



User guide

2024 SEPTEMBER VERSION



PLEASE READ THIS USER GUIDE CAREFULLY AS IT CONTAINS
IMPORTANT SAFETY INFORMATION.
KEEP IT WITH THE MACHINE.

WELCOME



Welcome in Ufrost universe

We are excited to have you among the users of our "cold microwave," a true revolution in the art of rapid and creative freezing. This guide has been designed to walk you step by step through the discovery and optimal use of your new machine. We are committed to providing you with a smooth and intuitive experience, and this manual will help you unlock the full potential of your Ufrost to create unique experiences.

Feel free to reach out to us for any additional questions or advice. We are here for you!



CONTACT

Telephone : 514-703-6473

Email : info@ufrost.com

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 **TO BEGIN**



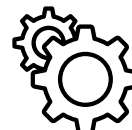
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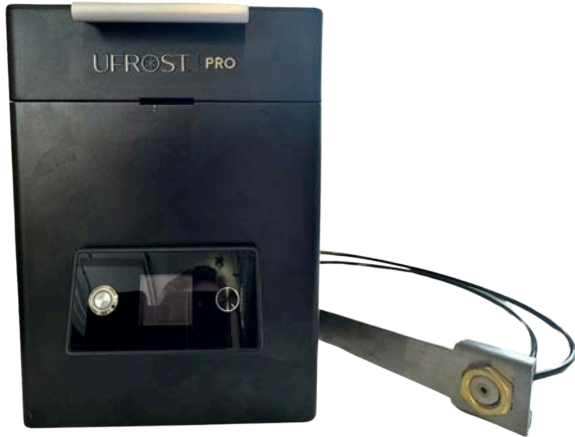
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 **GARANTY**



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To **BEGIN**



MACHINE



BATTERIES



SPATULA



KEY



SQUEEZE
BOTTLE



1/4 OZ MOLD



1/2 OZ MOLD

Congratulations! You are about to provide your customers with an extraordinary tasting experience. Your Ufrost freezing instrument comes with a spatula, a battery with charger, and a key for the gas cylinder.

If you are using CO₂ cylinders in your establishment, they are likely filled with gaseous CO₂. Ufrost uses liquid CO₂, which means the cylinders are the same but have a dip tube that draws the liquid from the bottom of the cylinder, which can be confusing. Please always check with us for their compatibility.

This guide may also be available in French. Check ufrost.com.

