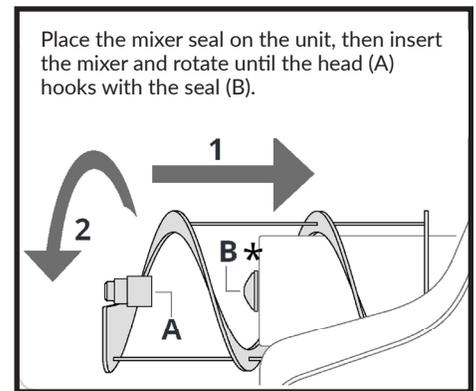
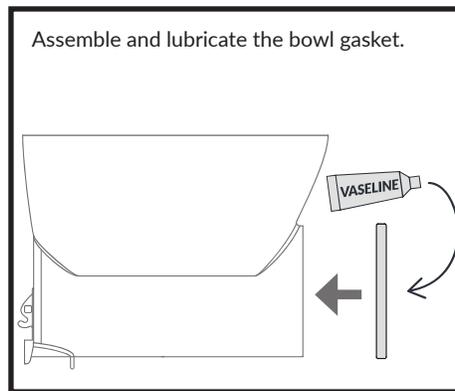
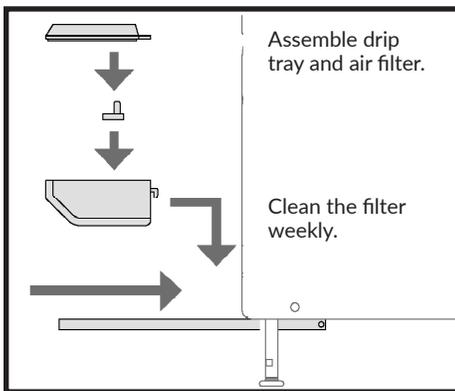
- Fill one basin with a neutral cleaning detergent mixed in lukewarm water.
- Leave one basin empty for rinsing.
- Fill a third basin with sanitizing solution mixed in lukewarm water.

2. In the first basin, thoroughly wash all components in the mild cleaning detergent with a soft cloth or sponge.

3. Rinse all components in water.

4. After rinsing, use a soft cloth or sponge to wipe down all of the components in the sanitizing solution before rinsing for a final time.

## ASSEMBLY & RINSING



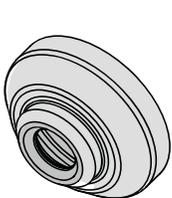
# MAINTENANCE

Some parts of your machine must be replaced every six months and periodically (at least once a year/every twelve months) by a specialized technician. This periodic maintenance is required in order to keep your machine running at peak condition. Without maintenance, your machine's components can become worn or even defective. In case a component is worn, it must be replaced by a new original spare part.

It is forbidden to use the machine when only one of its components is defective or worn.

**Note:** 6 and 12 month maintenance kits must be purchased to ensure the longevity of your machine.

**These parts must be replaced every 6 months: (Use 378NSMAINT6)**

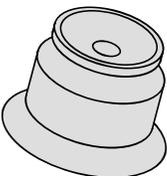


Shaft Gasket

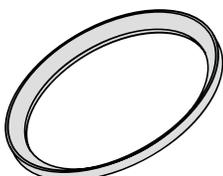


Bushing & Gasket

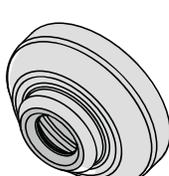
**These parts must be replaced every 12 months: (Use 378NSMAINT12)**



Tap Seal



Bowl Seal



Shaft Gasket



Bushing & Gasket

# WARNING LABELS

The display warns about the possible problems. The alarm remains on the screen until the problem is solved.

ALERT	SOLUTION
HIGH TEMPERATURE: DIRTY FILTER	Clean filter.
VOLTAGE ERROR	Some issue with electrical network.
LEFT PROBE ERROR	Disconnected probe or malfunction, left bowl sensor.
RIGHT PROBE ERROR	Disconnected probe or malfunction, right bowl sensor.
COND. PROBE ERROR	Disconnected probe or malfunction, condenser sensor.
LIGHT ERROR	Go to light menu and switch on the lights.

