Fam	Reference: QL-FM-FD-WI-114-14 Total Pages: 22		
Icetro (ISI 163TT) Soft Serve Mach	ine (Preparation)	QL Maxincome Sdn. Bhd.	
REVIEWED BY:	REVIEWED BY: APPROVED BY:		
Jan	Judy		
FDM Manager	Document Control Reviewer	29-05-2024	

Instruction Revision History

Revision No	Originator	Description of revision	Revision and Release Dates	
0	Lee Pui Voon	Request running number for the document	22-06-2022	
1	Lee Pui Voon	Add in new soft serve flavour (Sea Salt Vanilla)	26-07-2022	
2	Jonathan Qway	-Add in new soft serve flavour (Musang King) -Amend sanitizer dilution ratio -Update brushes pictures	22-08-2022	
3	Jonathan Qway	-Add in new soft serve flavour (Crème Brulee) -Remove soft serve flavour (Tiramisu)	31-10-2022	
4	Jonathan Qway	-Add in new soft serve flavour (Hokkaido Milk Froyo) -Remove soft serve flavour (Hokkaido Milk, Red Velvet)	19-12-2022	
5	Jonathan Qway	-Add in new soft serve flavour (Caramel Popcorn) -Remove soft serve flavour (Madagascar Vanilla)	13-01-2023	
6	Jonathan Qway	-Add in new soft serve flavour (Rose Bandung)	17-03-2023	
7	Jonathan Qway	-Add in new soft serve flavour (Salted Gula Melaka) -Remove soft serve flavour (Mango Froyo, Black Cacao Chocolate)	24-05-2023	
8	Jonathan Qway	-Add in new soft serve flavour (Taro Coconut) 28-06- -Remove soft serve flavour (Sea Salt Vanilla)		
9	Jonathan Qway	-Add in new soft serve flavour (Choco Dinosaur) -Revise machine sanitization step	11-08-2023	
10	Jonathan Qway	-Add in new soft serve flavour (Chocolate Mint, Butterscotch) -Remove soft serve flavour (Musang King)	23-10-2023	
11	Eunice Pneh	-Add in new soft serve flavour (Blueberry Tart) -Remove soft serve flavour (Hokkaido Milk Froyo)	22-02-2024	
12	Eunice Pneh	-Add in new soft serve flavour (Banana Milk)	08-03-2024	
13	Eunice Pneh	-Add in new soft serve flavour (Strawberry Yoghurt) -Remove soft serve flavour (Rose Bandung, Salted Gula Melaka)	02-04-2024	

14	Eunice Pneh	-Add in new soft serve flavour (Yuzu Honey) -Remove soft serve flavour (Blueberry Tart,	16th May 2024
		Banana Milk)	

ICETRO (ISI 163TT) SOFT SERVE MACHINE (PREPARATION)

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Icetro (ISI 163TT) Soft Serve Machine

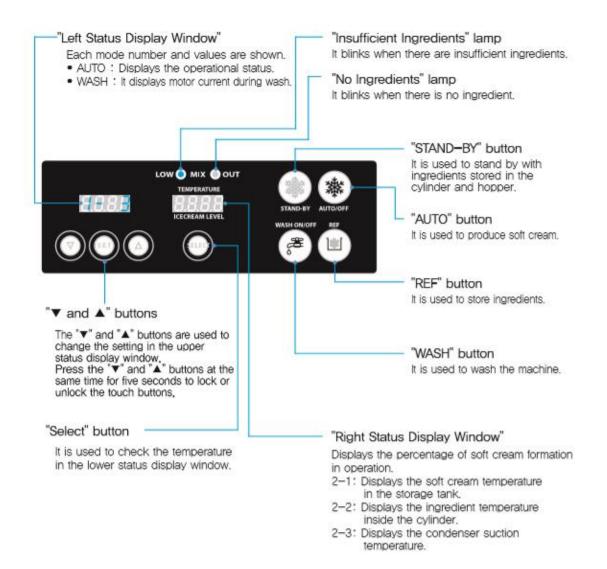


Disclaimer: Only for stores that are having this unit of soft serve machine. Peringatan: Hanya untuk stor yang mempunyai unit mesin sofuto ini.

