

Kolice KOICM-395-4

Kolice Commercial ETL 7 Flavors Soft Serve Ice Cream Machine

MODEL: KOICM-395-4 USER MANUAL

1. Introduction

This manual provides detailed instructions for the safe and efficient operation, maintenance, and troubleshooting of your Kolice Commercial ETL 7 Flavors Soft Serve Ice Cream Machine, Model KOICM-395-4. Please read this manual thoroughly before operating the machine to ensure optimal performance and longevity.

The Kolice KOICM-395-4 is a heavy-duty, floor-standing soft serve ice cream machine designed for commercial use. It features 4+3 mixed flavors, a 4.3-inch touch control panel, and refrigerated upper tanks to keep mixtures fresh. Its robust design and transparent dispensers allow for clear monitoring of the ice cream production process.

2. Safety Instructions

Always adhere to the following safety guidelines to prevent injury and damage to the machine:

- Ensure the machine is connected to a grounded 110V 60Hz power supply with appropriate wattage (3800W).
- Do not operate the machine with wet hands or near water sources.
- Keep hands and foreign objects away from moving parts during operation.
- Unplug the machine before cleaning, maintenance, or if it will be unused for an extended period.
- Only use food-grade ingredients in the hoppers.
- Do not attempt to repair the machine yourself. Contact qualified service personnel for assistance.
- Ensure adequate ventilation around the machine to prevent overheating.

3. Product Overview and Components

The Kolice KOICM-395-4 features a robust stainless steel construction and an intuitive design for ease of use. Key components include:

- **Control Panel:** 4.3-inch touch screen for managing operations.
- **Hoppers:** Four 7-liter capacity hoppers for different ice cream mixtures.
- **Freezing Cylinders:** Four 1.5-liter capacity cylinders where the mixture is frozen.
- **Dispensers:** Seven transparent discharge nozzles for dispensing various flavors and mixed options.
- **Refrigerated Upper Tanks:** Maintains mixture freshness overnight.
- **Compressors:** Two powerful commercial compressors for efficient cooling.
- **Wheels:** Non-slip foot design with wheels for mobility.



Image 3.1: Front view of the Kolice Commercial Soft Serve Ice Cream Machine, showing the main unit and a large multi-colored soft serve ice cream cone.



Image 3.2: Side view of the Kolice Commercial Soft Serve Ice Cream Machine, highlighting its stainless steel construction and casters.

GOOD-LOOKING HIGH-QUALITY



*New transparent
discharge door*



*The whole machine thickened
stainless steel, stainless steel
storage tank.*

Image 3.3: Close-up view of the machine's transparent discharge doors and the control panel, showing the various levers for dispensing ice cream.

4. Setup

1. **Unpacking:** Carefully remove the machine from its packaging. Inspect for any shipping damage. Retain packaging for future transport if necessary.
2. **Placement:** Position the machine on a stable, level surface. Ensure there is adequate clearance (at least 6 inches) around all sides for proper ventilation. The machine is equipped with wheels for easier movement.
3. **Power Connection:** Connect the machine to a dedicated 110V 60Hz, 3800W electrical outlet. Ensure the circuit can handle the machine's power requirements.
4. **Initial Cleaning:** Before first use, thoroughly clean all parts that will come into contact with food. Refer to the "Maintenance" section for detailed cleaning instructions.
5. **Install Dispensers:** Ensure the transparent discharge doors and internal components are correctly assembled and securely in place.

5. Operating Instructions

Follow these steps to produce soft serve ice cream:

1. **Prepare Mixture:** Mix your desired soft serve ice cream or frozen yogurt base according to its specific instructions.
2. **Fill Hoppers:** Pour the prepared mixture into the four 7-liter hoppers. Ensure the mixture level is above the minimum fill line but below the maximum. The upper tanks are refrigerated to maintain mixture freshness.
3. **Power On:** Turn on the main power switch. The 4.3-inch touch control panel will illuminate.
4. **Select Mode:** On the touch control panel, select the "Production" mode. The machine will begin the freezing process in the 1.5-liter cylinders.
5. **Monitor Progress:** The transparent dispensers allow you to visually monitor the ice cream's consistency. The control panel will also display the freezing status.
6. **Dispense Ice Cream:** Once the desired consistency is reached (indicated by the machine or visually), place an ice cream cone or cup under a dispenser nozzle and pull the corresponding lever down to dispense. The machine offers 7 standard mold tools (discharge nozzles) and 4 additional special shape mold tools for varied ice cream shapes.
7. **Pre-Cooling Function:** Use the "Pre-cooling" function to chill the mixture in the hoppers before starting the freezing process, especially if the mixture has been at room temperature.
8. **Auto Counting:** The machine features an auto-counting function to track servings.