# PROGRAMMING

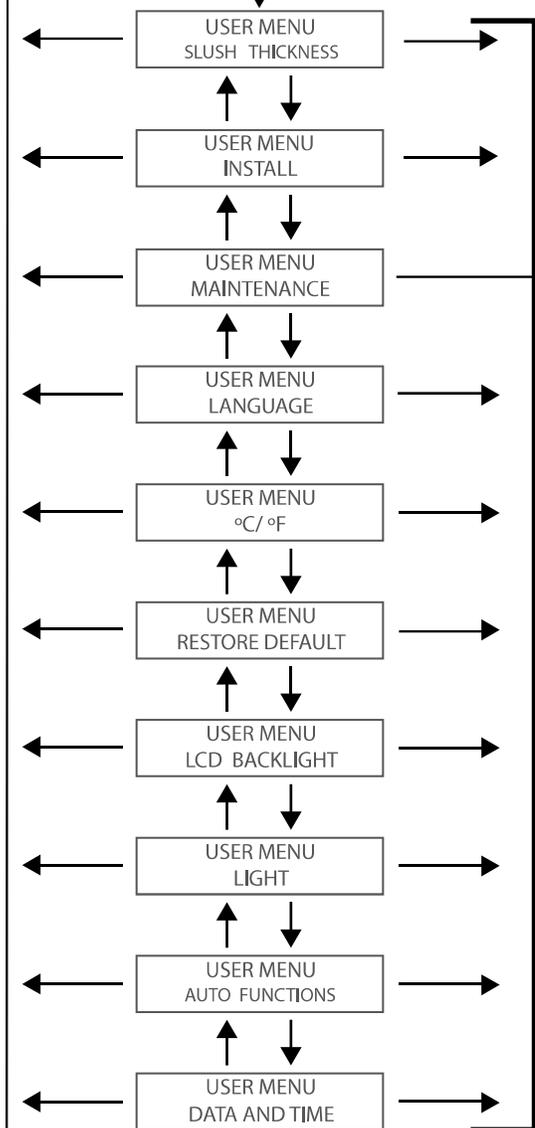


Press and hold to enter **USER MENU**. 

To navigate user menu, press:

-  to scroll down to next menu item.
-  to scroll up to previous menu item.
-  to select the menu item shown for adjustment.
-  to select the menu item shown for adjustment.

**NOTE:** In the event of a power failure, all settings programmed into the control panel will remain the same.



The **MAINTENANCE** menu is to be accessed only by qualified service technicians and is password protected.

See the following pages for programming options for these individual menu items (page 16-19).

Available Settings:

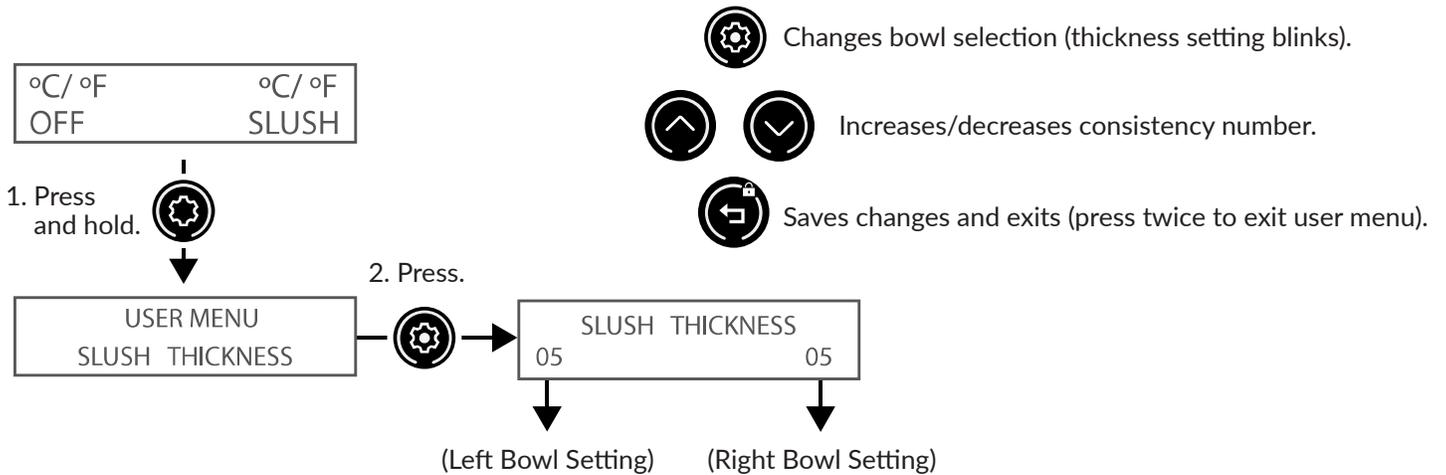
User Parameter	Min.	Default	Max.
Slush Thickness	1	9	18
Install	NA	NA	NA
Maintenance	NA	NA	NA
Language	-	English	-
°C / °F	C	Depending on version	F
Restore Defaults	NA	NA	NA
LCD Backlight	0	100	100
Light	OFF	ON	ON
Auto Functions	OFF	Depending on version	OFF
Data and Time	-	-	-

# PROGRAMMING

## SLUSH THICKNESS

Slush thickness is adjustable from a level of 1 to 18. The higher the number, the thicker the frozen beverage consistency. The factory default is 9.