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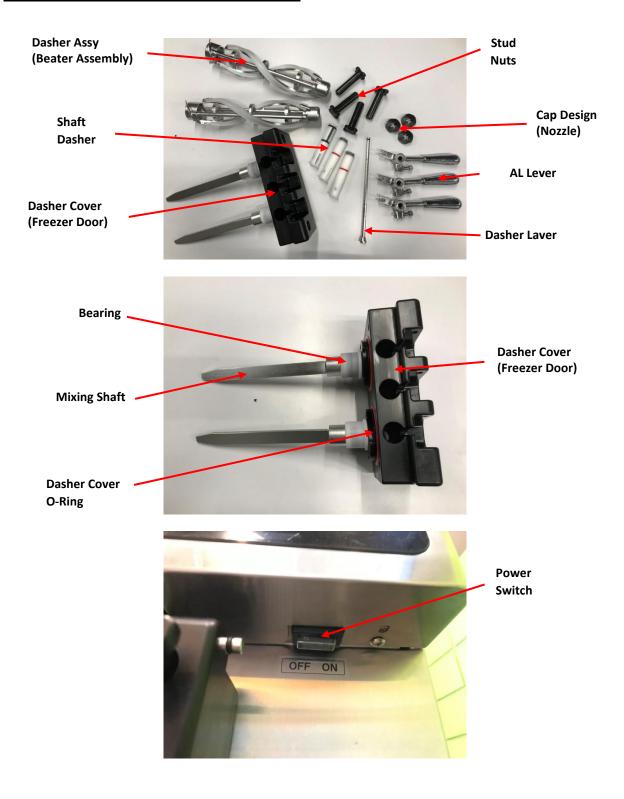
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Button Display Descriptions and Functions / Butang Paparan Penerangan dan Fungsi



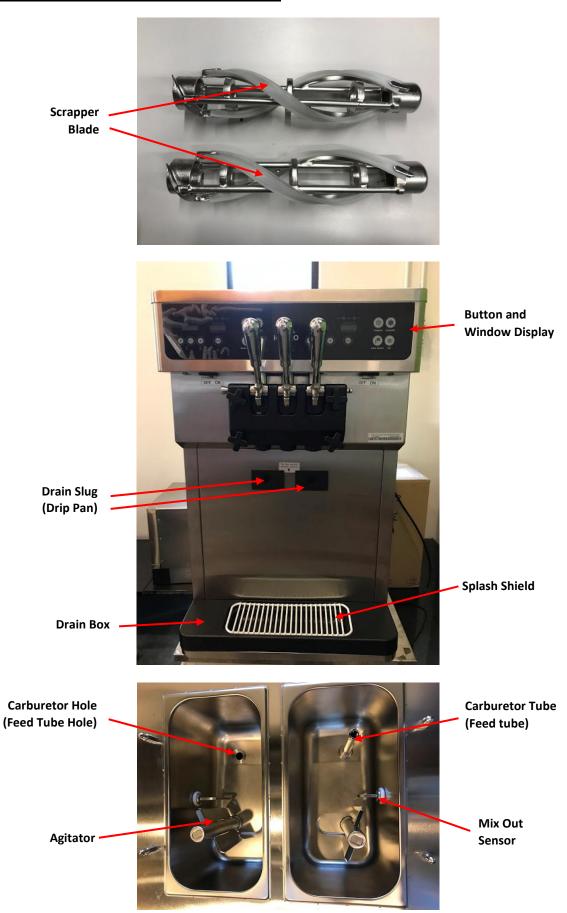
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Parts Identification / Pengenalan Bahagian



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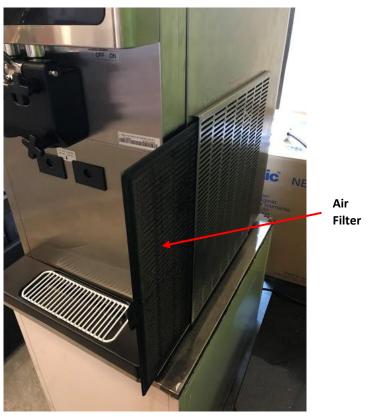
Parts Identification / Pengenalan Bahagian