IMPORTANT

security guidelines



WARNING

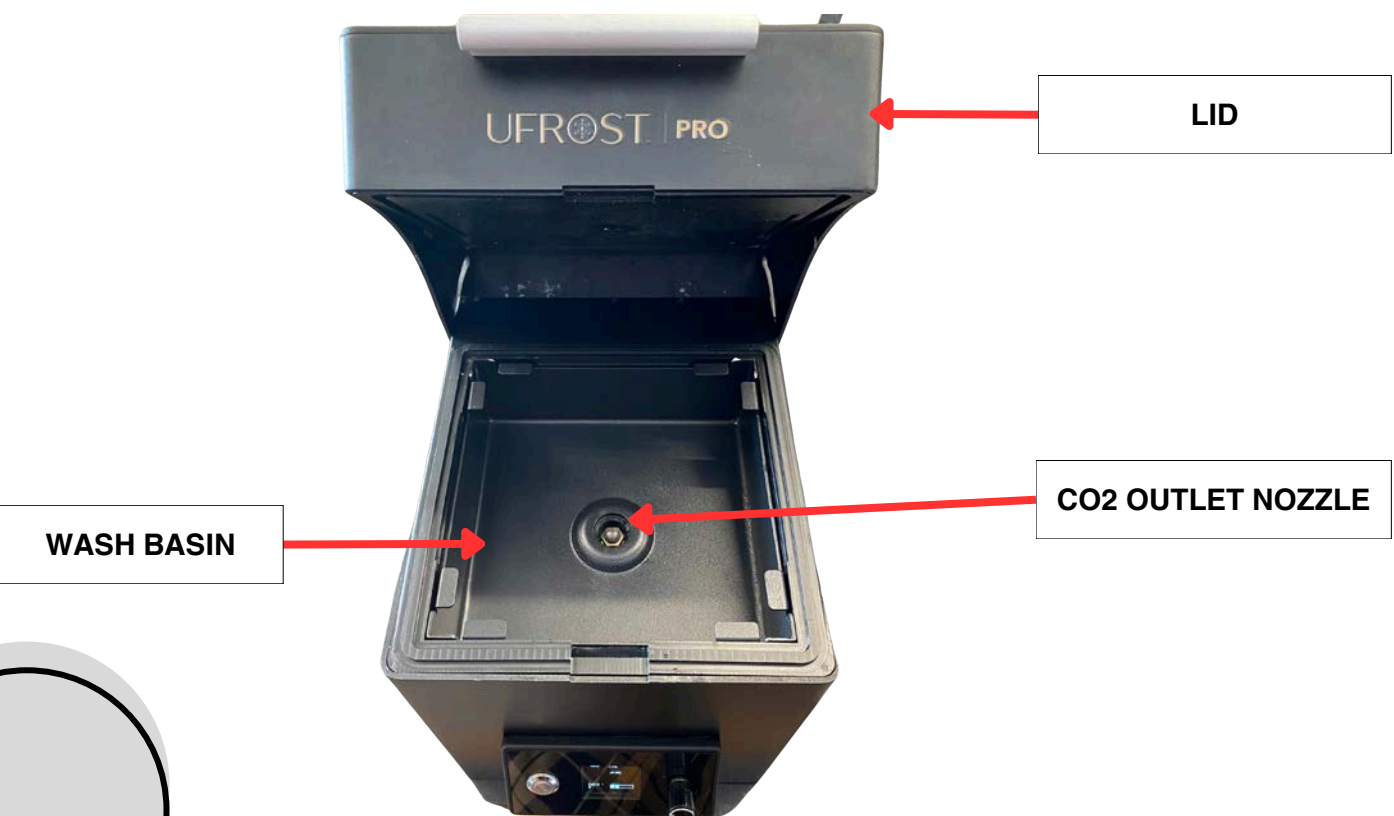
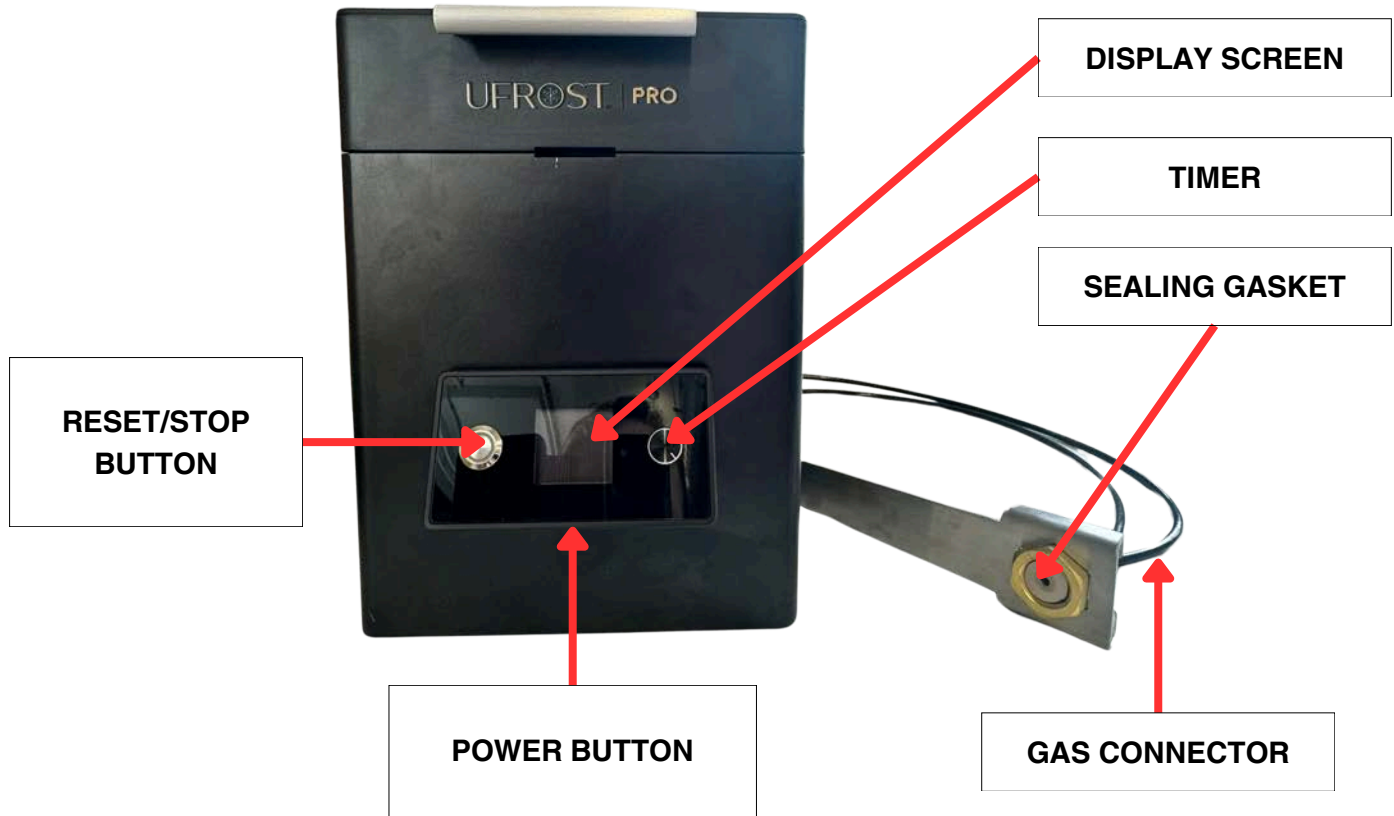
FAILURE TO FOLLOW THE SAFETY INSTRUCTIONS AND PRECAUTIONS CONTAINED IN THE USER GUIDE AND ON PRODUCT LABELS COULD RESULT IN INJURY OR EVEN DEATH.