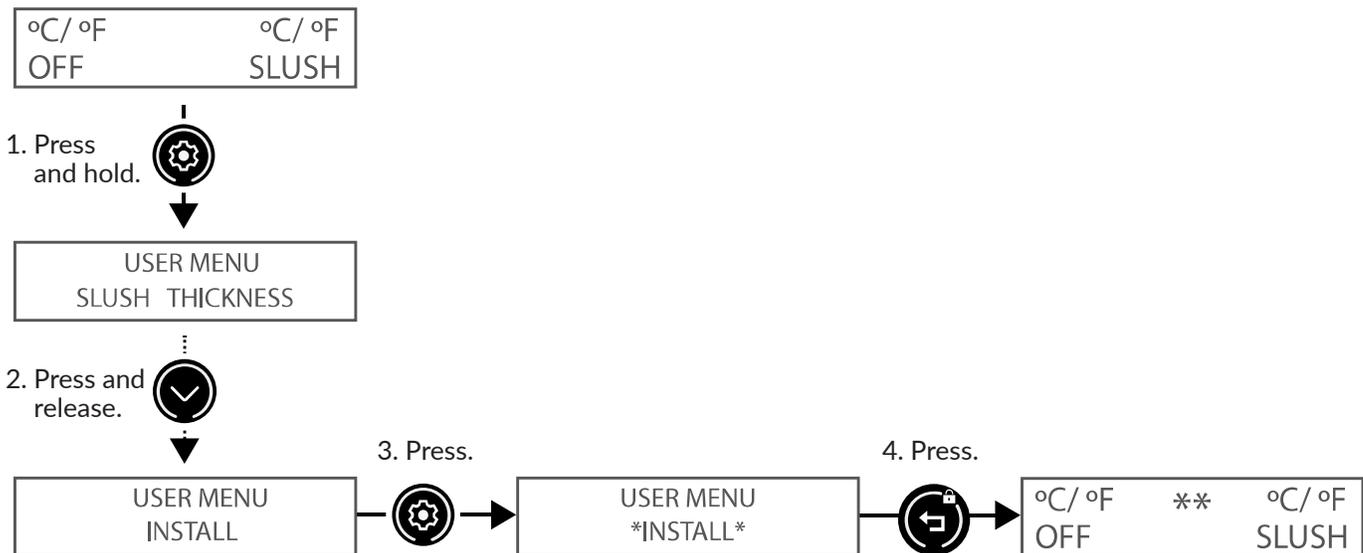
**IMPORTANT:** When the thickness level is set to higher levels, the lid should be fastened to prevent it from opening during operation.



## INSTALLATION

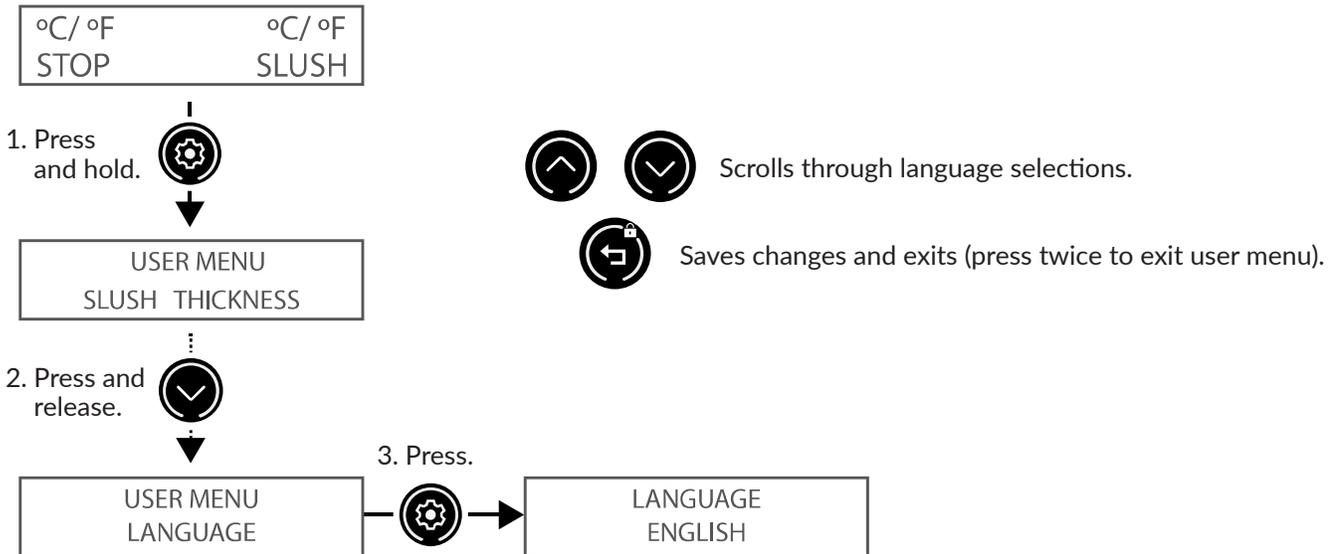
The **INSTALL** menu is used to set up the unit during installation.