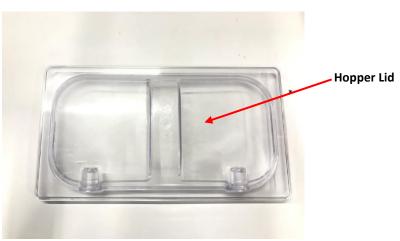


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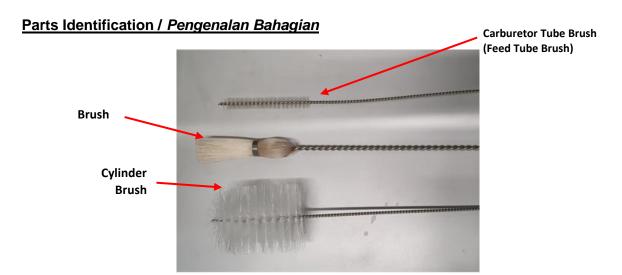
Parts Identification / Pengenalan Bahagian







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Utensils/ Perkakas



Preparation of Soft Serve Mix / Penyediaan Campuran Sofuto

Please take note below are the basic preparation steps for soft serve mix.

Sila ambil perhatian bahawa langkah-langkah berikut hanya langkah asas bagi penyediaan campuran sofuto.



 Prepare 1.75L of water and 1 packet of Matcha Premix (750gm).
 Sediakan 1.75L air dan 1 paket campuran Matcha (750gm).



2. Mix the water and Matcha Premix with a whisk for 30 seconds.

Gaulkan air dan campuran Matcha selama 30 saat.



3. Allow the mixture to rest for 10 minutes in the chiller.

Letakkan campuran ke dalam peti sejuk selama 10 minit.



 After 10 minutes, whisk the mixture vigorously. Selepas 10 minit, pukul campuran dengan kuat.

> *Scrap off the foam before whisking *Keluarkan lapisan buih sebelum mengacau



 Prepare 2 jugs x 2L of clean water and pump 2 pumps of sanitizer into each jug.
 Sediakan 2 jag x 2L air bersih dan pam 2 pam sanitizer dalam setiap jag.



 Pour 2L (1 jug) of sanitizer into each hopper. Tuangkan 2L (1 jug) sanitizer ke dalam setiap 'hopper'.

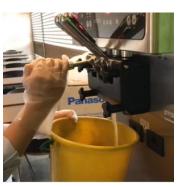


7. Switch 'ON' the soft serve machine.

Buka dan tekan 'ON' mesin soft serve.



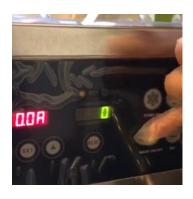
8. Press 'WASH' button, run for 10 minutes. Tekan butang 'WASH', jalankan selama 10 minit.



 After 10 minutes, draw out the sanitizer.
 Selepas 10 minit, keluarkan sanitizer.



10. Pour the mixture into the hopper of soft serve machine. Doing priming at the same time. Tuangkan campuran ke dalam 'hopper' mesin soft serve. Melakukan priming pada masa yang sama.



11. Press 'WASH' mode for 30 seconds to withdraw the air bubbles thoroughly.

Tekan mod 'WASH' selama 30 saat untuk mengeluarkan semua buih.



12. Insert the carburetor tube body.

Masukkan badan tiub karburetor.



13. Adjust the carburetor tube as per HQ requirement. (page 20) Laraskan tiub karburetor mengikut keperluan HQ. (muka surat 20).



14. Fix the tube into the hopper tube hole.

Betulkan tiub ke dalam lubang tiub 'hopper'.



15. Press 'AUTO' button to start making soft serve. Tekan butang 'AUTO' untuk mula membuat soft serve.

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16. The soft serve is ready when the ice cream level reaches at 100% showing on the display window.

Soft serve sedia apabila paras aiskrim mencapai 100% ditunjukkan pada display window.

Reminder / Peringatan

- a) Prime out some soft serve before serving if the machine has not been used for 30 minutes.
 - Keluarkan sedikit soft serve sebelum menghidangkan sekiranya mesin tidak digunakan selama 30 minit.
- b) Remember to **scrap off the foam layer** on top of the mix (mix in the hopper/re-run mix/fresh mix) before whisk or pouring into machine.

