**Robo Ice Cream F2 - User Manual**

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Model No.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

S/N:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please read before operating the machine.**

**Robo Ice Cream F2 - User Manual**

**Contents**

**Robo Ice Cream F2 - User Manual 1 Contents 2 Introduction 3**

Brief Overview 3 Importance of the Manual 4 Safety Precautions 5

**Getting Started 8** Machine parameters & features 8 Inside your machine 9 Accessories 12 Internal Hardware/Software System 12 First Setup 13 First Start 15 Front End - The Customer Experience 16 Backend - The Operator Experience 18 Making Ice Cream Tips 24

Maintenance 25 Food Safety 25 Precautions 27 Troubleshooting 29

**Customer Support 29 Legal and Warranty Information 29**

2

**Robo Ice Cream F2 - User Manual**

**Introduction**

**Brief Overview**

The Robo Ice Cream F2 is an innovative and user-friendly appliance designed to eortlessly create delicious soft serve ice cream with minimal eort 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 eort.

**Safety Features** 

The Robo Ice Cream F2 prioritizes user safety. It includes features such as an automatic door window with a hand sensor.

**Food Safety** 

The Robo Ice Cream F2 includes settings for automatically

pasteurizing ice cream to ensure no bacteria is present.

3

**Robo Ice Cream F2 - User Manual**

**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 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 eciently completing tasks.

**Avoiding Damage**

Improper usage can lead to damage to the machine. Manuals oer 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.

4

**Robo Ice Cream F2 - User Manual**

**User Empowerment**

Understanding how a machine works and its dierent 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 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, eciently, and eectively, 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 5

**Robo Ice Cream F2 - User Manual**

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 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 o 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.

6

**Robo Ice Cream F2 - User Manual**

**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.



**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

7

**Robo Ice Cream F2 - User Manual**

**Getting Started**

**Machine parameters & features**

| **Machine** | **Robo Ice Cream F2** |
| --- | --- |
| Power Consumption | Standby 650W, working 3000W |
| Voltage | 110v-125v |
| Current | 30 Amps |
| Milk Storage Capacity | 12L x 2 Hoppers |
| Cup Capacity | 200 cups (50 x 4) |
| Sprinkle function |  |
| Syrup Capacity |  |

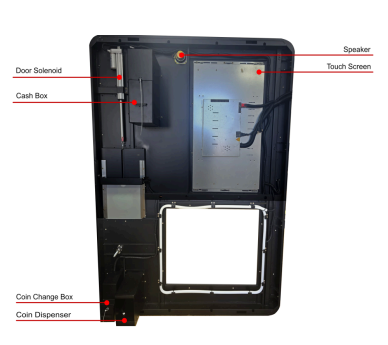
Topping Capacity 270g per compartment

x3 Hoppers

8

**Robo Ice Cream F2 - User Manual**

**Inside your machine**

**Door Side Door Solenoid:**

This mechanism controls the output door of the Robo Ice Cream F2. It automatically opens when a serving is ready and safely closes once it detects the area is clear.

**Cash Box:**

Securely stores paper currency collected from customer payments. Be sure to use a lock for added safety and easy access when collecting cash.

**Speaker:**

Plays audio for videos and the main system.

**Touch Screen:**

A user-friendly interface that lets customers easily place their orders with just a few taps.

**Coin Change Box:**

Holds coins received during cash payments. Easily accessible for collection and maintenance.

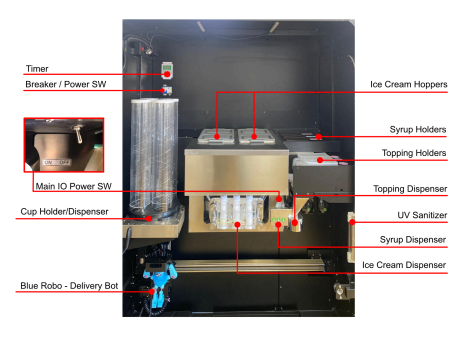
**Coin Dispenser (Optional Add-on):**

If equipped, this dispenser returns change to customers using coins. Make sure to load it with at least 100 coins to ensure smooth operation.

9

**Robo Ice Cream F2 - User Manual**

**Inner Machine**

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**Timer:**

This hardware timer controls the power supply to the entire machine. Unlike software-based timers, it operates independently of the system’s software. When activated, it cuts all power to the machine, immediately halting every operation. You can program it (see “Programming Hours of Operation” in later sections) to align with your desired working hours.