**IMPORTANT:** The **AUTO FUNCTIONS** feature cannot be active when performing the **INSTALL** procedure.

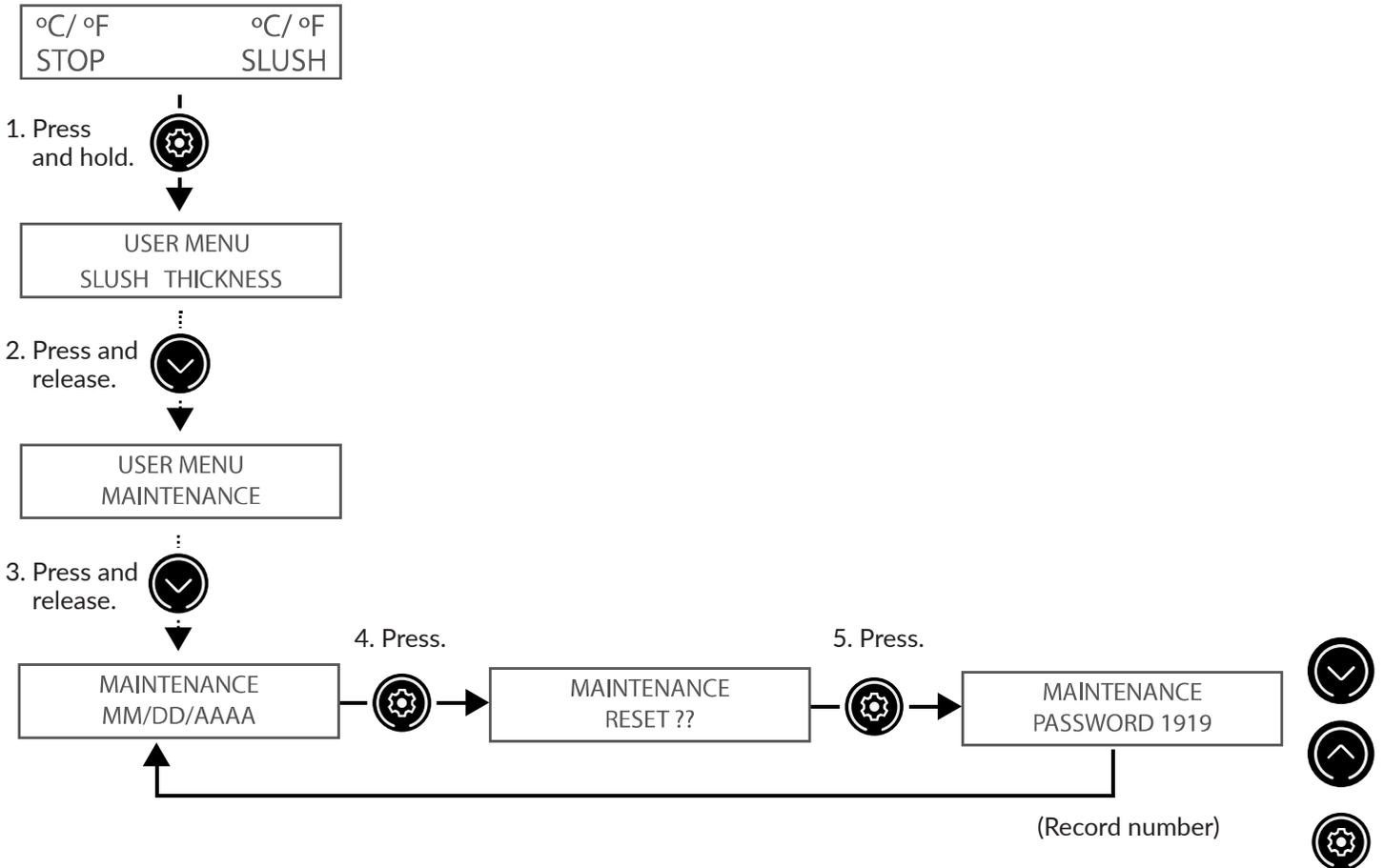


# PROGRAMMING LANGUAGE

Default language is English. Other languages available are French, German, Italian, and Spanish.