 Sila ingat untuk **mengeluarkan lapisan buih** yang terdapat atas campuran (campuran dalam 'hopper'/re-run mix/campuran 'fresh') sebelum gaul atau tuang ke dalam mesin.
- c) Always close the hopper with lid to avoid contamination.

 Sentiasa tutup 'hopper' dengan penutup untuk mengelakkan pencemaran.
- d) When the 'Low' mix showed (yellow indicator lights), carburetor tube should be taken out; when the 'Out' mix showed (red indicator lights), carburetor tube body should be taken out.
 - Apabila campuran **'Low'** menunjukkan (lampu penunjuk kuning), **tiub karburetor** hendaklah dikeluarkan; apabila campuran **'Out'** menunjukkan (lampu penunjuk merah), **badan tiub karburetor** harus dikeluarkan.

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<u>Troubleshooting for Icetro Soft Serve Machines / Penyelesaian Masalah untuk Mesin Soft Serve Icetro</u>

Issues / Masalah	Possible Causes / Kemungkinan Punca Solution / Penyel Masalah	lesaian
Sofuto is crystalized (product is sandy). Sofuto mempunyai kristal (produk berpasir)	a) Premix is in the freezing cylinder for more than 1 hour and it is over beaten. Campuran dibiarkan lebih daripada 1 jam di dalam 'freezing cylinder' dan dipukul berlebihan. a) Prime out 3 – 4 co sofuto and keep ii closed container i chiller (can be reu after it has fully memintal 3 – 4 ko dan simpan di dai bekas tertutup da sejuk (boleh digui semula selepas ia sepenuhnya).	n a n the used letted). on sofuto lam lam peti nakan
	b) The premix mixture was mixed with too much water. Campuran disediakan dengan air yang berlebihan. b) Remove all premi discard. Keluarkan semua campuran dan bu	1
2. Sofuto is crystalized and darker in colour. Sofuto mempunyai kristal dan warna menjadi lebih gelap.	a) Add on premix mixture was not whisk before pouring into the hopper. Tambahan campuran tidak digaul sebelum dituangkan ke dalam 'hopper'.	o hopper. dengan
	b) The carburetor tube was not placed in hopper. Karburetor tube tidak diletakkan di dalam 'hopper'. b) Install the carbure into the hopper propers. Letakkan karbure dalam 'hopper' de betul.	operly. tor tube di
	c) The premix mixture was mixed with too little water. Campuran digaulkan dengan air yang kurang.	semua
	was mixed with too little water. Campuran digaulkan dengan air yang discard. Keluarkan campuran	·



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Sofuto is soft and watery. Sofuto terlalu lembut dan cair.	a)	Scrapper blade is blunt 'Scrapper blade' tumpul	a)	Replace scrapper blade when necessary. Tukar 'scrapper blade' bila diperlukan.
	b)	Too much re-run mix in the hopper. Terlalu banyak campuran-semula dalam 'hopper'.	b)	Not more than 50% re-run mix allowed during refill. Tidak lebih daripada 50% campuran-semula dibenarkan semasa mengisi semula.
	c)	High impact draw of sofuto (sofuto served too frequent). Kekerapan pemintalan sofuto yang tinggi (sofuto disediakan terlalu kerap).	c)	Allow 2-3 minutess of recovery time to the machine until the display window shows . Berikan 2-3 minit untuk pemulihan mesin.
	d)	Sofuto not prime out for more than half an hour. Sofuto tidak 'prime' lebih daripada setengah jam.	d)	Prime out before serving. 'Prime' sebelum penyediaan untuk pelanggan.
4. Sofuto cannot be withdrawn. Sofuto tidak boleh dikeluarkan.	a)	Sofuto readiness not achieving desired percentage. Sofuto tidak mencapai tahap kesediaan yang dikehendaki.	a)	Wait the machine to reach at least 40% to start drawing soft serve. Tunggu mesin mencapai tahap kesediaan sekurang-kurangnya 40% untuk memintal semula sofuto.
	b)	Carburetor tube is not properly installed. Tiub karburetor tidak dipasang dengan betul.	b)	Install carburetor tube properly. Pasang tiub karburetor dengan betul.
	c)	Level of premix is low. Paras campuran adalah rendah.	c)	Top up premix in the hopper. Tambahkan campuran ke dalam 'hopper'.
	d)	Freeze-up in mix inlet hole. Pembekuan dalam lubang salur masuk campuran.	d)	Contact service technician. Panggil juruteknik servis.