**Breaker / Power Switch:**

The breaker acts as the main power cut-o. Switching it o will completely shut down the machine, ensuring no power is delivered to any components.

**Main I/O Power Switch:**

This switch controls power to the internal refrigeration computer and the motors responsible for churning and dispensing the ice cream. Turning it o will disable these core functions without aecting the entire machine.

**Cup Holder / Dispenser:**

The machine is equipped with four cup dispenser tubes, each holding up to 50 cups—for a total capacity of 200 cups before needing a refill.

10

**Robo Ice Cream F2 - User Manual**

**Delivery Bot:** 

Meet our Robo Delivery Bot, Blue Robo! Watch as he

carefully gathers all the ingredients, prepares your treat,

and serves delicious ice cream.

**Ice Cream Hoppers:**

At the heart of the machine are two chilled hoppers that store the liquid ice cream mix. These keep the mix perfectly cool and ready for smooth, creamy dispensing every time.

**Syrup Holders:**

Add a burst of flavor! With three syrup holders, customers can drizzle on their favorite flavors—whether it’s classic chocolate, fruity fun, or something new.

**Dry Topping Holders:**

Top it o in style! The three dry topping holders are perfect for adding crunch and color—think sprinkles, crushed cookies, chopped nuts, and whatever else makes your treat complete.

**Topping Dispenser:**

This is where dry toppings are dispensed onto the ice cream, adding the perfect finishing touch to every treat.

**UV Sanitizer:**

A built-in UV light keeps the dispensing area clean by eliminating harmful bacteria, ensuring a safe and hygienic experience.

**Syrup Dispenser:**

Flavored syrups are poured here, adding sweet, delicious layers to your ice cream creation.

**Ice Cream Dispenser:**

This is where Blue Robo collects the freshly dispensed ice cream into a cup before moving on to toppings and syrups—bringing your dessert to life, step by step.

11

**Robo Ice Cream F2 - User Manual**

**Accessories**

Some accessories/consumables may be packaged and stored inside the machine body. Please carefully disassemble and verify you have all that's needed and nothing is touching any moving parts before operating the machine.

| **Mixing Bucket** | **Cleaning Tools and Supplies** | **Cups w. Spoons** | **Sign** |
| --- | --- | --- | --- |
|  |  |  |  |

**Internal Hardware/Software System**

**Cooling System Power Switch**

Turning on the refrigeration system. Ensure this switch is on to make ice cream. This switch will turn o the compressors and motors for the cooling and dispensing system.



12

**Robo Ice Cream F2 - User Manual**

**First Setup**

**Initial Setup & Inspection**

Each machine is thoroughly tested to ensure proper operation before it leaves the factory. Once delivered, only minimal assembly is required. Customers should check for any loosened components that may have shifted during transit before powering on the machine.

**Step 1 – Inspect the Interior**

Open all cabinet doors and carefully inspect for any loose plugs, pipes, or components. Reconnect anything that may have become dislodged during transportation. If unsure of the component's original location, contact our support team.

**Step 2 – Install the Roof** 

Inside the provided tool kit, you’ll find screws and

a cross (Phillips) screwdriver. Use these to securely

attach the roof to the top of the machine. Once

installed, connect the wires from roof parts to the

corresponding wire coming from the machine to

complete the setup.

**Step 3 – Install the Cups** 

Open the cabinet door and lift the lid of the cup storage

container. Place the ice cream cups neatly into the cup holder tubes. Proper alignment is important to ensure the machine

can accurately grab and dispense each cup during operation. Once all cups are loaded, securely close the lid.

**Step 4 – Flush the hoppers**

Pour approximately 2 liters of warm water into each hopper.

Wipe down the inside of the hoppers using a food-grade sanitizing solution, then rinse thoroughly with additional warm water.

Use the backend system to open the chambers and let out the water. **(Section: Manual Discharging in Device Testing)**

Wipe down and let dry.

**Step 5 – Add the Ice Cream Mix:** 

Open the lid of the ice cream (milk slurry) tank and carefully

pour in the prepared mix. Important: Make sure the amount

added is at least 2 liters to ensure proper machine function.

Once filled, close the lid securely.

13

**Robo Ice Cream F2 - User Manual**

**Step 6 – Adjust refill tube**

When a cup of ice cream is served, space is created in 

the freezing chamber, allowing more mix to enter and

continue ice cream production. The amount of mix that

flows into the chamber depends on the refill tube

setting.

