

Robo Ice Cream - User Manual



Model No.: _____

Date: _____

S/N: _____

Please read before operating the machine.

Robo Ice Cream - Manual

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Introduction

Brief Overview

The Robo Ice Cream is an innovative and user-friendly appliance designed to effortlessly create delicious soft serve ice cream with minimal effort from the user. This machine combines cutting-edge technology with traditional confectionery techniques to produce smooth soft serve ice cream. Here's a glimpse into its features:

Simple-Touch Operation



The machine boasts a user-friendly interface with intuitive controls. With just a single touch, users can initiate the soft serve making process, eliminating the need for complex manual adjustments.

Easy Cleaning



The machine's detachable parts are designed for easy cleaning and maintenance. This feature ensures that the machine can be kept in optimal working condition with minimal effort.

Safety Features



The Robo Ice Cream prioritizes user safety. It includes features such as an automatic door window with a hand sensor.

Food Safety



The Robo Ice Cream includes settings for automatically pasteurizing ice cream to ensure no bacteria is present.

Importance of the Manual

Reading the manual before operating a machine is of paramount importance for several reasons:

Safety



Manuals typically contain crucial safety information, including

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potential hazards, proper handling procedures, and precautions to prevent accidents. Understanding these safety guidelines can help users avoid injuries to themselves and others while using the machine.

Proper Usage

Manuals provide detailed instructions on how to use the machine correctly. This includes information on setup, operation, maintenance, and troubleshooting. Following these instructions ensures that the machine functions as intended and extends its lifespan.

Optimal Performance

The manual often includes insights into the machine's capabilities and features. By understanding how to use the machine to its fullest potential, users can achieve optimal results, whether that's producing high-quality outputs or efficiently completing tasks.

Avoiding Damage

Improper usage can lead to damage to the machine. Manuals offer guidance on proper maintenance and care procedures, helping users keep the machine in good working condition. This can save time, money, and frustration by preventing the need for repairs or replacements.

Troubleshooting

Machines can sometimes run into problems, but don't worry! In this manual, you'll find a helpful troubleshooting section that's designed to make your life easier. It's like having a friendly guide to assist you in identifying and fixing those everyday hiccups. This can be a real time-saver and stress-reliever, allowing you to tackle small issues on your own rather than having to reach out to our technical support team.

Compliance

In certain environments or industries, following manufacturer recommendations outlined in the manual might be a requirement for regulatory compliance or warranty coverage. Reading and adhering to the manual's instructions can help users meet these standards.

User Empowerment

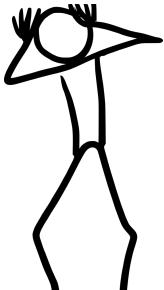
Understanding how a machine works and its different features empowers users to confidently operate it. This can lead to a more satisfying user experience and the ability to explore the machine's capabilities.

Preventing Voiding Warranty

Manufacturers often include specific terms in their warranties, which may

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include stipulations about proper use and maintenance. Failure to follow these guidelines could void the warranty. Reading the manual helps users avoid unintentional breaches of warranty terms.



Avoiding Frustration

Attempting to use a machine without reading the manual can lead to confusion, frustration, and poor results. Taking the time to understand the machine's functions beforehand can make the operation smoother and more enjoyable.

In summary, reading the manual before operating a machine is crucial for safety, proper usage, optimal performance, and avoiding unnecessary complications. It equips users with the knowledge needed to operate the machine confidently, efficiently, and effectively, leading to a more successful and satisfying experience overall.



Safety Precautions

Please read and understand these safety precautions before operating the Automatic Cotton Candy Machine. Ensuring your safety and the safety of others is of utmost importance.

Read the Manual

Before operating the machine, thoroughly read and understand the entire manual. Familiarize yourself with all operating procedures, safety guidelines, and warnings.

Adult Supervision

This machine is not a toy. It should only be operated by adults or under adult supervision. Keep children and pets away from the machine during operation.

Electrical Safety

- Ensure the power cord is intact and undamaged before plugging into a power outlet.
- Use only the provided power cord or a cord recommended by the manufacturer.
- Do not immerse the machine in water or any liquid. Keep liquids away from the machine's electrical components.

Proper Environment

- Operate the machine on a stable and flat surface to prevent tipping or

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instability.

- Keep the machine away from flammable materials, heat sources, and water sources.

Protective Gear

- Wear appropriate clothing and protective gear, including heat-resistant gloves, when handling hot components.
- Avoid loose clothing, jewelry, or accessories that could get caught in the machine's moving parts.

Cleaning and Maintenance

- Disconnect the machine from the power source before cleaning or performing maintenance.
- Allow the machine to cool down before cleaning or touching any hot components.
- Use only cleaning materials recommended by the manufacturer.

Avoid Overloading

- Follow the manufacturer's recommendations for the maximum quantity of sugar to use at a time. Overloading may cause overheating or damage to the machine.

Emergency Shutdown

- In case of any abnormalities, unusual noises, or overheating, immediately turn off the machine, disconnect it from the power source and connect with the customer support team.

Servicing and Repairs

- Only qualified service technicians authorized by the manufacturer should perform repairs or modifications.
- Attempting to disassemble or repair the machine yourself may result in damage or personal injury.

Emergency Contact

In case of any doubts, concerns, or emergencies related to the machine's operation, contact our customer support or the authorized service center.

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Remember that failure to adhere to these safety precautions could result in injuries, damage to the machine, or hazardous situations. By following these guidelines, you ensure a safe and enjoyable experience while using the Machine.

NOTES

Prohibited operation

1. Live working is prohibited during equipment maintenance
2. Parameters in parameter setting 1 and parameter setting 2 cannot be changed
3. Do not turn on refrigeration during cleaning 4.Do not use boiled water when cleaning
4. No idling of expansion pump
5. It is forbidden to drop foreign matters in the precooling cylinder (such as iron filings, small plastics, spoons, flying insects, etc.)
6. Please ensure that the machine is reliably grounded (with grounding connection) and can be checked by the socket tester

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Getting Started

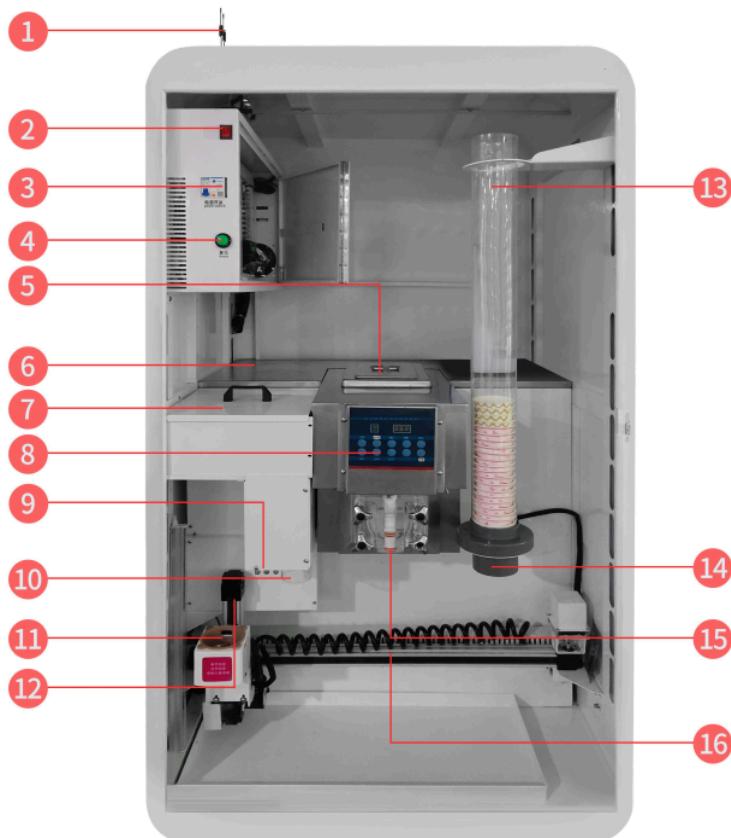
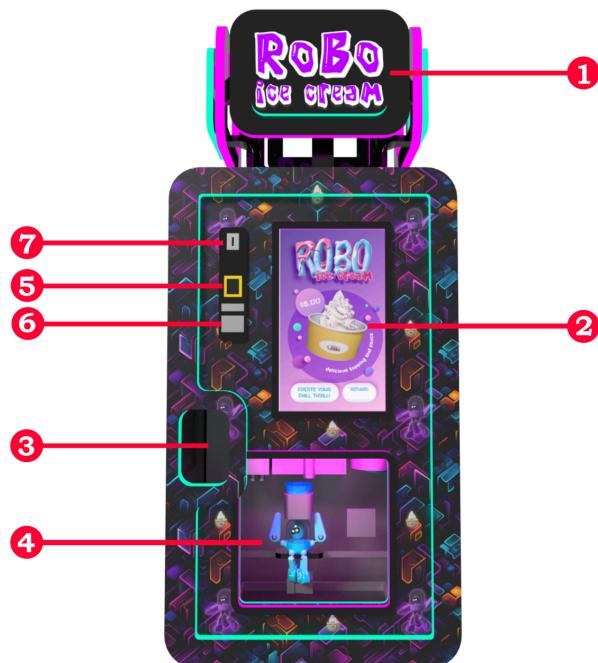
Machine parameters/features