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5. Error shown in the display windows: Ralat ditunjukkan dalam tetingkap paparan:

Error 7 EoCr





 a) Too high ice cream level (current).
 Paras aiskrim yang terlalu tinggi (current).

- b) Not enough ingredients inside cylinder (In case of blocked carburetor hole by ingredients).

 Bahan-bahan yang tidak mencukupi di dalam silinder (Sekiranya lubang karburetor tersumbat oleh bahan-bahan).
- c) In case of lower sugar rate of ingredients.
 Dalam kes kadar gula bahan yang lebih rendah.
- d) Faulty initial setting. Tetapan awal yang salah.
- e) Malfunction of thermal sensor cylinder by water permeation. Kepincangan fungsi silinder penderia haba oleh resapan air.
- f) Failure detecting the motor current.

 Kegagalan mengesan arus motor.
- g) Leakage current and wire open.
 Arus bocor dan wayar terbuka.

- a) AUTO OFF and operate WASH for about 10 minutes to melt ice cream and decrease the current level (3-1). Reproduce the Ice cream (AUTO) 'AUTO OFF' dan kendalikan 'WASH' selama kira-kira 10 minit untuk mencairkan ais krim dan mengurangkan tahap semasa (3-1). Menghasilkan semula Aiskrim (AUTO)
- b) Remove the carburetor and supply enough ingredients. Keluarkan karburetor dan bekalkan bahan-bahan secukupnya.
- c) Recommended rate: 25-28%.Kadar yang disyorkan: 25-28%.
- d) Initial setting should be caried out both sides.

 Tetapan awal hendaklah digariskan pada kedua-dua belah pihak.
- e) Remove moisture or replace the thermal sensor cylinder after checking the temperature of cylinder. Keluarkan lembapan atau gantikan silinder sensor haba selepas memeriksa suhu silinder.
- f) Replace CONTROL PCB. Gantikan PCB KAWALAN.
- g) Contact service technician. Panggil juruteknik servis.

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Mart				
		Damage of EMPR. Kerosakan EMPR.	h)	Contact service technician. Panggil juruteknik servis.
		Components damage related with motor. Kerosakan komponen berkaitan dengan motor.	i)	Contact service technician. Panggil juruteknik servis.
	j)	High Pressure. Tekanan Tinggi.	j)	Please check the cleaning condition of the condenser fiter or installation environment. Sila semak keadaan pembersihan pemasang kondenser atau persekitaran pemasangan.
		 Off the machine. / Matik Take out the caburetor the Keluarkan tiub kabureto On the machine, pressive for 1 minute. / Buka messin berjalan selama for the wash button, precaburetor tube & caburetor & badan kaburetor & badan kaburet	ce cream ready to serve again. / Aiskrim sedia untuk	
6. Error shown in the display windows: Ralat ditunjukkan	,	Abnormal Refrigerant. Penyejuk tidak biasa.	a)	Check Refrigerant. Semakan refrigerant.
dalam tetingkap paparan: Error 9 noLA		 Off the machine. / Matik Take out the caburetor the Keluarkan tiub kabureto On the machine, pressive for 1 minute. / Buka messin berjalan selama for the wash button, precaburetor tube & caburetor & badan kaburetor & badan kaburet	tube & caburetor body. / for & badan kaburetor. wash button, let the machine run esin, tekan butang basuh, biarkan 1 minit. ress auto button and put back the retor body. / Matikan butang uto dan letakkan semula tiub buretor. el back to 100%. / Tunggu tahap	



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- 7. Error shown in the display windows: Ralat ditunjukkan dalam tetingkap paparan:
 - **Error 13 Hott**



- a) Abnormal condenser temperature.
 Suku kondenser tidak biasa.
- a) Check condenser filter and clean up.
 Periksa penapis kondenser dan bersihkan.

How to solve: / Bagaimana untuk menyelesaikan:

- 1. Off the machine. / Matikan mesin.
- 2. Take out the filter and clean it. / Keluarkan penapis dan bersihkannya.
- 3. Assemble the filter. On the machine and press 'AUTO' for making ice cream. / Pasang penapis. Pada mesin dan tekan 'AUTO' untuk membuat aiskrim.
- Error shown in the display windows: Ralat ditunjukkan dalam tetingkap paparan:

All Error codes except Error 7,9,13. Semua kod Ralat kecuali Ralat 7,9,13.