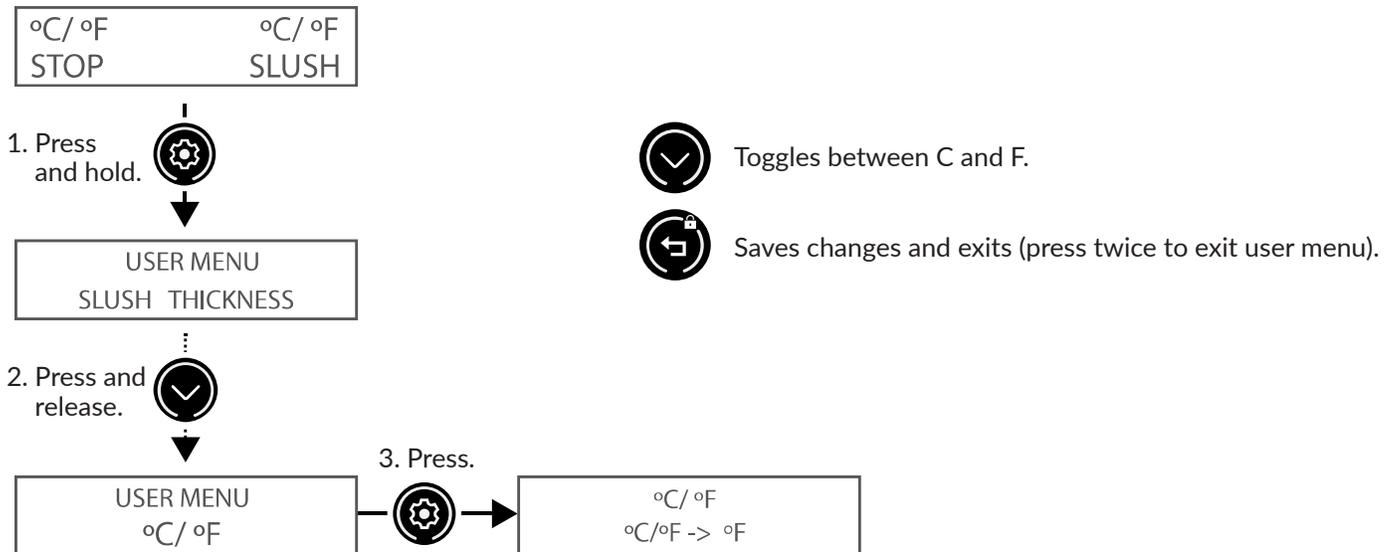
## PREVENTIVE MAINTENANCES (RESET)



# PROGRAMMING

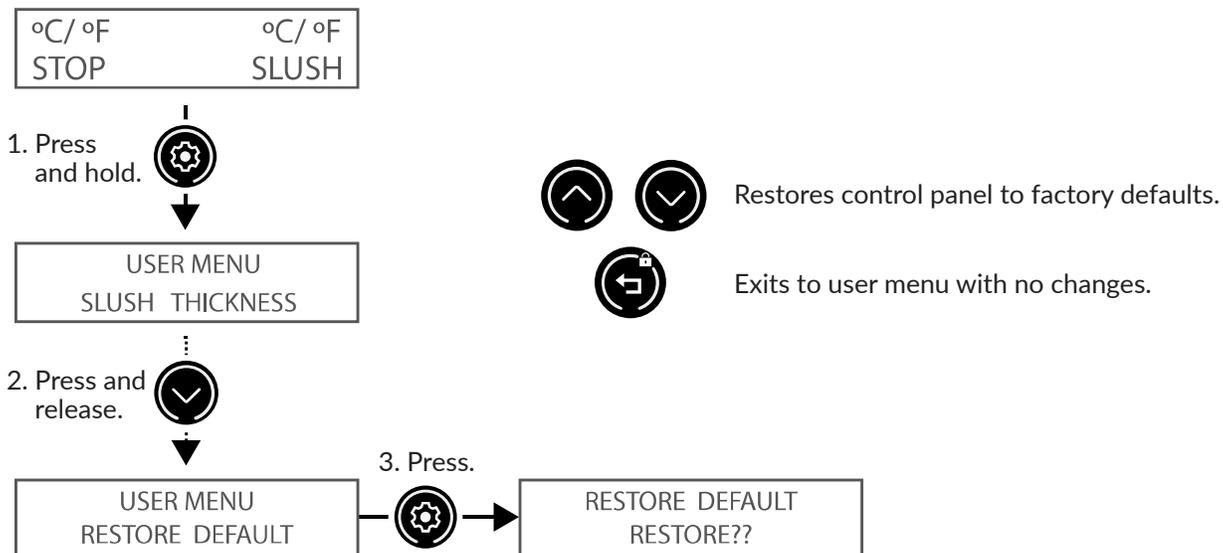
## TEMPERATURE SCALE

Allows the unit to display the temperature in Celsius (C) or Fahrenheit (F). The default units may vary depending on the version.