Machine	Robo Ice Cream
Size	WITHOUT SIGN Width: 1022mm Depth: 933mm Height: 1920mm WITH SIGN Width: 1022mm Depth: 933mm Height: 2505mm
Screen	32in Touch Screen
Weight	350KG (no sign) 435KG (with sign)
Color	White, Customizable Wrap
Cup Capacity	100-150
Compressor	Tecumseh
Mix Capacity	15L (Storage Cylinder) 2.2L (Evaporation Cylinder)
Customizable VIP	Mobile Background, Member Information Management
Payment System	Cash, Coin, POS
Networking Mode	4G (module), Wifi, Ethernet
Cylinder Cleaning	Automatic Cleaning
Storage Cylinder	Pre-Cooling Preservation
Power Usage	3000W @ 120v (25A)

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1. LED Sign
2. 32in Touch Screen
3. Anti-Pinch Door
4. Viewing Window
5. Credit Card Reader
6. Cash Acceptor
7. Coin Acceptor
8. Wheels



- 1 - Machine Antenna
- 2 - Light Switch
- 3 - Main Power Breaker
- 4 - Reset Button
- 5 - Raw Material Cylinder
- 6 - Syrup storage tank
- 7 - Toppings storage
- 8 - Ice Cream Making Module
- 9 - Syrup dispenser
- 10 - Topping dispenser
- 11 - Cup receiving trolley
- 12 - Z Axis Lifting Module
- 13 - Cup holding tube
- 14 - Cup dispenser
- 15 - Ice Cream dispenser
- 16 - X/Y Axis system

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Accessories

Some accessories/consumables may be packaged and stored inside the machine body. Please carefully disassemble and verify you have all that's needed before operating the machine.

Measuring Cup	Mixer	Cups w. Spoons	Sign
			

Internal Hardware/Software System

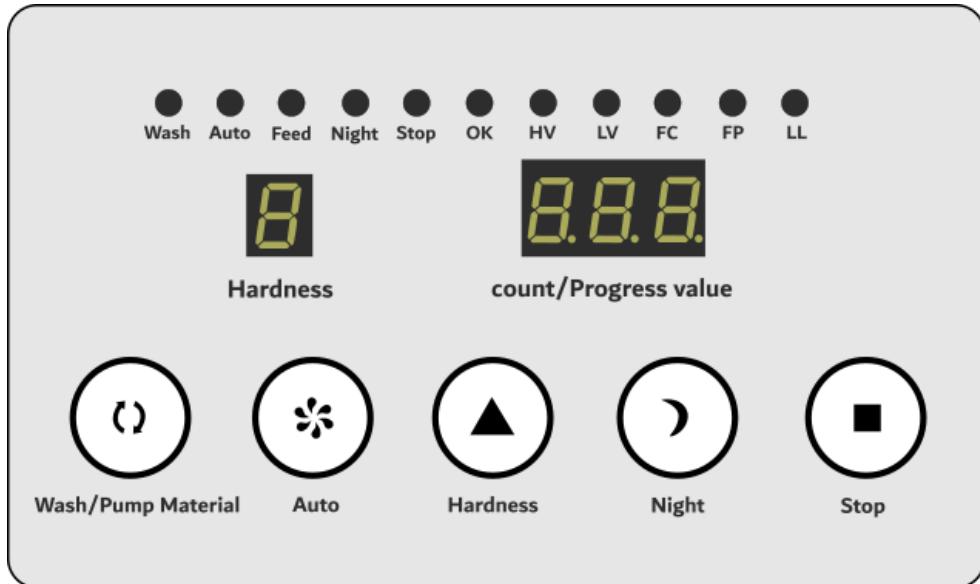
Hardware Panel

Turning on the refrigeration system.



This is the hardware panel. The information below will explain the function of the buttons, LEDs and display.

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Wash/Pump Material



Pressing once will turn on the mixing shaft and air pump. This will start the filling and mixing process.

Pressing again will make the pump stop but it will continue to mix.

To stop mixing, you must press the stop button.



The WASH LED is when the mixing is started and the FEED LED is for the air pump.

Auto



Pressing AUTO will start the ice cream making process. When complete the OK LED will go on and the progress will be 100%.



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Hardness



This setting will control how hard (Frozen) the ice cream is when served.

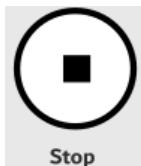
There are 6 levels of hardness, with 1 being the softest and 6 being the hardest. The default factory setting is 4.

Night



This represents keeping the machine warm overnight. All automatic functions STOP, it can only be manually controlled to turn on.

Stop



This will stop the machine from doing all work.
This is also a reset.

Production Mode



After reaching 100% when using AUTO, this button should be kept pressed in. This enables the front touch screen to communicate with the ice cream system.

If there is NO ICE CREAM MIX inside or when CLEANING please ensure this button is NOT PRESSED.

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Internal Software System

X axis current location	0	Test Operation				Y axis current location	0
WORK	START	Reset	Emergency STOP				Reset 0
							Start 0
							Complete 0
							Status 0
Parameter OFF							
Name	Ice Cream 	Topping #1	Topping #2	Topping #3	Syrup #1	Syrup #2	Syrup #3
Dispense Time	2.0	0.5	0.5	0.5	0.5	0.5	0.5
Door Safety X14 ON		Cup detection X7 OFF	Out of Stock OFF	FULL			
HOME	Manual Test	Parameter Settings	Position Settings	Alarm Query			

This page is to test making a single ice cream. Manually testing before leaving unattended is a must. Please test at least 1 time before every refill or after every cleaning.

When the PARAMETER button is OFF you will not be able to change the times here. You can turn it ON and adjust the timing to test the perfect serving. Keep the settings here written down to transfer it over to the Parameter settings page 2.

Dispense Timing

Name	Ice Cream 	Topping #1	Topping #2	Topping #3	Syrup #1	Syrup #2	Syrup #3
Dispense Time	2.0	0.5	0.5	0.5	0.5	0.5	0.5

This portion of the screen displays the time it will take to dispense each item. For example, If you enter 2 in the RED BOX, Topping #1 to the right it will dispense $2 \times 0.5 = 1$ seconds for Topping #1 that is dispensed.