- a) Er1 hoPn Cooling temperature sensor is bad. (Open) Sensor suhu penyejukan adalah buruk. (Buka)
- b) Er2 hSht
 Cooling temperature
 sensor is bad. (Short)
 Sensor suhu penyejukan
 adalah buruk. (Pendek)
- c) Er3 Copn
 Cooling cylinder entrance's
 temperature.
 Suhu pintu masuk silinder
 penyejuk.
- d) Er4 CSht Cooling cylinder entrance's temperature. Suhu pintu masuk silinder penyejuk.
- e) Er5 AoPn
 Condenser suction
 temperature sensor is bad.
 (Open) But it operates
 when 4-11 (neighboring
 temperature selection) is
 on.
 Sensor suhu sedutan
 pemeluwap adalah buruk.
 (Buka) Tetapi ia beroperasi
 apabila 4-11 (pemilihan
 suhu jiran) dihidupkan.
- f) Er6 Asht
 Condenser suction
 temperature sensor is bad.
 (Short) But it operates
 when 4-11 (neighboring

a) Contact service technician. Panggil juruteknik servis.

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temperature selection) is

Sensor suhu sedutan pemeluwap adalah buruk. (Pendek) Tetapi ia beroperasi apabila 4-11 (pemilihan suhu jiran) dihidupkan.

- g) Er8 HiPS High voltage detected. Voltan tinggi dikesan.
- h) Er10 Lovo Supply voltage exceeding -15%. Voltan bekalan melebihi -15%.
- Er11 Hivo Supply voltage exceeding +15%. Voltan bekalan melebihi +15%.
- j) Er12 drAu Bad Location of the AL lever. Lokasi AL lever yang tidak betul.
- k) Er14 bELt Axial power is abnormal. Kuasa paksi adalah tidak normal.
- 1) Er15 EEP1 Main PCB EEPROM is abnormal. EEPROM PCB utama tidak biasa.
- m) Er16 dAtA Data communication failure. Kegagalan komunikasi data.

How to solve: / Bagaimana untuk menyelesaikan:

- 1. Press 'STAND-BY' mode, so that premix would not spoil. / Tekan mod 'STAND-BY', supaya pracampuran tidak
- 2. Try to draw out the premix when it turns liquid even in the 'STAND-BY' mode. / Cuba keluarkan premix apabila ia bertukar cair walaupun dalam mod 'STAND-BY'.
- 3. Wait for technician to come. / Tunggu juruteknik datang.

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Serving of Soft Serve / Penghidangan Sofuto

a) Cone / Kon



 Draw 2.5 swirls of Matcha Sofuto into a waffle cone. Tarikkan 2.5 pusingan Matcha Sofuto ke dalam kon wafel.

b) Sundae / Sundae



 Draw 3.5 swirls of Matcha Sofuto into a sundae cup. Tarikkan 3.5 pusingan Matcha Sofuto ke dalam cawan sundae.



2. Cover the sundae cup with a dome lid.

Tutup cawan sundae dengan penutup kubah.

c) Pint Sundae / Pint Sundae



 Draw 4.5 swirls of Matcha Sofuto into a pint size cup. Tarikkan 4.5 putaran Matcha Sofuto ke dalam cawan saiz pint.



2. Push the sofuto towards the centre to cover the hole and flatten it using a spoon. Tolak sofuto ke arah tengah untuk menutup lubang dan ratakan menggunakan sudu.



3. Add another 2.5 swirls of Matcha Sofuto into the half-filled pint size cup.

Masukkan lagi 2.5 putaran Matcha Sofuto ke dalam cawan saiz pint yang berisi separuh.



4. Push the sofuto towards the centre to cover the hole and flatten it using a spoon. Tolak sofuto ke arah tengah untuk menutup lubang dan ratakan menggunakan sudu.



5. Secure both sides with FamilyMart tape.

Tampal kedua-dua belah dengan pita FamilyMart.