This setting should be adjusted based on your serving

size. Most standard servings work well with a setting of

2. If you're serving larger portions, increase the size to

create a bigger opening and allow more mix to flow in.

0 = Closed

1 = Smallest opening

2 = Medium

3 = Fully Open

**Step 7 – Add Syrups** 

Open the syrup jar compartment and pull out the syrup

tube from the machine. Twist the syrup bag onto the

syrup tube connector, ensuring it is securely tightened.

Once connected, place the syrup bag upside down so

the syrup flows from the bottom.

**- Note -**

**Only liquid syrups are allowed**

**NO SOLIDS**

**Step 8 – Add Toppings** 

Open the lid of the toppings box and pour in the

prepared toppings.

**- Note -**

**Only solid toppings are allowed**

**NO LIQUIDS**

**Step 9 – Secure machine** 

Close the cabinet door and place the machine on a

flat surface with all four feet tightened.

14

**Robo Ice Cream F2 - User Manual**

**First Start**

After plugging in the power cord of the device, turn on the machine by flipping the breaker, and the refrigeration switch to the ON position. 

The machine takes 2-8 minutes to cool down for the first time on and can only make ice cream when it reaches a certain temperature.

Once the machine has cooled and is serving ice cream, it can continue to serve until the mix runs out. If the machine is refilled before it runs out, you can maintain a continuous flow of ice cream ready for vending.

The machine will automatically start making ice cream or trying when the refrigeration switch is active.

15

**Robo Ice Cream F2 - User Manual**

**Front End - The Customer Experience**

**Customer Ordering Process**

1. **Advertisement Screen**

The experience begins with an engaging advertisement screen showcasing the available ice cream flavors and delicious topping options.

2. **Flavor Selection**

Customers choose from three options:

○ First Flavor

○ Second Flavor

○ Swirled Mix (a combination of both flavors)

3. **Toppings & Syrups**

After selecting a flavor, customers proceed to the toppings and syrup screen where they can customize their ice cream with a variety of textures and flavors.

16

**Robo Ice Cream F2 - User Manual**

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4. **Order Details**

On the next screen, the complete order is displayed along with the total price. Customers can review and confirm their selections before proceeding.

5. **Payment**

Upon pressing **Pay**, the customer is taken to the payment screen where they can choose their preferred payment method.

6. **Ice Cream Preparation**

Once payment is confirmed, the machine begins the preparation process. A video plays for entertainment while the customer waits. The screen also displays the current status of the ice cream

hoppers:

○ **R: 100%** indicates the Right side is ready to serve.

○ **L: 100%** indicates the Left side is ready to serve.

17

**Robo Ice Cream F2 - User Manual**

**Backend - The Operator Experience**

To get to the backend you have to login. The default password is “**123456**”. Enter it by doing a quick tap and hold on the top right corner of the screen, hold for 3-5 seconds. (Yellow Circle → )



Once logged in you will have access to change all the settings on the machine and perform testing.

**Please be aware that some of the settings should not be changed without the guidance of one of our technical support sta.**

18

**Robo Ice Cream F2 - User Manual**

**Management Screen**

This is the management screen. Here you can find information about the machine like device and model as well as network information and version numbers. 

Using the buttons on the bottom of the screen you can enter a few dierent sections.

1. Parameter Settings

2. Stock Settings

3. Device Testing

4. Shopping Settings

5. Opening Hours

6. System Settings

19

**Robo Ice Cream F2 - User Manual**

**Parameter Settings**

This page contains all the settings to control the timings and temperature of the machine. The time MS is Millisecond, 1/1000th of a second. (IE: 2 seconds = 2000ms)

**Ice Cream Settings**

| **Name** | **Default** | **Information** |
| --- | --- | --- |
| **L/R Gear Position** | 4 | Controls hardness of Ice Cream |
| **L/M/R Discharge Time** | 1.3s | Amount of time to dispense ice cream |
| **L/R Tank Precooling Temp** | 4°c | Temp to pre-cool ice cream |
| **L/R Allowable Discharge %** | 70% | How much % must be to start serving |
| **Cups Allowed after shortage** | 20 | How many cups to serve after a low ice cream warning. |
| **Low Voltage alarm** | 195v | If power drops below this then send alarm |
| **High Voltage alarm** | 255v | If power raises above this then send alarm |

**Jam Adding Time Settings (NO. 1,2,3)**

| **Name** | **Default** | **Information** |
| --- | --- | --- |
| **Jam Time** | 1500ms | How many ms to serve syrups. |

