

# EASY START & MAINTENANCE GUIDE

Your step-by-step guide to setting up, using and maintaining your SnowShock machine

Regular & Compact Machines

SINGLE, TWIN & TREBLE TANK



**SNOWSHOCK**  
QUALITY ICED PRODUCTS

[www.snowshock.com](http://www.snowshock.com)

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## Setting up your machine

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# NEED HELP WITH YOUR SLUSH MACHINE?

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## Where to find help for your slush machine ?

**ONLINE** <https://www.snowshock.com/help>

Snowshock have a comprehensive online knowledge base which will assist you in identifying and fixing your problem. Visit the above page or scan the following QR-code :-



**EMAIL** [services@snowshock.co.uk](mailto:services@snowshock.co.uk)

Email our services department with your Snowshock account number (see your latest invoice), a description of your fault (a photo would be useful) and your contact details and we'll get back to you with a solution as soon as possible.

**TEXT MESSAGE** **07520633584**

Please text 'HELP' to the above number and chat with our Service department about your problem.

**THE ULTIMATE IN SLUSH**

0330 0536132 / [sales@snowshock.co.uk](mailto:sales@snowshock.co.uk)

[www.snowshock.com](http://www.snowshock.com)



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# STEP 1 - DISASSEMBLY

## Regular Machines Only

**THIS IS ESSENTIAL  
MAINTENANCE!**

**Do this before first use and  
at least once a month.**

**Please note:** Put the parts to one side for cleaning. Clean all parts using bactericidal detergent.



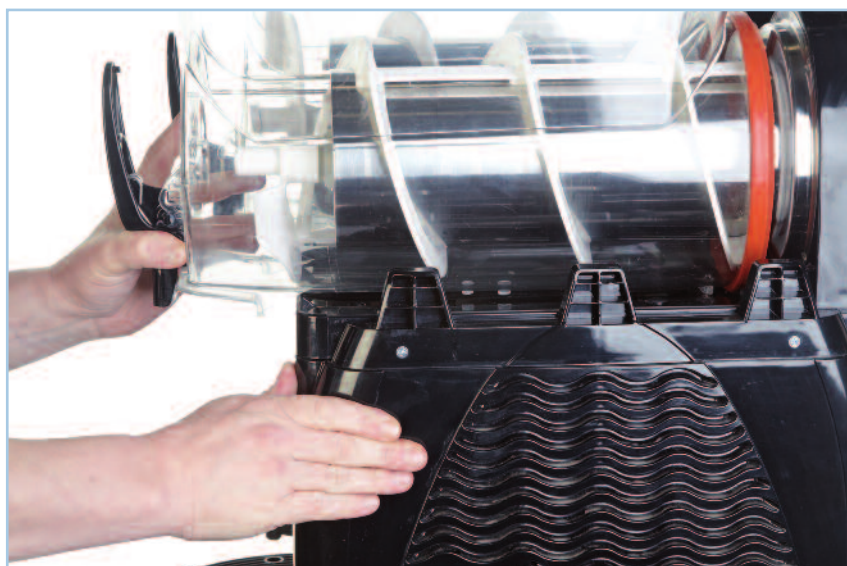
### 1. REMOVE TANK

The tank is tightly secured to your slush machine. To aid safe removal and not damage the machine lift gently the front base of the tank as displayed to ensure it clears the body of the machine safely.



Carefully (especially on first removal) pull the tank towards you to release.

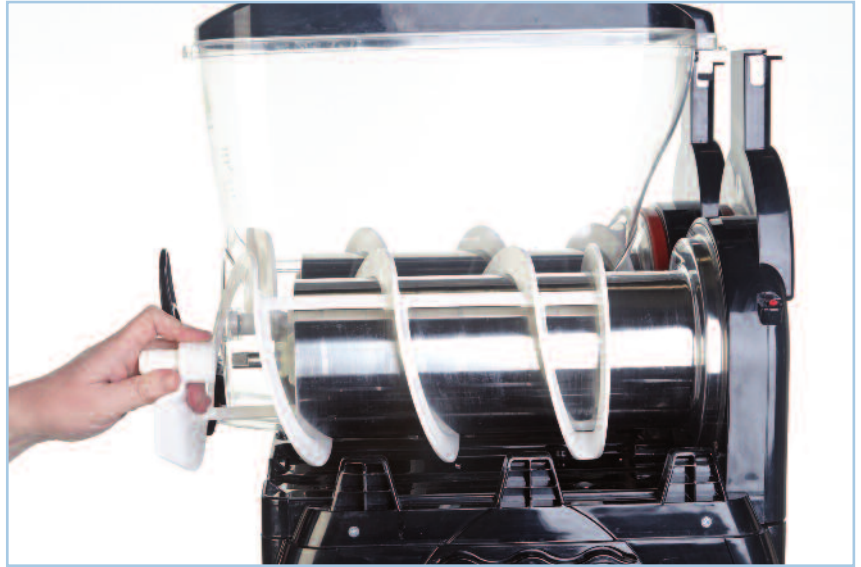
The orange tank seal will be attached to the tank, please remove to clean.