TO AVOID ANY RISK OF INJURY WHEN USING YOUR UFROST INSTRUMENT, WE STRONGLY RECOMMEND READING THIS MANUAL ALONG WITH ALL INSTRUCTIONS AND WARNINGS BEFORE USING THE EQUIPMENT. ADDITIONALLY, THE FOLLOWING PRECAUTIONS SHOULD ALWAYS BE TAKEN:

Safety Precautions

- Do not use the device in enclosed spaces (closets) or without adequate ventilation, as this may lead to asphyxiation risks.
- Always inspect the device before use and check for any abnormalities. If any issues are found, do not use the instrument.
- Do not deliberately inhale the gas that comes from the device, as it poses a risk of asphyxiation.
- Do not consume dry ice, as it can cause serious injuries.
- Ensure the device is placed on a flat and stable surface.
- Position the gas cylinder on a flat, stable surface and secure it with a fixed chain or on a surface with three points of support (the ground counts as one point), as indicated in this guide.
- Do not consume pure frozen alcoholic beverages with a volume of 25% or more, as this poses a risk of frostbite.
- Do not open the gas cylinder when the gas line is not connected to the device.
- Do not touch the inner metal surfaces, as they can cause frostbite.
- Only use Ufrost food-grade CO₂ cylinders to connect to the device.
- Ensure that individuals without the necessary experience or knowledge do not operate this instrument without supervision or instructions from a responsible, experienced operator.
- Never use molds other than those recommended by the manufacturer.
- Do not place anything on or lean against the Ufrost freezing instrument.
- Do not place anything on the gas cylinders.
- Never leave the device unattended during operation.
- Always allow the device to defrost before moving or cleaning it.
- Do not disassemble or modify any part of the equipment other than as instructed in this user manual.
- Do not modify the device or replace parts that are not expressly authorized or sold by the manufacturer. All repairs, maintenance, or part replacements must be performed by an authorized manufacturer representative.
- Use only the gas and cylinder size recommended by the manufacturer.
- Read and follow all warnings on the gas cylinders.
- Never operate the instrument under the influence of drugs or alcohol.
- Connect the gas line to the gas cylinder as indicated in this guide.
- Do not position the gas line in a way that obstructs circulation around the device.