**Material Adding Time Settings (NO. 1,2,3)**

| **Name** | **Default** | **Information** |
| --- | --- | --- |
| **Sprinkle Time** | 2000ms | How many ms to serve sprinkles. |

**UV Lamp Settings (1,2,3)**

| **Name** | **Default** | **Information** |
| --- | --- | --- |
| **Open** | OFF | Enable or Disable this Timer |
| **Start Time** | 00:00 | 24HR Format - Time to start the timer |
| **Length Time** | 30min | How long to turn enable UV Lamp |

**Cup Holder Position Correction**

Pressing this button will reset the cup holder to its initial position. 20

**Robo Ice Cream F2 - User Manual**

**Stock Settings**

On this page you will find ice cream levels and stock information you can adjust.

**Cup**

Pressing modify will allow you to enter the amount of cups currently stocked.

**Left/Right Material**

Here you will find information on the current level of ice cream. Adequate or Low/None.

**Jams 1,2,3**

These boxes will show you the current stock percentage of Syrups. Clean up will clear the syrup count and disable it in the order screen. Fill Up will set the stock to 100%

**Sprinkles 1,2,3**

As with the james this will show the current stock of the sprinkles or toppings.

Clean up will clear the syrup count and disable it in the order screen. Fill Up will set the stock to 100%

**Device Testing**

This page is used to manual control and test the machine. It is recommended to not change settings here. This page should be used only to test timings and for cleaning the machine

**Reset Cup Holder**

Press this to reset the cup holder's location to home.

**Cup Out**

This will drop a cup, please ensure the cup holder is home before pressing. **L or R Switch Function**

**Cooling (L or R)**

Start the freezing operation. Prepare ice cream to be ready for sale.

**Keep Fresh (L or R)**

Keep the ice cream at a constant temperature to ensure freshness without freezing.

**Thaw Fresh (L or R)**

Heat ice cream to melt and prevent bacteria from forming.

**Close (L or R)**

Turn o

**Discharging Functions**

21

**Robo Ice Cream F2 - User Manual**

**Manual Discharging**

This will open the chamber to allow the liquid to exit the machine from the Left, Middle, or Right side. Press CLOSE to stop the flow. This button is useful when cleaning the machine. Allows you to drain out any liquid.

**Automatic Discharging**

This will open the chamber to allow the liquid to exit the machine from the Left, Middle, or Right side. Press CLOSE to stop the flow. This will automatically close depending on the time set in PARAM SETTINGS. Ensure the function is in Cooling Mode to operate.

**Sensor Status**

This section shows the status of various sensors

**Cup Dispenser**

This section will allow you to enable or disable the cup sensor and perform some tests. You can spin the entire cup system or simply test a cup dropping.

**Jams 1,2,3 Test**

Here you can set a time to test the output of the Syrup dispensers.

**Sprinkles 1,2,3 Test**

Here you can set a time to test the output of the Toppings dispensers.

**Door**

Use this section to test if the Door can lift, lower, lock and unlock

**Disinfection lamp**

Use this to manually control the UV lamp and ensure its operation.

**System Settings**

**Volume Settings**

Set the desired volume for open and closing time (if enabled).

**Time Based Control**

Set the volume based on hours in the day.

**Shopping Guide Voice**

This will either enable or disable the voice to bring in customers.

**Weak Network Mode**

Disable or Enable the need for internet connection. The machine will not force the need if enabled.

**Create Abnormal Interruption Record**

This will list times of errors.

**Buttons on bottom Right**

**Exit** - Close the program

22

**Robo Ice Cream F2 - User Manual**

**Repair** - Clear cache and restart the program

**Restart** - Restart entire machine

**Opening Hours**

If enabled, this schedule will be used to allow the machine to make sales. When outside of sales hours here, the machine will not allow any ice cream to be vended.

**Shopping Settings**

On this page you can control the payment options and other settings that deal with the shopping experience.

**Payment Method**

You can select the types of payments allowed.

**Banknote machine:** Bill acceptor.

**VPOS:** NAYAX credit card device

**Coin Acceptor:** Coin acceptor

**Change settings**

| **Name** | **Info** |
| --- | --- |
| **Open** | Disable/Enable the Coin Dispensor |
| **Coin Value** | How much is each coin worth? (IE: US 0.25 per Quarter) |
| **Inventory**  **Quantity** | How many coins are in the dispenser? |
| **Number of**  **Alerts** | How many coins should be left before giving alarm |
| **Change Limit** | Max amount of coins to dispense at once |

**Change Test / Testing**

**Amount**

**No Change Reminder**

Set the amount of coins to dispense as a test and press **PLAY**. If you are dispensing quite a few coins and need to cancel, press **STOP**.