Topping #1	2	Topping #1
	X	0.5
= 1 Second		

Start Manual Ice Cream

START

Pressing the START button will start a manual test of ice cream using all the settings on this screen.

Material Low

If there is a shortage of material, an alarm will be displayed here.

Out of Stock **OFF** **FULL**

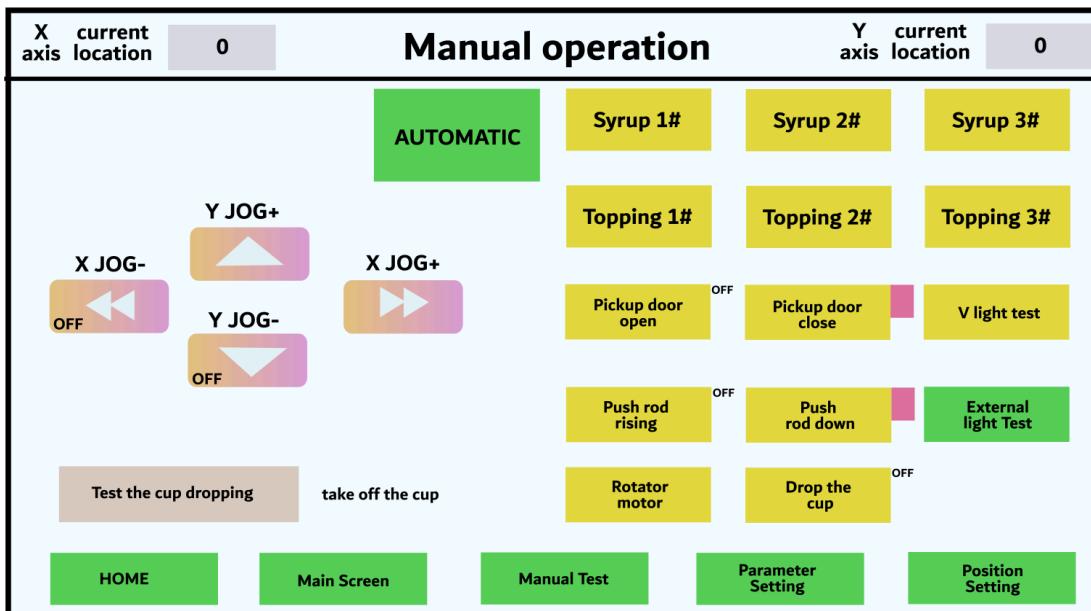
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Door Switch

X14 is an induction switch for the Ice Cream Door. You can test the door sensor here.

Door Safety X14 ON

Manual Operation



Moving the Robot



To move the Robot position use the JOG buttons.

Cup drop test

This button will rotate the cup chamber to drop a single cup.

Test the cup dropping

take off the cup

Machine Control (Manual)



These are various buttons used to control the machine manually for testing.

Be sure to pay attention to the actual machine when using this. Ensure nothing is being blocked so as to not cause a physical crash.

When a button is pressed it will stay on until you press again to turn off.

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Pickup door open	Open the Serving Door	Pickup door close	Close the Serving Door
Syrup 1#	Dispense Syrup #1	V light test	Test disinfection light
Syrup 2#	Dispense Syrup #2	Push rod rising	Ice Cream Rod Open
Syrup 3#	Dispense Syrup #3	Push rod down	Ice Cream Rod Close
Topping 1#	Dispense Topping #1	Drop the cup	Drop a cup
Topping 2#	Dispense Topping #2	Rotator motor	Stirring Shaft Test
Topping 3#	Dispense Topping #3	External light Test	Test External Lights

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Parameter Settings

Parameter Settings - Page 1

CAUTION

These settings should not be changed without the advice of a technician. Doing so may cause damage to the machine and void your warranty.

This page is used to adjust motor speeds and locations for the various points of operation.

! DO NOT CHANGE WITHOUT SUPERVISION !

X current axis location	0	Parameter Settings				PARAMETER OFF	Y current axis location	0
Time	Drop Cup	Ice Cream	Topping 1#	Topping 2#	Topping 3#	Syrup 1#	Syrup 2#	Syrup 3#
	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 0.5				
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 0.5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
X Position	24851	14705	7071	7071	7071	4562	3755	2840
Y Position	10356	8880	7025	7025	7025	5364	5364	5364
Current Location			0	Y JOG+				
X Running Speed	5000	Hz/s	X Manual Speed	2000	Hz/s	X JOG-		X JOG+
Y Running Speed	5000	Hz/s	X Manual Speed	2000	Hz/s	Y JOG-		
AUTOMATIC			OFF					OFF
Manual Test			Parameter Setting			Main Screen		Alarm query

Parameter Settings - Page 2

This page is used to adjust delays and timing. These are the only parameters that should be changed. You can use this page to set how much ice cream and toppings are dispensed per serving. You should use the TEST screen to manual test serving sizes. We will discuss the options that should be changed on the next page. Do not change options you do not understand.

X axis current location	0	Parameter 2 Settings			Y axis current location	0
X acceleration time	100	ms		Topping rising time	0.0	S
X deceleration time	100	ms		Topping falling time	0.0	S
X Return speed	1500	Hz/s		Syrup 1 completion delay	1.0	S
Y Return speed	2000	Hz/s		Syrup 2 completion delay	1.0	S
Y acceleration time	100	ms		Syrup 3 completion delay	1.0	S
Y deceleration time	100	ms		Shipping gate delay	3.0	S
Topping 1 completion delay	1.0	S		Disinfection Interval	120	Point
Topping 2 completion delay	1.0	S		Disinfection time	60.0	S
Topping 3 completion delay	1.0	S		Ice Cream Power Status 1		
Ice Cream delivery Time	1.0	S		0 synchronous, 1 not synchronized		
HOME	Main Screen	Manual Test	Parameter Setting	Position Setting		

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Topping Serving Size

As you can see the topping sizes are set in seconds. Depending on the topping size you will have to adjust the timing to match the serving size you want.

Topping 1 completion delay	1.0	S
Topping 2 completion delay	1.0	S
Topping 3 completion delay	1.0	S

Ice Cream Serving Size

Ice Cream size is determined by how many seconds the ROD is open.

Ice Cream delivery Time	1.0	S
-------------------------	-----	---

Syrup Serving Size

Just like the toppings area we adjust the serving size for the syrups in seconds.

Syrup 1 completion delay	1.0	S
Syrup 2 completion delay	1.0	S
Syrup 3 completion delay	1.0	S

Alarm Page

Log		
DATE	TIME	NEWS
HOME	Main Screen	Manual Test
		Parameter Setting
		Position Setting

This is the Alarm record page, it will store records unless there is a power outage.