Image 5.1: The Kolice machine with various soft serve ice cream cones, demonstrating the multi-flavor dispensing capability.



Image 5.2: Close-up of the visual intelligent display screen, showing operational controls like Production, Clean, Stop, Add, Reduce, and Precool.

6. Maintenance

Regular cleaning and maintenance are crucial for hygiene and the longevity of your machine.

1. Daily Cleaning (Auto Washing):

- Empty any remaining mixture from the hoppers.
- Pour warm water (approximately 100°F / 38°C) mixed with a food-grade sanitizer into the hoppers.
- Select the "Clean" mode on the control panel. The machine will agitate the cleaning solution within the cylinders.
- After a few minutes, dispense the cleaning solution through the nozzles into a bucket.
- Repeat with fresh water to rinse thoroughly.
- Turn off the machine and unplug it.

2. Weekly Deep Cleaning:

- Perform daily cleaning steps first.
- Disassemble all removable parts, including the discharge doors, mixing shafts, and seals.

- Wash all disassembled parts with warm, soapy water using a soft brush (a small brush for cleaning is included).
- Rinse thoroughly with clean water and sanitize.
- Allow all parts to air dry completely before reassembling.
- Lubricate O-rings and seals with food-grade lubricant as needed (additional silicone seal rings are included).
- Reassemble all components carefully, ensuring they are correctly seated.

3. **Exterior Cleaning:** Wipe down the stainless steel exterior with a damp cloth and mild detergent. Avoid abrasive cleaners.
4. **Condenser Cleaning:** Periodically clean the condenser fins to ensure efficient cooling. Refer to a qualified technician for this procedure if unsure.

7. Troubleshooting

This section addresses common issues you might encounter. For problems not listed here, contact customer support.

Problem	Possible Cause	Solution
Machine does not power on.	No power supply; tripped circuit breaker; faulty power cord.	Check power connection; reset circuit breaker; inspect power cord for damage.
Ice cream is too soft or watery.	Mixture too warm; insufficient freezing time; incorrect mix ratio; low refrigerant.	Ensure mixture is pre-cooled; allow more freezing time; verify mix instructions; contact service for refrigerant check.
Ice cream is too hard.	Over-freezing; incorrect mix ratio.	Adjust freezing temperature/time; verify mix instructions.
Machine is noisy.	Loose components; motor issue; fan obstruction.	Check for loose parts; ensure proper ventilation; contact service if noise persists.
Mixture not flowing into freezing cylinders.	Hopper empty; blockage; air tube not installed correctly.	Refill hopper; check for blockages; ensure air tube is properly seated.

8. Specifications

Feature	Detail
Model Name	KOICM-395-4
Brand	Kolice
Power Supply	110V 60Hz
Rated Power	3800W
Production Capacity	17 Gallons / Hour
Hopper Capacity	4 x 7 Liters

Feature	Detail
Cylinder Capacity	4 x 1.5 Liters
Number of Flavors	7 (4+3 mixed)
Control Panel	4.3-inch Touch Screen
Material	Food Grade Stainless Steel
Dimensions (L x W x H)	32.28" x 26.97" x 52.76" (82 x 68.5 x 134 cm)
Net Weight	210 kg (460 lbs)
Special Features	Upper tanks refrigerated, transparent dispensers, auto counting, auto washing, fast cooling, ETL certified.

9. Warranty and Support

For warranty information, please refer to the documentation provided at the time of purchase or contact Kolice customer service directly. Additional silicone seal rings and a small brush for cleaning are included with the machine.

For technical support, parts, or service inquiries, please visit the official Kolice website or contact their customer support line. Keep your model number (KOICM-395-4) and purchase date ready when contacting support.

You can visit the Kolice Store for more information:[Kolice Official Store](#)