Your **UFROST MACHINE**





Equipment **INSTALLATION**

1. Make sure the area where your Ufrost instrument will be used has proper ventilation that meets the non-residential ventilation requirements of your jurisdiction. This is crucial for safety and to prevent any risk of asphyxiation during operation.

2. A correct installation is illustrated here, with a detailed description provided below.

3. Attach the gas cylinder with a safety chain as shown.

4. Before connecting the gas cylinder, make sure that the seal is properly in place. This is crucial to prevent any gas leaks and ensure safe operation of your Ufrost instrument.

5. Connect the gas line from the device to the gas cylinder by turning it clockwise using the wrench. Once securely connected, open the gas cylinder to supply the Ufrost instrument. **Remember to close the gas cylinder valve at the end of your shift to ensure safety.**



How to use the **MACHINE**

STEP 1

Clean the molds and all surfaces of the device that come into direct contact with consumables before use.



STEP 2

Set the battery to "ON" by pressing the button located beneath the display.



STEP 3

Pour the liquid into the mold without overfilling it (fill to 3/4 of the mold's volume) using a squeezing bottle.



STEP 4

Place the mold on the mold holder with the handle facing you.



STEP 5

Adjust the timer to the appropriate operating duration (as indicated in the recipe guide) using the right button.



STEP 6 (REALLY IMPORTANT)

Close the lid.



STEP 7

Press and hold the right button for 2 SECONDS to start the machine.



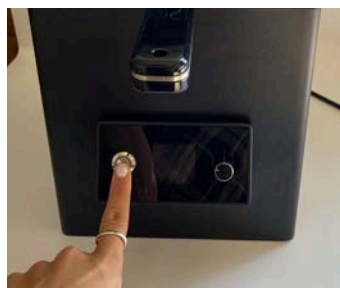
STEP 8

Gas will be released from the machine; this is completely normal. It is essential for the decompression and freezing process. **Do not inhale the gas.**



STEP 9

When the time is up, press the left button and open the lid.



STEP 10

Your machine allows you to maintain the preservation mode. As long as you see the screen with the colored arrow lit up, it means it will continue to release gas every 20 seconds to keep your frozen bites fresh. To exit this mode, simply press the button again.



STEP 11

Remove the (cold) mold from the Ufrost instrument using the designated handle.



STEP 12

Depending on the freezing time and the type of alcohol, the frozen texture of a shot can vary. Here's an example of different textures based on this principle:

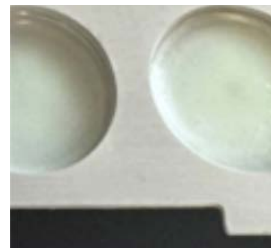
If it's still liquid, you need to repeat steps 3 to 11 to freeze it.



It is 90% frozen and ready to be served (ideal texture).



It is completely frozen



STEP 11

If there is snow inside the mold, simply tap the mold on a hard surface to release the snow. **Never serve a frozen shot with snow inside, as it poses a serious risk of injury.**



STEP 12

Quickly dip the mold in water to create a thermal shock and make it easier to unmold if necessary.



STEP 13

Unmold using the spatula provided with the machine. **Do not use any other tool for this purpose.**



STEP 14

Before using the machine for the next batch, make sure to rinse the mold and dry it completely before reinserting it into the device.



STEP 15

Make sure to clean up spills to prevent ice buildup. These can be wiped with a dry cloth. Do not use water or liquid products to clean the device when it is cold. You can also remove the mold holder once the machine has thawed for easy cleaning.



STEP 16

After several cycles of use, there may be a buildup of snow up to the mold. This will not affect the proper functioning of the device. However, it may be more challenging to place the mold on the holder in this condition. You can remove the snow with a small spoon or an ice scoop. **Do not eat the snow or touch it for extended periods.**



STEP 17

At the end of a shift, open the lid and close the device by pressing the button under the screen. Adequate ventilation is necessary while the machine warms up and expels carbon dioxide.



ÉTAPE 18

Clean the wash basin.