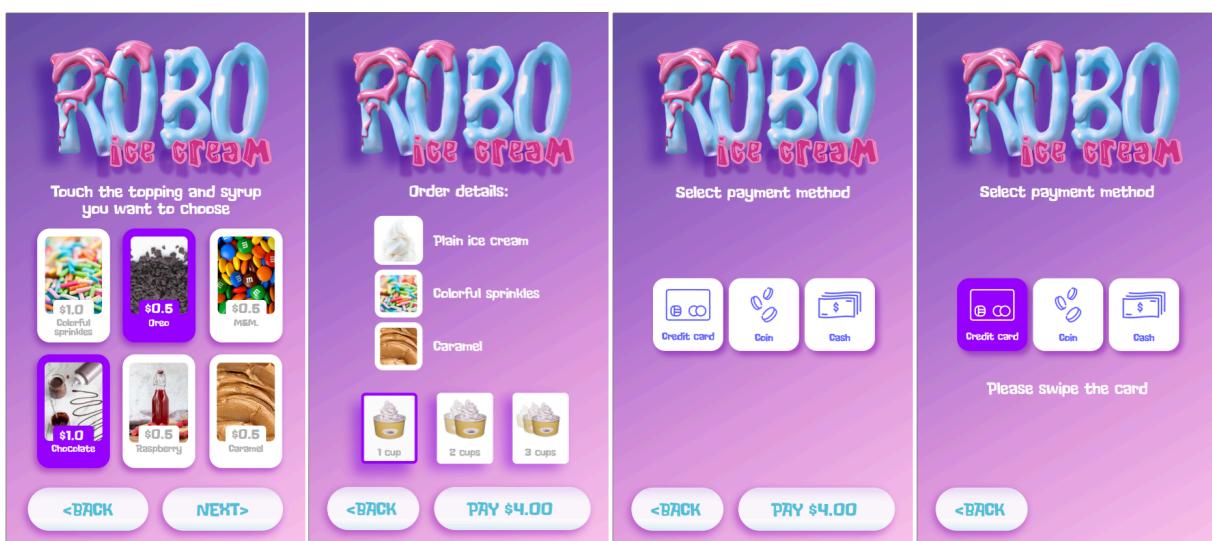
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Main System

This selling APP is developed based on the Android system. The resolution, networking and font can be set on the Android system interface. The selling APP can purchase goods and set the selling machine.



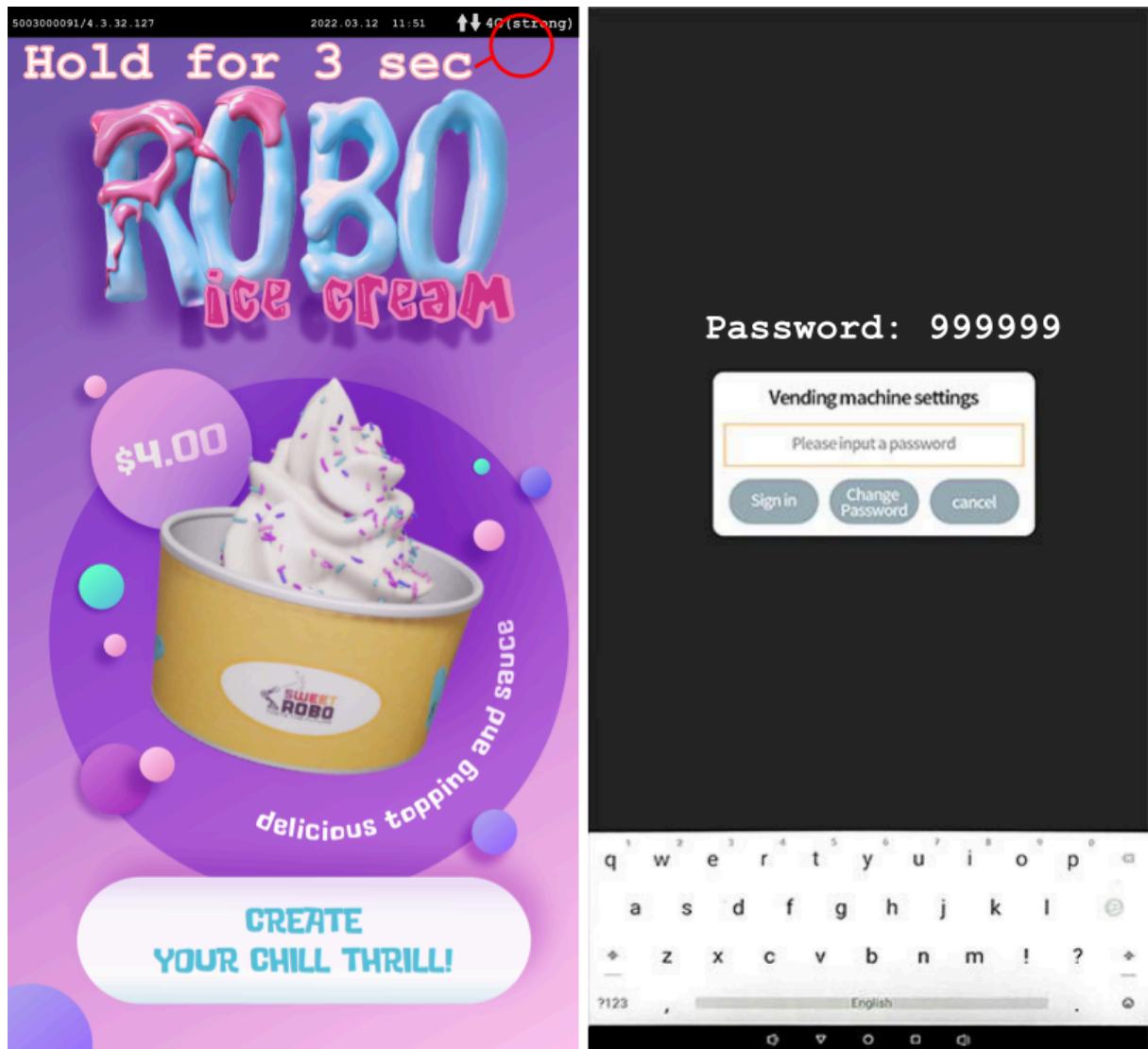
Ordering Interface



After selecting the required goods, you can select the payment method on the payment screen. After the payment is successful, you will be prompted that the goods are being shipped. If the shipment is successful, you will be prompted to pick up the goods. If the order fails, you will be prompted with the reason for the failure.

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Backend



The method to enter this page is as follows:

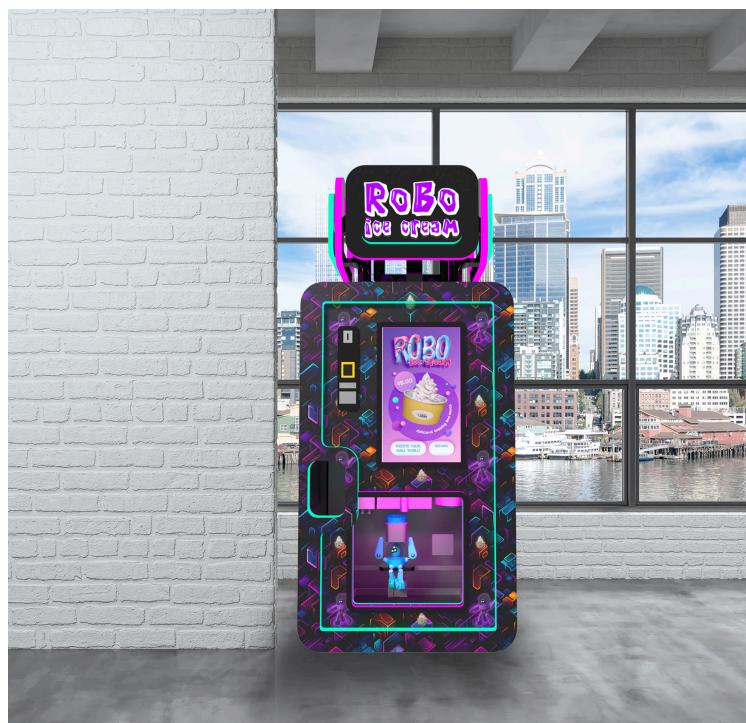
1. Press and hold the top right corner of the machine screen for 3 seconds, and a dialog box for entering password will pop up.
2. The default password is 999999, press "Sign In"

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Initial Install

Setup

After receiving the machine, unpack it first to check whether it is in good condition. Before leaving the factory, the machine has been strictly tested and confirmed to operate normally. The customer only needs to carry out simple assembly of accessories and check whether the lines are loose during transportation. After the inspection and handling, the machine can be operated after 6-8 hours of standing.