## 2. REMOVE SPIRAL

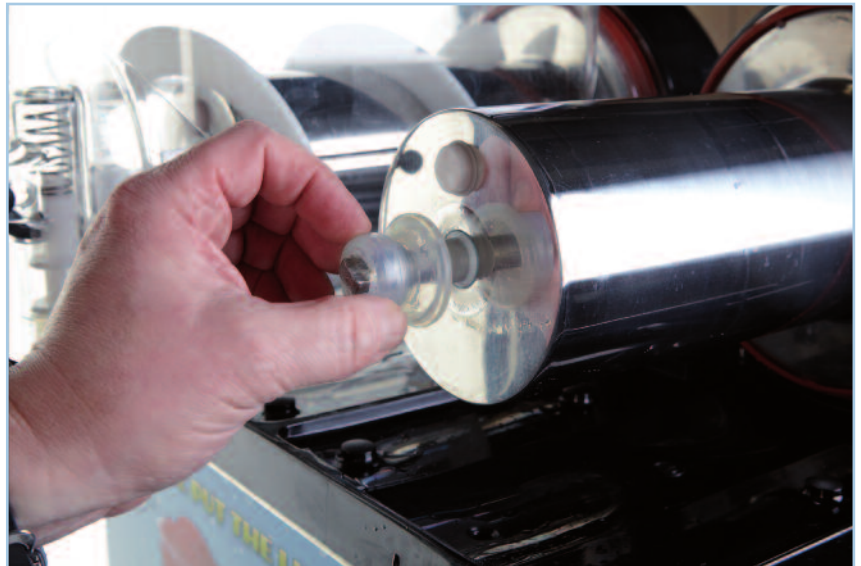
To remove the white spiral, grasp the front of the part where it connects with the cylinder and pull carefully towards you.



## 3. REMOVE SHAFT BOOT

Next, remove the shaft boot on the front of the cylinder and carefully place to one side.

The shaft boot may have come off with the spiral.



## 4. TAP REMOVAL

There is no need to remove the tap assembly now. For future removal push the tap off its locator on the tank as shown.

Reverse procedure to refit the tap.



**GO TO PAGE 8  
FOR STEP 2**

# STEP 1 - DISASSEMBLY

## Compact Machines Only

**THIS IS ESSENTIAL MAINTENANCE!**

**Do this before first use and at least once a month.**

**Please note:** Put the parts to one side for cleaning. Clean all parts using bactericidal detergent.



### 1. REMOVE HANDLE & SPIGOT

Remove black pin from the side of the handle and lift off the black dispensing handle.

Push down on the white spigot to remove it from the base of the dispenser.

Remove the internal spring via the same method.



### 2. REMOVE TANK

Carefully remove the lid of the slush tank.

The tank is tightly secured to your slush machine. To aid safe removal and not damage the machine, lift gently the front base of the tank as displayed to ensure it clears the machine safely.

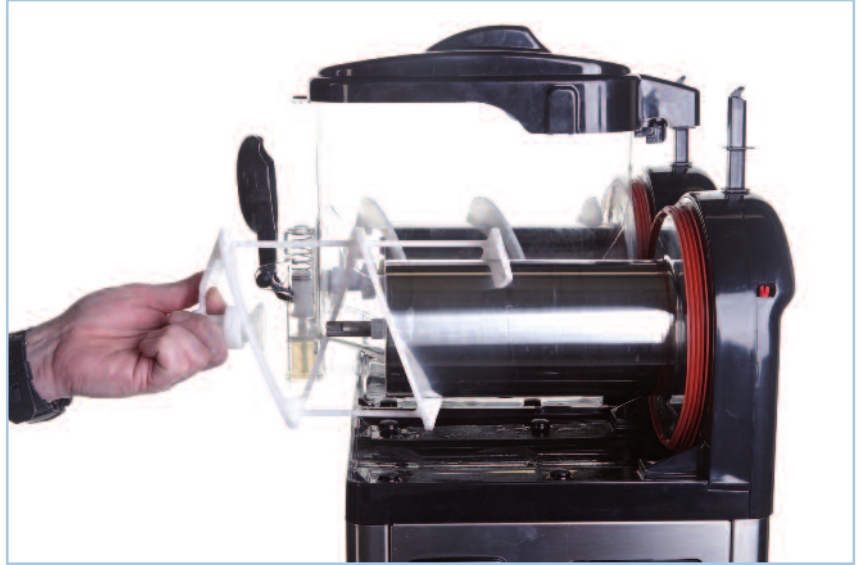
Carefully and firmly pull the tank towards you.