Alarm when there is no change?

**Shopping Settings**

| **Name** | **Info** |
| --- | --- |
| **Shopping Time Payment Time** | Time of inactivity before jumping back to the ad screen from any screen that isn't payment.  Time of inactivity before jumping back to the ad screen from the payment screen. |

23

**Robo Ice Cream F2 - User Manual**

| **Show Balance** | Show customer change amount |
| --- | --- |

**Making Ice Cream Tips**

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.

24

**Robo Ice Cream F2 - User Manual**

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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.

**Maintenance**

**Food Safety**

**Cleaning Expired Ice Cream Mix**

Ice cream mix stored in the hoppers for more

than 3 days should be discarded. To maintain

hygiene and prevent contamination, the

machine must be cleaned and sanitized at least

once every 3 days.

**Syrup Container Maintenance**

Syrup containers and their tubing should be

cleaned weekly. This helps prevent the buildup

25

**Robo Ice Cream F2 - User Manual**

of bacteria and avoids clogging within the dispensing system.

**Topping Container Maintenance**

Topping containers should also be cleaned once a week to avoid clumping and the potential for bacterial growth.

**Food Safety & Cleaning Checklist**

**Daily Tasks**

Check expiration dates on ice cream mix in hoppers

Wipe down external surfaces of the machine

Inspect cup and topping dispensers for debris or blockages

Sanitize touch screen and customer contact areas

**Every 3 Days**

Discard old ice cream mix (if over 3 days old)

Clean and sanitize hoppers thoroughly

Run a cleaning cycle (if applicable)

**Weekly Tasks**

Clean syrup containers and tubing to prevent bacteria and clogging

Clean topping containers to prevent clumping and contamination

Check all food contact parts for signs of wear or buildup

Empty and clean the drip tray and waste bins

**Physical Safety**

**Automatic Door Maintenance**

Before performing any maintenance on the automatic door, power must be turned o. If testing or debugging with power on, use extreme caution to avoid injury—particularly the risk of pinching from moving parts.

**Machine Wheels**

This machine is not designed for long-distance pushing, as the wheels may become damaged. If a wheel replacement is needed, special lifting equipment is required—**do not attempt to tilt or turn the machine on its side, as this may cause serious damage.**

26

**Robo Ice Cream F2 - User Manual**

**Electrical Safety**

**Maintenance & Safety Guidelines**

Before performing any maintenance on the machine, ensure all power sources are completely disconnected. Maintenance should only be carried out by someone with basic electrical knowledge to prevent injury or damage.

**Important:** Never unplug the machine directly while it is powered on. Always use the Breaker Switch to safely shut down the system before disconnecting the power plug.

Even with these precautions, we strongly recommend informing a Sweet Robo technician of any issues and planned maintenance actions. Our team is here to support you and ensure everything is done safely and correctly.

**Please note: Any unauthorized modifications or changes to the machine may void the warranty. Always seek approval or guidance before making adjustments.**

**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.

It is recommended to clean every 3 days for common cleaning. Deep cleaning is recommended every 7-10 days.

**Common Cleaning**

Common cleaning involves flushing the system without removing any parts. This helps maintain smooth operation and sanitary conditions between deep cleaning cycles.

**Deep Cleaning**

Deep cleaning is essential. This process requires removing the front block and containers to ensure a thorough and hygienic clean.

**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 27

**Robo Ice Cream F2 - User Manual**

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 eect of the machine.

8. Make sure that the machine is not aected 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.

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 aect the performance of the machine.

28

**Robo Ice Cream F2 - User Manual**

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 o 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 o 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.

**Troubleshooting**

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

29

**Robo Ice Cream F2 - User Manual**

**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.

**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 30

**Robo Ice Cream F2 - User Manual**

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 eort and reasonable diligence, the Remote Technician was not able to fix the

defect;

(d) An In-Person Technician, with good faith eort 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 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 eorts 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

31

**Robo Ice Cream F2 - User Manual**

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.

**10. INDEMNIFICATION**

10.1 Customer agrees to defend, indemnify, and hold harmless Vendor and its ocers, 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 32

**Robo Ice Cream F2 - User Manual**

and its ocers, 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.

33