Locate a spot to place the machine, making sure to keep the distance between the machine and the wall at **25-30 cm**. If placed outside be sure to cover the machine from direct sunlight and the elements. Cut off the ties and take out the power cord, keep the machine keys safe. Step on the four castor brakes, as to lock the machine in place.



Use the key to unlock the door, then open it. To unlock, insert the key

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and turn, the handle will pop up, twist the handle to the top right to open the door.



The XY axis are zip tied and must be cut off before starting the machine. Before switching on the power supply, first confirm that the socket is grounded, then plug in the power supply, and then turn on the power switch (it is recommended to install a sunshade cover for the outdoor machine to prevent the machine from being exposed to the sun and rain for a long time)

Flush/Cleaning

[Ice Cream](#)

Prepare a bucket of clean water, an empty bucket, a large cup, and a clean towel. It is best to use warm water to clean the machine, the temperature should be around 55 degrees Celsius.

Place a water bucket at the ice cream outlet, turn on the main power switch of the machine, wait for the machine to start, wipe the raw material hopper with a clean towel, and after one minute, open the ice cream making module to the left.



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Press the stop button, then press the Wash/Pump button, and pour water into the raw material hopper. Pay attention to the amount of water that needs to be loaded for the raw material detection sensor.

In the control panel, select the “DEBUGGING” button. In the testing mode, press and hold the “PUSH ROD RISING” button ,and the up to position indicator will turn green.

Push rod rising

Then, press and hold the cleaning and pressing indicator light to light up, and the machine will start cleaning and draining. If the water is not completely drained and the pressing indicator light goes out during the draining process, you need to press the Wash/Pump button again until the machine has drained all the water.

After cleaning is completed, press the push rod to lower to the desired position, and turn off the power supply of the ice cream module.

Syrup and Toppings

Prepare a bucket of clean water, a bucket, a large cup and a clean towel. It is better to use warm water of about 55 degrees to clean the machine.

Put a bucket at the outlet of the syrup . First set the machine to the stop state, pour water into the syrup jar then select manual test in the control panel, and set the automatic mode to the test mode.

For example (pressing the SYRUP #1 button, will light the indicator green), the syrup outlet starts to drain, continue yo do so until the syrup jar is clean.

Syrup 1#

Repeat for all 3 syrups according to the example above. Then go back to the control panel and set the manual mode back to the automatic mode.



After the small materials are cleared, take out the white gear in the small material box and clean it. Wipe the ejector box once with a clean towel, and then install the gear back.

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Making Ice Cream



Depending on the mix you're using you may need to adjust the quantities below.

Prepare a bucket with 4L of fresh water, pour an entire mix of ice cream, in our case it's a 1.5KG bag, onto the water.

After pouring the powder into the bucket, start mixing with the mixer. Stir with the mixer for 2-3 minutes. After mixing, Slowly pour the milk slurry into the raw material tank.



Pay attention to the milk slurry that needs to be foamed over the raw material. It is recommended that at least two bags of milk slurry be added for the first time. Before adding new materials each time, use the stirring rod to stir the old materials around the tray to prevent the old materials from settling.

Then turn the ice cream making module switch ON. Press **STOP** to stop all operations then press the **Wash/Pump** button to start the mixing and pumping process.

After one minute the process will stop, press the **Wash/Pump** button again, do this until the milk slurry starts to flow out of the spout.

When complete press **STOP** then press **AUTO** to start the ice cream making process. Wait for about 15-20 minutes, and the machine will finish making ice cream.

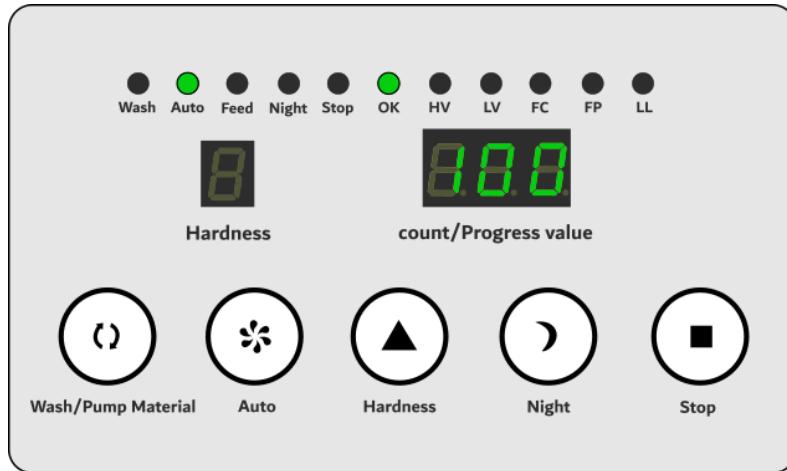
Open the Syrup Tubes, slowly pour the syrup into the syrup tube, and then cover with its lid.

Open the Toppings box, slowly pour the toppings material into the boxes and cover with its lid.

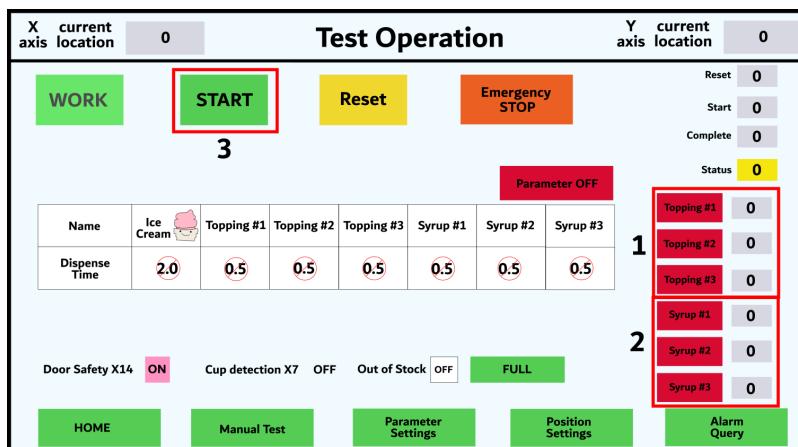
You may need to FEED the syrup and toppings before first use. You can do this from the **MANUAL OPERATION** screen.

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Testing the machine



Ice Cream should always be tested before first use or being left unattended. The ice cream is ready when the count/progress value is 100 and the OK LED is on.



Select syrup and topping to be tested in the control panel, for example: test Syrup 1 and topping 1. The selection completion button turns green to prove that the selection is successful. Repeat the same operation to select syrup 1, and press start when the selection is complete.

The machine starts to make ice cream. Check whether the ice cream is being served normally, and whether syrup and topping are added ok.

Test until the ice cream and all syrups/topping can be served normally.

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System Management

App Management

Sleep Settings

AUTOSTOP

Enter the backend and select operation, click Auto Stop, and set the Run Time Setting, when complete press OK. This will stop the machine from making sales during these hours but the Ice Cream mix will remain chilled and fresh.

Below example will ALLOW purchasing from 9am - 5pm local time.

Stop cake making period setting

run times setting

9 _____

17 _____

3~6 means effective from 3:00 to 6:00 of the current day
23~6 means effective from 23:00 of the current day to 6:00 of the next day

Temperature abnormal shutdown setting

If the temperature exceeds the alarm value and continues to exceed the set duration, it will automatically shut down

LIFT TEMPERATURE SHUTDOWNS

CANCEL OK

Light Settings

LIGHTSETS

Enter the backend and select operation, click LightSets, and alter the settings, when complete press OK.