## RESTORE DEFAULT

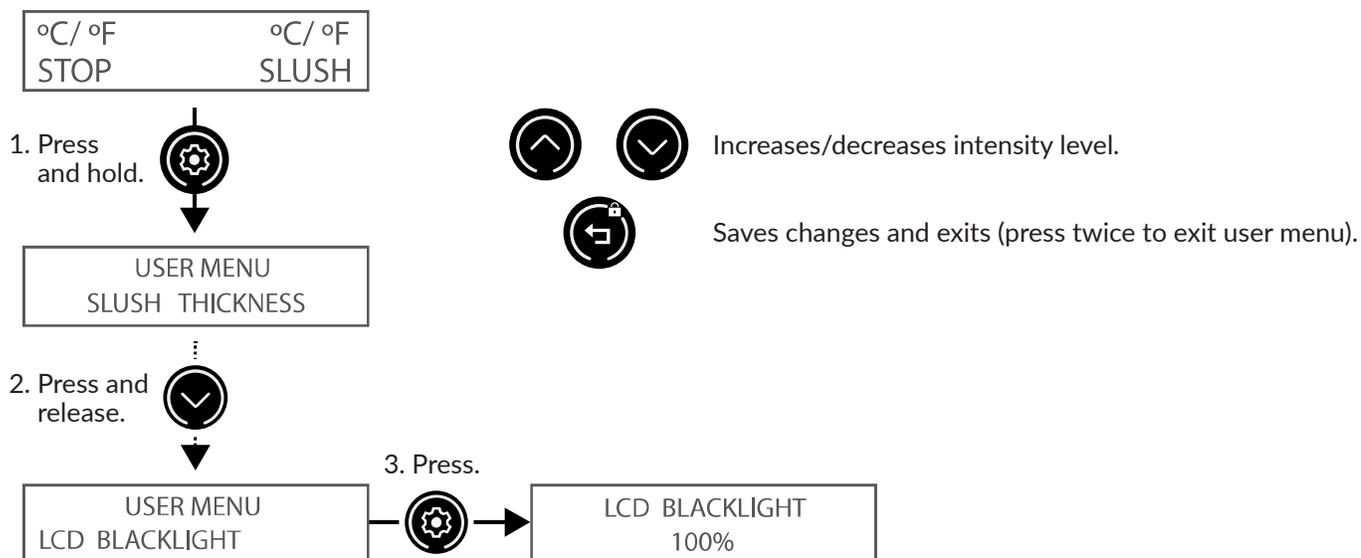
Resets the control panel to the factory default settings.



# PROGRAMMING

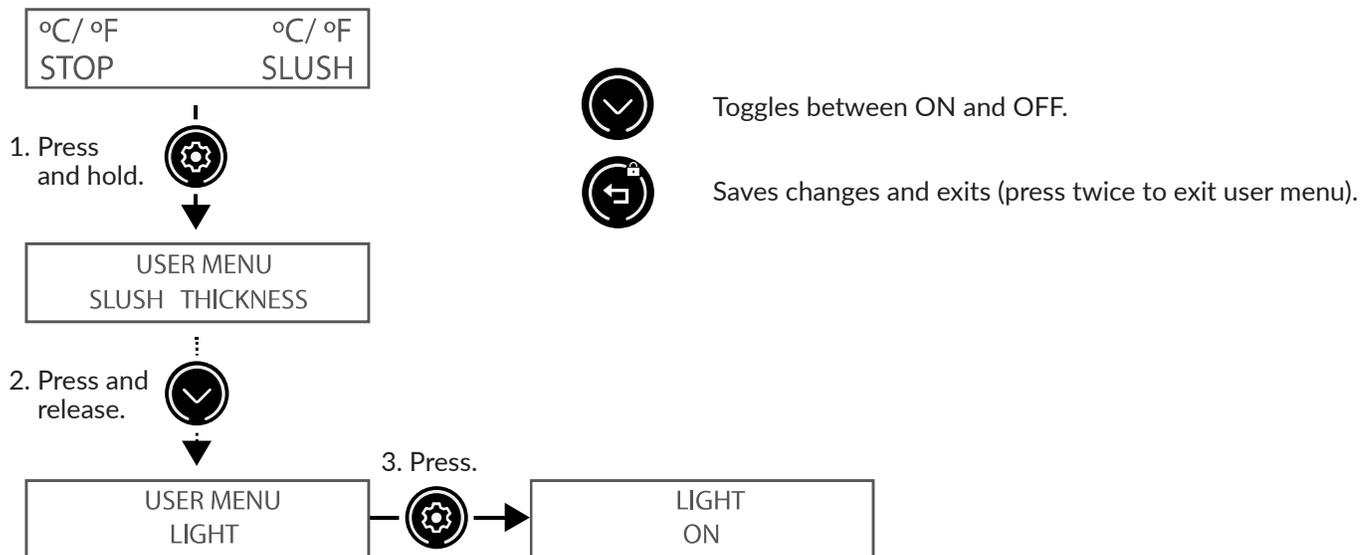
## LCD BACKLIGHT

Adjusts the intensity of the LCD display backlight. The default setting is 100%.