Changing THE TANK



WARNING

DO NOT DISCONNECT THE GAS CYLINDER BEFORE EMPTYING THE GAS LINE. TO DO THIS, SIMPLY START A 30-SECOND CYCLE ON YOUR UPO ONCE THE GAS CYLINDER HAS BEEN CLOSED TO COMPLETELY EVACUATE THE GAS IN THE LINE. THIS IS VERY IMPORTANT, AS YOU MAY BE AT RISK OF FROSTBITE IF YOU DISCONNECT IT PREMATURELY.

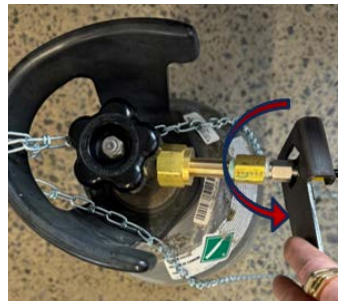
STEP 1

Close the gas cylinder valve by turning it clockwise.



STEP 2

Disconnect the gas line using the wrench by turning it counterclockwise.

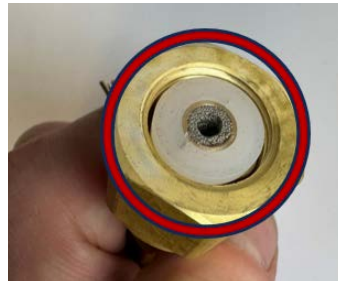


STEP 3

Release the gas cylinder from its safety chain.

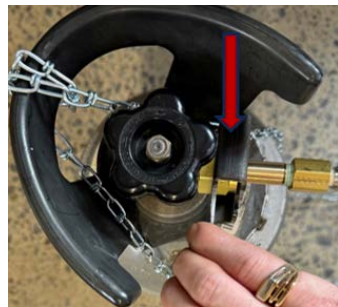
STEP 4

Replace the gas cylinder with a new certified one, as indicated.



STEP 5

Before connecting the new gas cylinder, ensure that the seal is in place. The same comments apply as before.



STEP 6

Connect the new cylinder to the gas line.

STEP 7

Secure the new gas cylinder with its safety chain.



STEP 8

Open the gas cylinder to power the machine.

Identifying **THE TANK**

1. Make sure the DT sign is on the CO2 tank, it means it contains a dip tube



2. Locate the plastic wrapping on top of the valve (Messer)



3. Another way to identify a proper CO2 tank is by the white line on the length of the tank (it's another way the distributor indicates that there's presence of a dip tube)



What is a DT?

a "dip tube" enables you to extract from the cylinder bottom so that you get CO2 in its liquid form, not the vapour





MAINTENANCE


1. Always keep the device clean and in good condition.
2. Surfaces in contact with beverages should be cleaned daily after each use with a soft cloth and a non-toxic detergent.
3. Do not attempt to clean the device while it is cold; wait for it to warm up.
4. The interior of the device should be regularly cleaned to remove any spilled beverage residue.
5. To clean the inside of the machine, open the lid and then remove the mold tray by simply pulling it upwards. Ensure that no water or cleaning liquid enters the diffusion nozzles during cleaning.
6. When the device is not in use for more than one day, the gas cylinder must be closed, and the pressure in the gas line released. This is done by running a 15-second cycle on the Ufrost instrument while the gas cylinder is closed.
7. Then, open the lid to allow the device to dry properly after cleaning. The exterior of the Ufrost instrument should also be cleaned to prevent residue buildup, especially around the spaces between the lid and the body of the device.



GAS STORAGE

Store gas cylinders in an appropriate area according to the instructions from the gas cylinder manufacturer. Ensure that the cylinder is not in close proximity to a heat source.

The Material Safety Data Sheet (MSDS) for liquid carbon dioxide (CO₂ gas) is available from your gas supplier. The manufacturer recommends using gas from Linde, for which the MSDS can be accessed by [clicking on this link](#).