Below example will leave lights on 24 hours. (ALL DAY)

LightSets

0 _____

24 _____

3~6 means effective from 3:00 to 6:00 of the current day
23~6 means effective from 23:00 of the current day to 6:00 of the next day

CANCEL OK

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Replenishing Cups

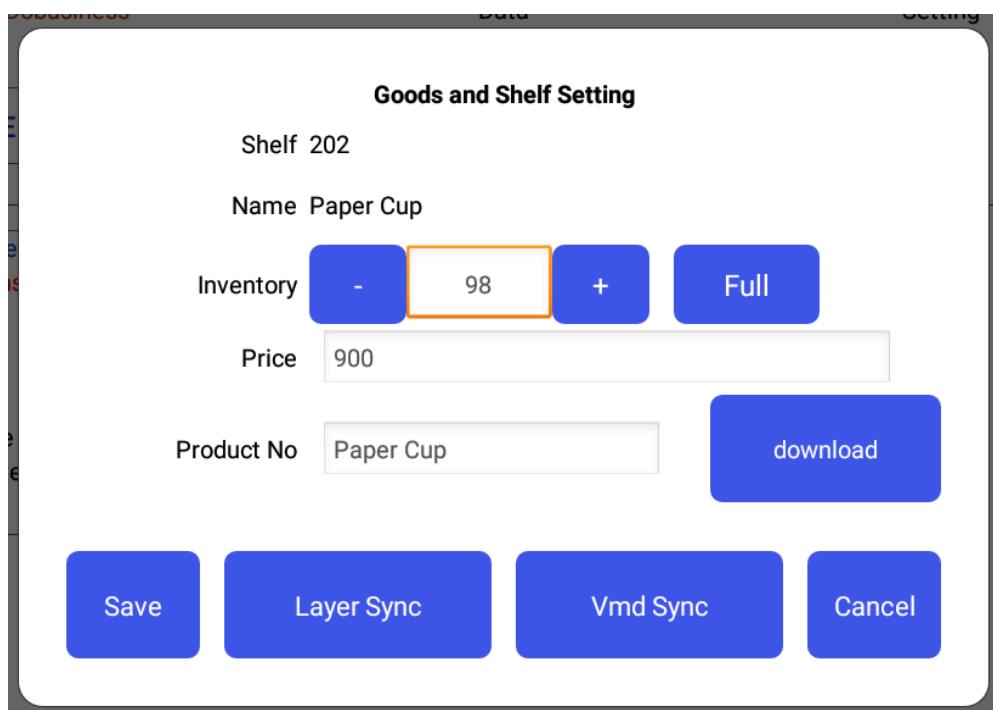


Remove the plastic tubing, load cup and cover. Then place the tube back into position.

Enter the backend system and select “Do Business” then select Ice cream and paper cups, and select paper cups.



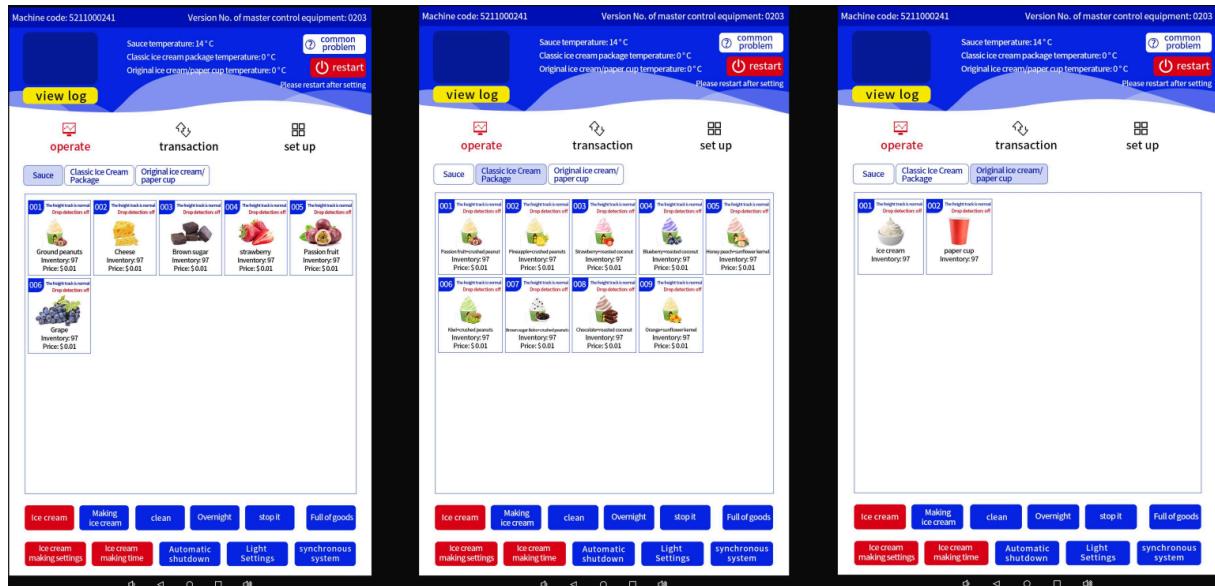
Enter as many paper cups as there are in the paper cup storage area.



Press Save after completion and Restart. The settings will be applied to the system after restarting.

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Commodity Operations



At the time of creating this manual you can alter the price and quantity. To alter the actual toppings and syrups you will have to contact the support team at SweetRobo on our Telegram group.

Clean Check

CLEAN CHECK

Use the clean check option to set the hours for the next cleaning time. We recommend 72 hours per cleaning.

Cleaning time interval setting

time interval (hours)

72

After the time from the last cleaning exceeds the set interval, the machine will automatically stop selling!

When the clean check is active it will display "STOP SALE" on the screen. The system should be flushed and cleaned. After cleaning you will have to reset the function to remove the message and resume operation. Do this by pressing the "CLEAN AND RESET" button then OK

CLEAN AND RESET

CANCEL OK

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Machine Maintenance

Appearance of vending machine

When replenishing goods each time, the machine has dust, which can be wiped with a dry cloth. If it is dirty, clean it with a cloth dipped with warm water or neutral detergent.

When decontaminating, do not use thinner, volatile oil, solvent, strong alkaline detergent and other chemicals, otherwise the paint and plastic parts may be corroded or cracked.



Common Cleaning

It is recommended to clean every 4-5 days for ordinary cleaning. Deep cleaning is recommended every 7-10 days.

Prepare a bucket of clean water, a receiving bucket, a ladle, a clean towel, and a set of high-pressure electric water guns. It is best to use warm water at around 55 degrees Celsius for cleaning the machine (ordinary clean water is not available). Place a water bucket at the milk slurry outlet, set the machine to a stopped state, press the Wash/Pump button.

Select manual testing in the control panel, change the automatic mode to manual mode, press and hold the push rod to rise in the testing mode, and the up to position indicator will turn green. Then, press the cleaning and pressing indicator light to light up, and the machine will start discharging ice cream.

After the milk slurry in the ice cream ingredient bar is finished, warm water (clean water is also acceptable) is poured into the ingredient bar. Each time the water is poured, it needs to be soaked in the ingredient detection. Then, use a high-pressure carp electric water gun to rinse the ingredient cylinder.

Press the Wash/Pump button, and when the pressing indicator light is on, the machine will automatically pump water. The pressing indicator light of the machine will turn off, and then press the Wash/Pump button until the pressing indicator light is on again or the milk slurry outlet begins to drain, and all the water will be discharged.

If there is no water or the pressing indicator light goes out, press the Wash/Pump button. After the water and cake inside the raw material bar are discharged, wipe the surrounding area of the raw material bar with a clean towel. Long press the push rod in the control panel to lower, and

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the indicator for lowering to the desired position will turn green. Then pour water into the raw material bar, and the amount of water needs to be soaked in the raw material detection.

Press the Wash/Pump button. After one minute, long press the push rod in the control panel to rise, and the indicator for reaching the desired position will turn green. The machine starts to drain water. After the machine stops draining, press and hold the push rod in the control panel to lower it, and the indicator for lowering it to the designated position will turn green.