## BOWL LIGHTS

Turns the bowl lights ON and OFF. The default setting is ON.



# PROGRAMMING

## AUTOMATIC FUNCTIONS

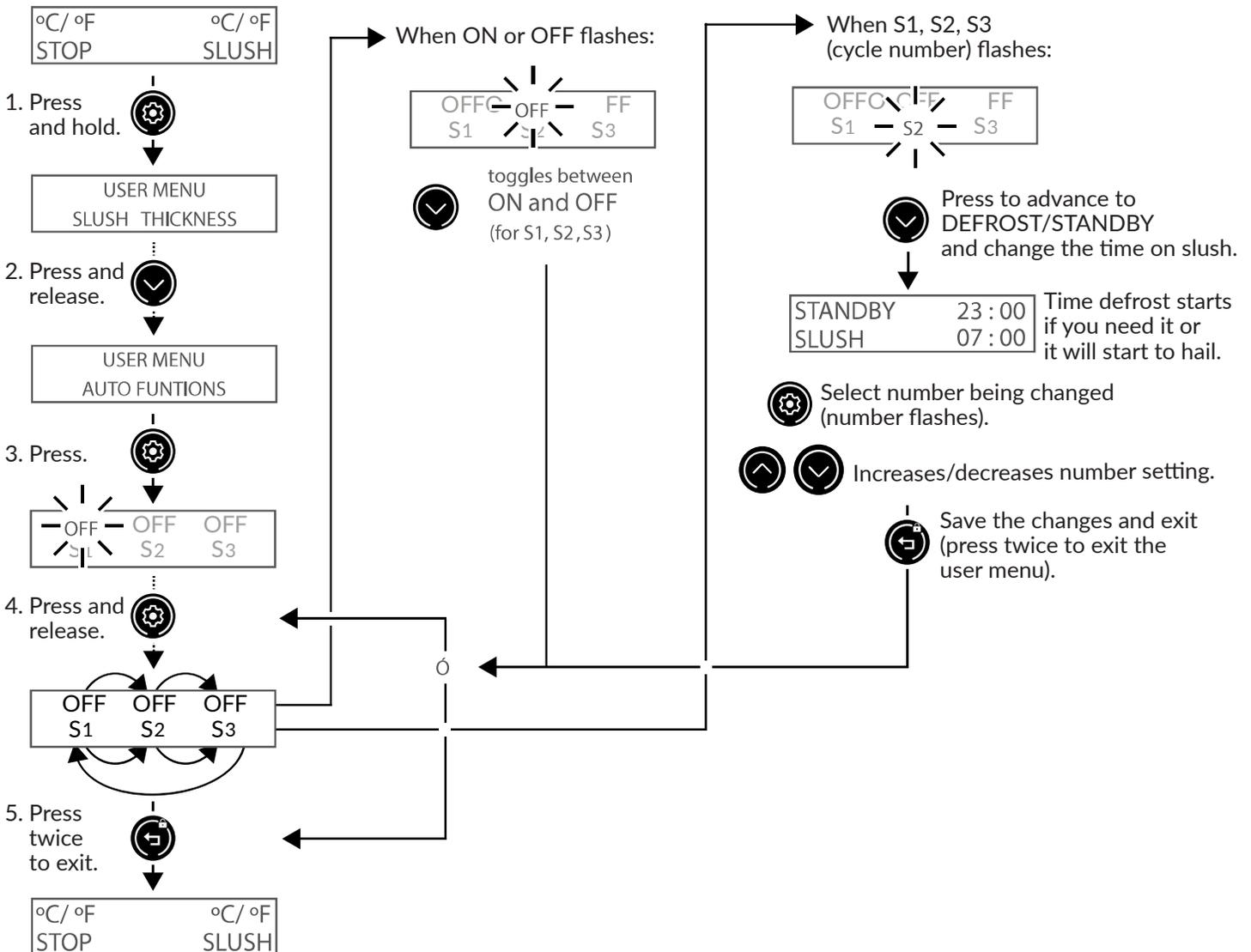
**IMPORTANT: AUTOMATIC FUNCTIONS** do not work correctly if the control panel time is not set correctly.

The date and time must be configured correctly to work with the **AUTOMATIC FUNCTIONS**.

Set the clock and date to the current time. See the **SETTINGS** section on Page 11.