6. Paste the MRD of Matcha Sofuto Pint Size Sundae onto the lid before placing into the freezer.

Tampalkan MRD Matcha Sofuto Pint Size Sundae pada penutup sebelum dimasukkan ke dalam peti sejuk.

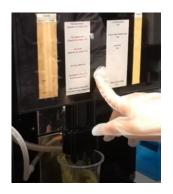
d) Milkshake / Milkshake



1. Draw 4 swirls of Matcha Sofuto into an ice cup. Tarikkan 4 pusingan Matcha Sofuto ke dalam cawan ais.



2. [FRANKE Machine]
Press 'Hot Milk R'
button one time and let
the dispense process
complete.
Tekan butang 'Hot Milk
R' sekali dan biarkan
proses pengeluaran
selesai.



Press 'Hot Matcha
Latte & Hot
Chocolate' button one
time and let the
dispense process
complete.
Tekan butang 'Hot
Matcha Latte & Hot
Chocolate' sekali dan
biarkan proses
pengeluaran selesai.

3. [WMF Machine]



4. Add ice until reaching the indicator line.

Masukkan ais sehingga mencapai garis penunjuk



5. Cover the ice cup with its lid and serve with 12mm big straw. Tutup cawan ais dengan penutupnya dan hidangkan dengan penyedut minuman bersaiz 12mm.

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<u>Appendix 1: Carburetor Hole Size Application / Lampiran 1: Aplikasi Saiz Lubang Karburator</u>

Please refer to the table below for application of carburetor hole size according to the flavours. / Sila rujuk jadual di bawah untuk penggunaan saiz lubang karburetor mengikut perisa.

Product / Produk	Carburetor Hole Size / Saiz Lubang Karburator
Matcha Sofuto Sofuto Matcha	Medium-size
Crème Brulee Sofuto Sofuto Crème Brulee Toro Coconut Sofuto	
Taro Coconut Sofuto Sofuto Kelapa Keladi	
Chocolate Mint Sofuto Sofuto Coklat Pudina	
Butterscotch Sofuto Sofuto Butterscotch	
Strawberry Yoghurt Sofuto Sofuto Strawberi Yoghurt	
Yuzu Honey Sofuto Sofuto Oren Yuzu Madu	
Belgian Dark Chocolate Sofuto Sofuto Coklat Gelap Belgian	Bigger
Solute Solute Solute Dolgian	



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Appendix 2: Soft Serve Mixing Ratio Summary Table / Lampiran 2: Jadual Ringkasan Nisbah Campuran Sofuto

Product / Produk	Premix / Campuran	Mixing Ratio / Nisbah Campuran	Product Serving Image / Imej Hidangan Produk (2.5 swirls / 2.5 pusingan)
Matcha Sofuto Sofuto Matcha	Matcha Soft Serve Premix - 750gm Campuran Matcha 750gm	750g premix : 1.75L water 750g campuran :1.75L air	
Belgian Dark Chocolate Sofuto Sofuto Coklat Gelap Belgian	Dark Chocolate Premix 1.5kg Campuran Coklat Gelap Belgian 1.5kg	1.5kg premix : 3.8L water 1.5kg campuran : 3.8L air	
Crème Brulee Soft Serve Sofuto Crème Brulee	Crème Brulee Flavoured Soft Serve Premix 750gm	750g premix : 1.75L water 750g campuran : 1.75L air	
Taro Coconut Sofuto Sofuto Kelapa Keladi	Taro Coconut Soft Serve Premix 750gm	750g premix : 1.75L water 750g campuran : 1.75L air	



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Chocolate Mint Sofuto Sofuto Coklat Pudina	Chocolate Mint Soft Serve Premix 750gm	750g premix : 1.75L water 750g campuran : 1.75L air	
Butterscotch Sofuto Sofuto Butterscotch	Butterscotch Flavoured Soft Serve Premix 750gm	750g premix : 1.75L water 750g campuran : 1.75L air	
Strawberry Yoghurt Soft Serve Sofuto Strawberi Yoghurt	Strawberry Lassi Soft Serve Premix 750g	750g premix : 1.75L water 750g campuran : 1.75L air	
Yuzu Honey Soft Serve Sofuto Oren Yuzu Madu	Yuzu Honey Soft Serve Premix 750gm	750g premix : 1.75L water 750g campuran : 1.75L air	