Then, press and hold the Wash/Pump button. After one minute, press and hold the push rod in the control panel to raise it, and the indicator for raising it to the designated position will turn green. The machine starts draining water, and operates continuously multiple times until the machine is cleaned and the water is drained.

Wipe the milk outlet with a clean towel, and then press and hold the push rod in the control panel to lower it. The indicator for lowering to the designated position will turn green. Turn off the power supply of the ice cream machine module, and the regular cleaning of the machine will be completed

Deep Cleaning

Prepare a bucket of clean water, a receiving bucket, a ladle, a clean towel, and a set of high-pressure electric water guns. It is best to use warm water at around 55 degrees Celsius for cleaning the machine (ordinary clean water is not available).

Place a water bucket at the milk slurry outlet, set the machine to a stopped state, press the Wash/Pump button, select manual testing in the control panel, change the automatic mode to manual mode, press and hold the push rod to rise in the testing mode, and the up to position indicator will turn green.

Then, press the cleaning and pressing indicator light to light up, and the machine will start discharging ice cream, After the milk slurry in the ice cream including the raw material bar is discharged, rinse the raw material cylinder with a high pressure carp electric water gun, wipe the surrounding area of the raw material bar with a clean towel, press and hold the push rod in the control panel to lower, and the indicator for lowering to the desired position will turn green.

Close the machine cake making module, manually unscrew the four screws at the milk slurry outlet, remove the screw, and perform deep cleaning. Rinse with a high pressure carp electric water gun, and wipe once with a clean towel.

After cleaning, push the screw in and rotate it to the bottom. Then, align the milk outlet with the interface and install it back. Tighten the four screws in place and ensure that they are connected properly. The deep cleaning of the machine is complete.

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Precautions

1. Since the machine has a cooling device, it should be transported vertically and connected to the power supply 2 hours after unpacking and installation.
2. After receiving the machine, please check whether the body, glass and anchor are intact, and whether the accessories are complete.
3. The machine body is made of steel. Please entrust professional personnel to install and move to avoid personal injury and machine damage.
4. The ground must be hard and flat, and poor installation may lead to tilt, electric shock, fire or burn.
5. Please select a suitable ground to install this equipment. The equipment shall be kept vertical during operation, and the maximum inclination of the front, rear and lateral is 5% (~2 °).
6. The place must be moisture-proof and rainproof to prevent short circuit of the circuit and burning of the circuit board caused by water seepage.
7. The place must be protected from direct radiation of heat source to ensure good ventilation and heat dissipation, so as to ensure the refrigeration effect of the machine.
8. Make sure that the machine is not affected by moisture, dust, dirt, etc. Pay special attention to ensure that the ventilation grid is smooth and free from any obstructions.
9. The distance between the rear side of the machine and the wall shall not be less than 50cm, the distance between multiple machines shall not be less than 20cm, and the opening angle of the door shall be at least 135 ° to ensure good performance of the machine and convenient loading.
10. Do not disassemble or refit without the guidance of the manufacturer's professional personnel to avoid accidents.
11. The installation area of the machine needs a standard and stable 220V mains voltage. The power socket must be a three hole socket with grounding. It cannot be grounded through the gas pipe, water pipe, telephone line and lightning rod. The grounding resistance of the grounding terminal should be less than 4 Ω.
12. Before connecting to the power supply, ensure that the characteristics of the power supply are consistent with those of the machine.
13. The power socket shall be installed properly to facilitate the disconnection of the machine from the power supply.

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14. Do not use damaged power lines and patch cords to prevent electric leakage from endangering personal safety.
15. If the power cord (Y connection) is damaged, it should be replaced by the manufacturer or after-sales service or similar qualified personnel to prevent danger.
16. The wiring of the power supply must be firm and stable, and the poor contact of the power line will affect the performance of the machine.
17. It is prohibited to put flammable articles in the machine to prevent fire or explosion.
18. In case of abnormal burning smell, smoke or fire, please unplug the power plug immediately and contact the professional maintenance personnel.
19. When the machine cannot be used due to failure, please provide the photos of the front of the machine and the machine code when contacting the after-sales service personnel, so that the after-sales service personnel can confirm the model of the parts and troubleshooting.
20. When replacing parts or cleaning and maintenance of the machine, please cut off the power supply first to prevent electric shock or damage to the machine and equipment.
21. Frequent cleaning can prevent failures and prolong the service life of the machine.
22. Please use clean water to clean the machine, and do not use concentrated products to clean the machine (it may corrode the paint and change the color).
23. When cleaning the electronic equipment, do not use a wet towel to prevent the equipment from being damaged by water inflow and short circuit.
24. Please wear gloves when cleaning the condenser, and use a long brush to clean the aluminum sheet to prevent hands from being scratched.
25. Please turn off the compressor before loading, so as to reduce the water vapor in the external air from entering the machine for liquefaction, prevent water leakage at the back and the aluminum plate of the compressor from frosting and blocking. If the water in the evaporating dish is full, please pour it out in time.

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Troubleshooting

Note: For issues not resolvable using this guide please contact technical support.

The Equipment is not powered on

Possible Cause	Fix
The power plug is not correctly connected.	Ensure the plug is connected correctly.
The power plug is broken.	Replace the plug with a new one
The breaker is not turned on.	Turn on the breaker.

Abnormal Vend

Possible Cause	Fix
Inaccurate position of trolley	Reposition the trolley to mesh with gear
Pusher track belt loose	Replace the belt
Trolley gear doesn't rotate	Repair the Trolley

Display prompts that goods are stuck

Possible Cause	Fix
There is a jam	Clear any physical items and reset the fault. To reset open APP Settings -> Lower Computer Management -> Fault Diagnostics -> card cargo way clearing and click to clear the fault.

Poor/No refrigeration

Possible Cause	Fix
Refrigeration switch is not turned on	Turn the switch on for refrigeration
The temperature controller improperly set	Reset the temperature controller parameters
Poor ventilation	Change location of machine or unblock any vents
Direct sunlight	Remove from direct sunlight or create shade over the machine.

Displays - Loading Vending Machine Data

Possible Cause	Fix
Communication Failure between Android PCB and Mainboard	Check whether the connection line between the Android board and the mainboard is loose.

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Network Issues

Possible Cause	Fix
The antenna isn't placed good	Move antenna to new location with better sight
The antenna isn't connected	Connect antenna wire
The flow card fails	Replace the flow card
The Machine ID is incorrect	Reset the Machine ID number
Abnormal Wifi	Connect to another Wifi SSID
APN isn't automatically recognized (Access Point Name) (GSM/SIM)	<p>Enter the Android System Settings, Check whether there is an APN in the APN settings, if not reconfigure the APN.</p> <p>Android System Settings -> More -> Mobile Network -> Access Point Name (APN)</p> <p>Click the button on the top right corner and fill in the APN name and APN-MCC is also required in some cases. After filling in, click SAVE in the upper right corner.</p> <p>The simplest way to get the settings required is to insert the card into a mobile device like a phone and once connected check the APN and MCC settings in the phone and take screenshots or write down the information.</p> <p>Once done replace the card into the machine and enter the setting you got from the mobile device. Restart the machine and test.</p> <p>If the device still fails it's likely that the card and slot on the machine are not making good contact and should be cleaned. If all else fails replace the card.</p>

Advertisement at Top cannot be played

Possible Cause	Fix
The video file doesn't exist or is damaged	<p>Exit the APP and enter the local disk /xyshj/avFiles ,</p> <p>No File Exist: Copy new video to this folder</p> <p>File Exist: Attempt to play, if fails, replace it</p>

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Customer Support

We hope you benefit from our 24/7 assistance with any technical issues you may be experiencing . Our team is available to provide you with the support you need to ensure a smooth and seamless product experience.