Carbon dioxide, refrigerated liquid
Safety Data Sheet E-4573
according to the Hazardous Products Regulation (February 11, 2015)
Date of issue: 10-15-1979 Revision date: 09-29-2023 Supersedes: 05-12-2023 Version: 1.1

SECTION 1: Identification

1.1. Product identifier

Product form	: Substance
Substance name	: Carbon dioxide, refrigerated liquid
CAS No	: 124-38-9
Formula	: CO ₂
Other means of identification	: Liquid Carbon Dioxide, Medipure®,
Product group	: Core Products

1.2. Recommended use and restrictions on use

Recommended uses and restrictions	: Industrial use, Medical applications, Semiconductor, Food/Beverage applications, Use as directed.
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1.3. Supplier

Linde Canada inc.
 500 — 5015 Spectrum Way
 Mississauga - Canada L4V 0E4
 T 1-905-803-1800 - F 1-905-803-1682
www.lindecanada.ca

1.4. Emergency telephone number

Emergency number	: 1-800-363-0042
	: Call emergency number 24 hours a day only for spills, leaks, fire, exposure, or accidents involving this product.
	: For routine information, contact your supplier or Linde sales representative.

SECTION 2: Hazard identification

2.1. Classification of the substance or mixture


GHS-CA classification

Gases under pressure : Refrigerated liquefied gas	H281
Simple Asphyxiant	

2.2. GHS Label elements, including precautionary statements

GHS-CA labelling

Hazard pictograms



GHS04

Signal word

Signal word	: WARNING
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Hazard statements

Hazard statements	: CONTAINS REFRIGERATED GAS; MAY CAUSE CRYOGENIC BURNS OR INJURY MAY DISPLACE OXYGEN AND CAUSE RAPID SUFFOCATION
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Precautionary statements


Precautionary statements	: Do not handle until all safety precautions have been read and understood Use and store only outdoors or in a well-ventilated place. Wear protective gloves/protective clothing/eye protection/face protection Wear cold insulating gloves and either face shield or eye protection Use a back flow preventive device in the piping. DO NOT change or force fit connections. Use only with equipment rated for cylinder pressure. Do not open valve until connected to equipment prepared for use. Close valve after each use and when empty. Always keep container in upright position.
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EN (English - CA)
SDS ID : E-4573
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FAQ


 If there is a leak at the connection between the gas cylinder and the gas line


 There are leaks at the gas line connections, or the gas line itself is leaking.


 It seems there is an issue with freezing some contents of the mold.


 The drinks in the molds are not freezing.


 There is less smoke than usual coming from the device.


 There is no vapor coming out of the device.

 The connection may be loose: tighten the connector using the tool. Do not over-tighten.

 The connections may be loose, or the gas line may be damaged: stop using the machine immediately and contact our technical support.

 You may not have provided enough gas time. The nozzle could be obstructed: wait for the device to warm up and try again. If the problem persists, please contact our technical support.
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 The gas cylinder may be empty: replace it. If the alcohol content is higher and requires more time to freeze, add an extra cycle of 15 to 30 seconds on the timer.

 The gas level in the cylinder is low; replace it.

 The gas cylinder is empty or damaged: replace it.



The lid does not close properly.



The mold is stuck in the machine.



The machine is continuously releasing gas, even when shutting down.



There may be an accumulation of ice (or dry ice): remove the dry ice or wait for the device to warm up and defrost on its own. If the lid still does not close, stop using the device and contact technical support.



Wait 30 seconds to 1 minute for the machine to defrost, then remove the mold. The mold may not have been properly dried, causing it to stick to the mold holder.



Turn the machine off and then back on.

UFROST LIMITED WARRANTY USA & CANADA 2024

1. PRODUCT ELIGIBILITY

This program is intended solely for the Ufrost PRO product. The Ufrost device must have been purchased new and intended for use in Canada and the United States. Copies of purchase invoices must be available upon request (typically before any service or repair on the product) so we can confirm that your Ufrost product remains eligible under this program. If you cannot provide proof of purchase for the Ufrost product, we may, at our sole discretion, refuse service or repair (as applicable) for that specific Ufrost product.

2. DURATION AND MODIFICATIONS

The initial duration of your program corresponds to the start and end dates of the service period specified on your sales contract. The terms and conditions of this program may change from time to time. We will send a notice to your billing address to inform you of any modifications to the program (including pricing) that may apply.