**AUTO FUNCTION:**  
Number of active program (1 to 3)

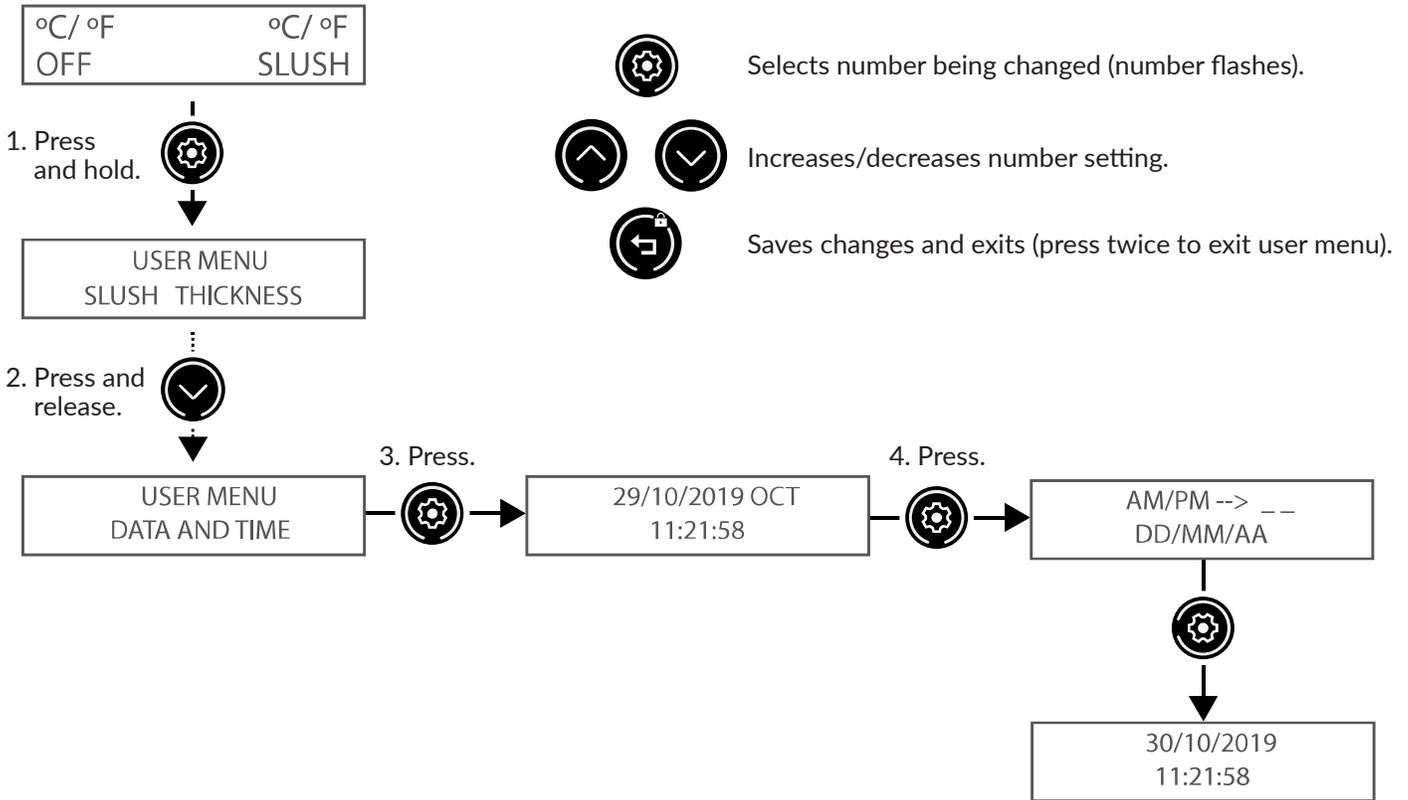


# PROGRAMMING

## DATE AND TIME

Allows to set data and time values.

**IMPORTANT:** The time format may vary depending on the version.



## DISPOSAL



When the machine is no longer in use, dispose of it properly.

# TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
The machine does not turn ON	The main switch is OFF	Turn the switch to ON
	The machine is not plugged in	Plug the machine into the outlet
Leaking tap	Tap seal not lubricated	Lubricate tap seal
	Damaged seal	Replace tap seal
Loss of product from rear part of the bowl	Bowl not correctly assembled	Control bowl assembly
	Bowl seal not lubricated	Lubricate tap seal
	Damaged seal	Replace tap seal
The mixer does not turn	There are blocks of ice inside the bowl	Activate Defrost & Slush, let the product defrost, and check that the product is homogeneous
The machine does not produce slush	Machine near heat sources	Change machine position
	Machine with insufficient ventilation	Change machine position
	Dirty filter	Clean the filter
	Erroneous regulation of consistency	Correctly regulate the consistency
Noisy mixer	There is not enough product in the bowl	Fill the bowl
The display shows an alarm	Break-down or malfunction	See Alarms or call technician

\* In the event that the machine malfunction is not specified in this table or the solution is not appropriate to solve a specific problem, contact a specialist technician.

\* If the consistency of the product is not adequate, check the consistency adjustment in the menu. Contact a specialist technician.

\* If the light does not come on, see the section on light alarms, on page 19.