If you're experiencing any difficulties or have questions about our product, please don't hesitate to reach out. We're here to help and will do our best to resolve your issue as quickly as possible.

Support

E-Mail : support@sweetrobo.com

Phone: +1 347-696-7530

Legal and Warranty Information

LIMITATION OF LIABILITY

Except as enumerated in section 9, Vendor shall not be liable for loss, injury, or damage of any kind to any person or entity resulting from any use, condition, performance, defect, or failure in the Products. This Agreement will not provide any third party, including but not limited to any end user of the Products with any remedy, claim, liability, reimbursement, cause of action, or other right in excess of those existing without reference to this Agreement. Upon delivery of the Products, Customer shall assume all obligations and liabilities concerning the Products and for their safe use, maintenance, operation, condition, and storage, including, without limitation, liability for (a) the loss, theft, vandalism, destruction, damage, neglect, or abuse to the Products (or any part thereof); and (b) all other risks and liabilities, including, without limitation, the death of or injury to any person or property arising from the use, operation, condition, possession, or storage of the Products from any cause whatsoever. Vendor shall not be liable for any incidental damages, including, but not limited to, the loss of revenue or business interruption incurred by Customer by reason of any downtime or malfunction of the Products. Customer expressly releases Vendor from such liability in entering into this Agreement.

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9. LIMITED WARRANTY

9.1 Vendor warrants that the Products sold to Customer by Vendor, and any replacement parts, will be free from material defect in materials and workmanship for a period of twelve (12) months from the date of delivery of the Products to Customer, subject to the terms and conditions in this limited warranty.

9.2 Vendor may refund the value or partial value of, or replace the Product or a part of the Product at no cost to Customer, excepting shipping costs of the Product and technician expenses which will be paid by Customer, upon the following circumstances:

- (a) Vendor is advised in writing as to a defect in the Product;
- (b) An examination of such Product, whether completed remotely or in person, discloses to Vendor's reasonable satisfaction that such Product is defective and such defect was not caused by accident, abuse, neglect, improper installation, alteration, lightning damage, submersion, or short circuits due to improper handling, repair, improper testing, or use contrary to any instruction issued by Vendor;
- (c) By written request of Customer, Vendor's designated Remote Technician has worked remotely with Customer or Customer's representative to address the defect, and, despite Vendor's Remote Technician's good faith effort and reasonable diligence, the Remote Technician was not able to fix the defect;
- (d) An In-Person Technician, with good faith effort and reasonable diligence was not able to repair the defect; and
- (e) The defect occurred within the first twelve (12) months from the date of delivery of the Product to Customer.

Replacement shall mean furnishing Customer with a new Product or replacement part equivalent to the defective Product or part. The defective Product replaced by Vendor under this warranty shall become the property of Vendor and must be returned to Vendor properly packaged to prevent physical damage.

9.3 Support services will be available to Customer for the first twelve (12) months after the Products have been delivered to Customer. Support services will include Remote Technician Assistant. Remote Technician Assistance shall include assistance in repairing or diagnosing any issues with the Product, and its software or application. The Remote Technician shall assist Customer in repairing issues with the Products not caused by Customer or an agent of Customer and not caused by accident, abuse, neglect, improper installation, alteration, lightning damage, submersion, or short circuits due to improper handling, repair, improper testing, or use contrary to any instruction issued by Vendor. Customer is responsible for finding an agent who is able to work with the Remote Technician and follow the Remote Technician's instructions. After the first twelve (12) months from the date of delivery of the Product to Customer and the corresponding expiration of this warranty, Vendor may charge a

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reasonable fee for any Remote Technician Assistance provided to Customer.

9.4 If the Remote Technician is unable to assist Customer, then Vendor may, at Customer's request, send an In-Person Technician to diagnose and repair the Product. Customer is responsible for paying the In-Person Technician's expenses, which include travel, lodging, and an hourly labor charge at the current market rate Vendor shall use its best efforts to send an In-Person Technician to Customer within one (1) week of Customer's request.

9.5 The obligations created by the warranty statement to repair, refund, or replace a defective Product shall be the sole remedy of the Customer in the event of a defective Product. Except as expressly provided in the warranty statement, Vendor disclaims all other warranties, whether express or implied, oral, or written, with respect to the Product, including, without limitation, all implied warranties of merchantability or fitness for any particular purpose. The foregoing limited warranty is in lieu of all other warranties. No representative, employee, distributor, or dealer of Vendor has the authority to make or imply any warranty, representation, promise, or agreement which in any way varies the terms of the limited warranty. Under no circumstances shall Vendor be liable to Customer or any third party for any consequential, incidental, indirect, exemplary, special, or other damages whether based on contract, tort (including negligence), or any other legal theory arising out of or related to the Product sold to Customer, including, but not limited to, lost profits or loss of business, even if Vendor is apprised of the likelihood of such damages occurring. This limited warranty may not be changed, modified, limited, or extended in scope except by a written agreement signed by Vendor and Customer. Except as stated, any purported modification of this limited warranty shall be null and void.

9.6 The limited warranty provided in this Section 7 is valid only in the United States and Canada and does not cover Products sold and clearly marked "as is" or with faults. Some states or provinces do not allow limitations on how long an implied warranty lasts and some states do not allow the exclusion or limitations of consequential or incidental damages, so these limitations or exclusions may not apply to Customers in those instances. Customers may also have other rights which vary from state to state or province to province.

9.7 If Customer makes any defamatory, disparaging, libelous, or damaging publication or statement about Vendor or the Products, Vendor may refuse to provide Customer with Remote or In-Person Technician services; provided, however, that Customer can make a truthful statement to the extent, but only to the extent, (a) necessary with respect to any litigation, arbitration, or mediation involving this Agreement, including, but not limited to, the enforcement of this Agreement, in the forum in which such litigation, arbitration, or mediation properly takes place; or (b) required by law, legal process, or by any court, arbitrator, mediator, or administrative or legislative body (including any committee thereof) with apparent jurisdiction over the Parties.

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10. INDEMNIFICATION

10.1 Customer agrees to defend, indemnify, and hold harmless Vendor and its officers, directors, and employees from or against any and all claims, demands, damages, actions or causes of action, together with any and all losses, costs, or expenses, including, without limitation, to attorney's fees and court costs arising out of, connected with, or resulting from the Products, including, without limitation, the selection, delivery, control, possession, use, operation, maintenance, or return of the Products.

10.2 Customer further agrees to defend, indemnify, and hold harmless Vendor and its officers, directors, and employees from or against any and all claims, demands, damages, actions or causes of action, together with any and all losses, costs, or expenses, including, without limitation, to attorney fees and court costs in connection therewith and related thereto, asserted by any person or persons for property damage, bodily injuries, or death received or sustained by any person or persons in any manner caused by, arising from, incident to, connected with, or growing out of the event or function for which the Products are used, unless the property damage, bodily injuries, or death are caused in whole or in part by the intentional conduct, recklessness, or negligence of Vendor or its employees or agents.

10.3 Customer will indemnify Vendor against all claims, losses, and reasonable expenses from any third-party claim alleging that the use of the Products infringes or misappropriates the third-party's intellectual property rights. Customer must promptly provide Vendor with written notice of such claim, tender to Vendor the defense or settlement of such claim at Customer's expense and cooperate fully with Vendor in the defense or settlement of such claim. Customer's intellectual property indemnification obligations shall apply to claims based on (a) modification of the Products by a third-party not approved by Vendor; (b) use of the Products in combination with hardware or services not approved by Vendor; (c) use of Vendor's Products other than as permitted in this Agreement; or (d) use of Vendor's Product software or application that is not the most current release provided by Vendor.