### 3. REMOVE SPIRAL

To remove the white spiral, grasp the front of the part where it connects with the cylinder and pull carefully towards you.



### 4. REMOVE CUP

Next, remove the shaft boot on the front of the cylinder and carefully place to one side.

The shaft boot may have come off with the spiral.



### 5. REMOVE TANK SEAL

Lastly, to remove the orange tank seal from the back of the cylinder, gently ease it loose and pull towards you.



**GO TO PAGE 8  
FOR STEP 2**

# STEP 2 - LUBRICATION

## Lubrication - All Models



**THIS IS ESSENTIAL  
MAINTENANCE!**

**Do this before first use and  
at least once a month.**

**Sanitary lubricant for use with food  
machinery. Non toxic.**

A tube has been delivered with this machine,  
you can purchase additional tubes from us.

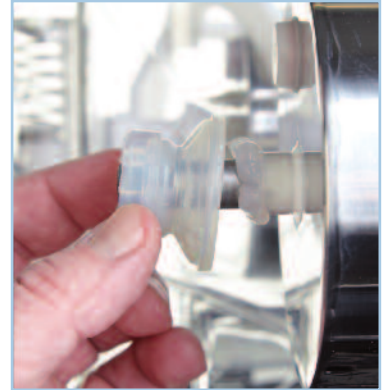
### WARNING:

Without the correct maintenance  
your machine will leak internally  
onto electrical components.

### 1. APPLY TO SHAFT SEAL

Apply a generous film of lube to the  
white shaft seal where it meets the  
shaft.

**Please Note:** The white shaft seal will  
leak internally if the lubricant is  
allowed to dry out. Repairs or supply of  
spare parts to correct this are **NOT**  
covered by warranty.



### 2. APPLY TO DOUBLE LIP PISTON (COMPACT MACHINES ONLY)

Apply a generous film of lube to the  
double lip piston.

**Please Note:** Leaks will occur if the  
double lip piston is allowed to dry out.  
Repairs or supply of spare parts to  
correct this are **NOT** covered by  
warranty.



### 3. APPLY TO TAP HINGE (REGULAR MACHINES ONLY)

Refer to sticker on tank for lubrication  
instructions.

**GO TO PAGE 9  
FOR STEP 3**



# STEP 3 - REASSEMBLY

## Regular Machines Only

### REASSEMBLE THE PARTS IN THIS ORDER:

1. Replace the clear shaft boot over the shaft.
2. Put spiral back on, making sure to push it fully on.
3. Fit the orange tank seal to the tank.
4. Put tank back on.
5. Carry out a visual check to make sure tank and tank seal are correctly fitted.



### FIT THE WASHABLE AIR FILTER



Remove the side panel and place the filter over the grill.

### **THIS IS ESSENTIAL MAINTENANCE!**

**Filter must be kept dust free. The more dust the hotter your machine will run. This will cause premature wear & tear and increase electricity consumption.**

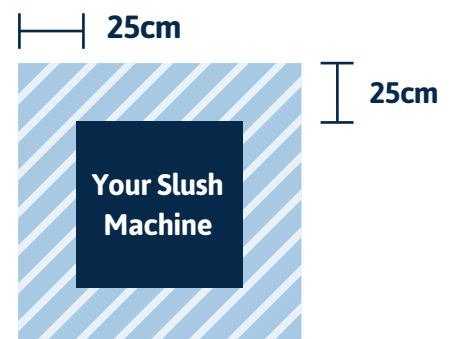
**Please note:** One filter is supplied with your machine and replacements are available free of charge.

### POSITIONING THE MACHINE:

For essential air flow and efficient running, allow a minimum of 25cm (10") of clearance around the machine.

**Your machine  
is now set up!**

**GO TO PAGE 11  
TO START MAKING SLUSH**



# STEP 3 - REASSEMBLY

## Compact Machines Only

### REASSEMBLE THE PARTS IN THIS ORDER:

1. Replace the orange tank seal, making sure to fit it to the tank first.
2. Replace the clear shaft boot over the shaft.
3. Put spiral back on, making sure to push it fully on.
4. Put tank back on. (You can add a small amount of lube on the tank where it meets the tank seal to make this easier).
5. Carry out a visual check to make sure tank and tank seal are correctly fitted.



### FIT THE WASHABLE AIR FILTER



Remove the side panel (by either quick release or unscrewing), and place filter over the grill.

### **THIS IS ESSENTIAL MAINTENANCE!**

**Filter must be kept dust free. The more dust the hotter your machine will run. This will cause premature wear & tear and increase electricity consumption.**

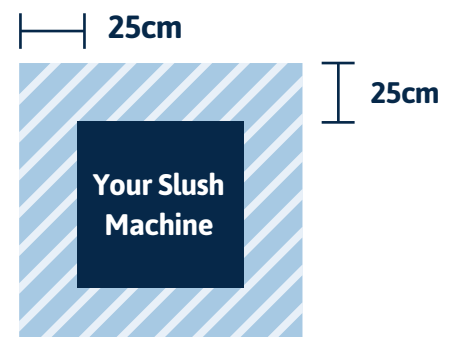
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For essential air flow and efficient running, allow a minimum of 25cm (10") of clearance around the machine.

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# MAKING SLUSH

## Control Panel - All Models

### REGULAR MACHINE



### COMPACT MACHINE



Light Switch

On/Off Switch

Spiral Switch  
(1 switch per tank)

Freeze/Off/Chill Switch  
(1 switch per tank)

Digital Display

### TO MAKE SLUSH

1. Turn the machine on with On/Off switch (POS I).
2. Start the spirals turning with the Spiral switch (POS I).
3. Press the Freeze/Off/Chill switch to Freeze ❄️. The machine will now start to make slush and will regulate itself throughout the day.

**Freezing adjustments required, please see page 13**

### END OF DAY

Leave machine on but switch Freeze/Off/Chill switch to off (O). Machine will still stir and allow the slush to defrost. Alternatively switch to Chill ~~~ in which case it will freeze faster when switched back to Freeze.

**DO NOT TURN YOUR MACHINE ON IF THERE IS FLOATING ICE INSIDE THE TANK!**

**Ice can be extremely hard and the spiral is not strong enough to break it up. This is the main cause of expensive motor failure. THIS IS NOT COVERED BY WARRANTY.**

### OTHER BUTTON FUNCTIONS

- The Digital Display regulates the temperature in chill mode and is NOT RELEVANT to making slush.

#### **Please Note :**

The light bulb button controls the lights. To prolong the life of the bulbs switch the lights off before removing tank lids.

# MAKING SLUSH

## Prepare Concentrate - All Models

The correct mix is 5 parts water to 1 part concentrate. Mixing instructions and containers are provided for your convenience and can be used as a guide. If you prefer a more accurate mix please source alternative measuring methods.

1. Use an empty slush bottle. (When a bottle is empty it can be used for mixing).
2. Place the empty bottle on a flat, level surface for accurate measuring.
3. Pour the concentrate into the mixing bottle up to the 'Fill Level' line.
4. Fill the mixing bottle to just short of the brim with fresh, drinkable water.
5. Pour the contents of the mixing bottle into the tank.

Top up to  
this level  
with water

Concentrate  
'Fill Level' is  
marked on  
bottle

**YOUR CONCENTRATE  
MIX IS CRITICAL!**

**Too little = Damage  
Too much = Lost profits**



**Please note:** Try to keep your tanks full, topping up as often as required, avoid running the machine low for long periods.

Once mixed, slush can be kept chilled if not used straight away for up to 3 days.



# MAKING SLUSH

## Freezing Adjustment - All Models

Each tank has an adjustment screw to vary the thickness of your slush mix. Based on the ambient temperature of your outlet, the machines position, along with the weather can affect the consistency of your slush. You will need to find the best setting for your particular outlet.

### ADJUSTING THE FREEZE SETTING

Using a flat headed screwdriver to turn the adjusting screw at the top of your slush machine as illustrated below. The red setting pointer, labelled 1-4 will move up or down with each turn.



**Adjusting  
screw**

**Setting  
pointer**

**Please note:** It is normal to hear an ongoing clicking sound from this part of the machine.

### ACHIEVING THE BEST SETTING FOR YOUR MACHINE

Start the machine in position '1'. Leave at this setting for at least one hour to make your slush and judge the temperature of your outlet. Your slush should be mostly ice, but still slightly sloppy.

If you need to make the slush icier, use your screwdriver on the red pin on the top of your slush machine to turn the setting down half a notch towards the max setting and leave for another 30 minutes.

If necessary, continue to adjust in the same way, half a notch at a time and leaving for 30 minutes each time until you reach the required slush consistency.

It is normal to require different settings on each tank and to have to adjust them occasionally up or down depending on conditions.

# FAULTS & BREAKDOWN

**If your slush machine develops a fault, our service team will always be on hand to advise.**

Firstly please ensure you have followed our advice on our online help ([www.snowshock.com/help](http://www.snowshock.com/help)) before contacting our Service department. Most faults can be remedied by the operator.

**Please note:** Should you require a call out during your warranty period due to failure to comply with the maintenance instructions outlined in this Easy Start Guide, you will be liable for the cost of the call out. There is a minimum charge of currently £130.

## SPECIAL CARE - GEAR MOTORS

**Your machine has motors to turn the white spirals inside each tank. The motors will run for many years without problems but are certain to fail under the following user controlled conditions:**

### **Under diluted slush mix**

Accurate mixing is incredibly important. The wrong consistency will make the ice harder and therefore will put excessive pressure on the motor, causing it to fail.

### **The use of inferior slush mix**

SnowShock concentrate mixed correctly will not damage your motors. Most cheaper slush mixes will damage your motors immediately or cause vastly accelerated wear to them, leading to premature failure. If this is the cause of a failure, your entire warranty will be void.

### **Hard ice in the tank**

Hard ice inside the tanks must be removed as the motors are not strong enough to break it up. To avoid this you can leave your machine stirring at night. You can leave it on chill mode for a quick freeze down in the morning or leave it in the "O" position so that it just stirs.

**Please note:** All of these conditions are under the control of the user. Gear motor repairs are upwards of £300 each and are exempt from warranty, even within the first year. With care, damage can easily be avoided.

## ORDERING & CONTACT

**It could not be easier to order your official SnowShock slush syrups, cups, straws and POS materials from [www.snowshock.com](http://www.snowshock.com).**

- **Earn reward points with every order to redeem against future purchases.**
- **Order any time on any day.**
- **Easy to order direct from your smart phone or tablet.**
- **Delivery within 2 working days.**
- **Quick, easy and efficient.**

Simply go to: [www.snowshock.com](http://www.snowshock.com)

You can order over the phone on: **0330 0536132** or email us: [sales@snowshock.com](mailto:sales@snowshock.com)

# WARRANTY INFORMATION

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Snowshock slush machines come with 12 month parts and labour subject to the machine being operated in accordance with this guide and manufacturers instructions.

In the event of improper use, all warranty rights will be forfeited and Snowshock will accept no liability for injury to persons and/or property.

The following is to be considered improper use :-

- any use other than intended use and/or with methods other than described herein.
- any operation on the machine that is in contrast with the directions provided herein.
- use of the machine after any components have been tampered with and/or safety devices have been changed.
- use of the machine after it has undergone repair with components not authorised by Snowshock.
- outdoor installation of the machine.
- use of alternative slush syrup other than supplier by Snowshock.
- accidental damage.
- use of the machine in a mobile environment

**Thank you for choosing SnowShock as your slush provider. We look forward to supporting you with great service and the finest quality slush supplies for many years to come.**

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**Please note:** Warranty offered entirely at the discretion of the management and the offer can be withdrawn at any time. Accidental damage is not included in this offer.

We define the useful life of a SnowShock slush machine by the life of its compressor for the purpose of this warranty. If the compressor fails that means it could be beyond economical repair and has as such come to the end of its lifetime. We offer great trade in deals.

For the reasons outlined above, we cannot honour or offer any kind of warranty to customers who do not solely use SnowShock supplies in their machines, including in the first year.



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# NEED HELP WITH YOUR SLUSH MACHINE?

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## Where to find help for your slush machine ?

**ONLINE** <https://www.snowshock.com/help>

Snowshock have a comprehensive online knowledge base which will assist you in identifying and fixing your problem. Visit the above page or scan the following QR-code :-



**EMAIL** [services@snowshock.co.uk](mailto:services@snowshock.co.uk)

Email our services department with your Snowshock account number (see your latest invoice), a description of your fault (a photo would be useful) and your contact details and we'll get back to you with a solution as soon as possible.

**TEXT MESSAGE** **07520633584**

Please text 'HELP' to the above number and chat with our Service department about your problem.

**THE ULTIMATE IN SLUSH**

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