3. PROGRAM COVERAGE

3.1. General

Subject to the terms, conditions, and exclusions stated herein, your program covers the cost of functional parts and labor necessary to repair or maintain the Ufrost product in the event of mechanical or electrical failure when used for normal purposes as described in the user guide. Whenever possible, original certified Ufrost parts will be used; however, at our discretion, remanufactured parts meeting Ufrost's strict standards may be utilized for repairs. Services or repairs performed without our approval will not be reimbursed and will result in the termination of our obligations to provide service for this Ufrost product under this program.

If we are unable to repair your Ufrost product, or if we determine that repair is not cost-effective, we have the option, at our discretion, to replace it with a product having similar features and functions, or to provide you with a refund equivalent to the value of the replacement product. This refund can be used towards the purchase of a replacement product with similar features and functions from our brand family. Technological innovations may result in the sale price of the replacement product being lower than the initial purchase price of the Ufrost product; however, the difference between the cost of the replacement product and the initial purchase price of the Ufrost product will not be refunded.

The replacement of the Ufrost product or the granting of a purchase refund will effect, regarding this Ufrost product: a) the complete release of our obligations assumed under this program; and b) the cancellation of the program, and our obligations will be considered fulfilled, to the fullest extent permitted by law. Purchase refunds are non-transferable, and any unused portion will be forfeited.

If your program applies to multiple products, our obligations regarding the other Ufrost products under this program will remain in effect, but a new program will need to be purchased for extended service on the replacement Ufrost product. If we unilaterally decide to exercise our ownership rights, the defective Ufrost product will become our property.

4. LOCATION SERVICE

To the extent possible, service should be performed on-site at the service address. The Ufrost product must be easily accessible and removable for maintenance.

5. SERVICE CALL

Please contact us at 1-514-616-4769 to schedule a service visit at the maintenance center. Our hours of operation are Monday to Friday, from 8 AM to 5 PM Eastern Time. Ufrost PRO products not covered by warranty can be repaired at a rate of \$150/hour, plus travel expenses.

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6. MOVING YOUR UFROST PRODUCTS TO A NEW LOCATION IN CANADA AND THE UNITED STATES

You can update your service address at any time by informing us via email at info@ufrost.com.

7. SERVICE CALL

You can transfer this program for the specific Ufrost products listed to another person by informing us via email at info@Ufrost.com. Please include your contract number, the date of the transfer of ownership, the name of the new owner, your address and phone number, as well as those of the new owner.

8. LIMITATION OF LIABILITY

In the event of a claim under this program, our liability is limited to the cost of authorized repairs. The program provides for a maximum of five thousand dollars (\$5,000) per Ufrost product, based on the equivalent retail price of any service or repair performed by us or any discounts provided by us.

9. YOUR OBLIGATIONS

You are responsible for protecting the Ufrost product from damage. As part of the program, you must:

- a) Fully cooperate with us and our authorized service technicians during the diagnosis or repair of the Ufrost product.
- b) Ensure that the Ufrost product is accessible.
- c) Provide a safe environment for the technician's visit.
- d) Ensure that an employee will be present during the technician's visit.
- e) Use, install, and maintain the Ufrost product according to the manufacturer's recommendations.
- f) Install and maintain the Ufrost product in accordance with the manufacturer's guidelines.
- g) Call us to inform us of any defects or deficiencies in the service provided under this program within seven (7) days of the service date.

WHAT IS NOT COVERED BY THIS SERVICE PLAN AND DOES NOT ENTITLE YOU TO SERVICE OR REPAIR:

- a) Ufrost products purchased "as is" or from a third party, and Ufrost products located outside of Canada and the United States;
- b) Service required due to an issue resulting from the relocation or alteration of the product, the use of equipment other than that recommended by the manufacturer or approved by us, or repairs performed by anyone other than one of our authorized service providers;

- c) Damage or failure of the product due to causes beyond our control, including but not limited to: user negligence, failure to maintain, use, or install the product according to the manufacturer's user guide, misuse, vandalism, theft, fire, flooding, wind, freezing, insufficient power supply, electrical wiring, circuit breakers, improper installation, rust or corrosion (unless otherwise specified in Section 5), unusual weather conditions, or resulting from force majeure or acts of war;
- d) Service rendered necessary due to improper storage of the product;
- e) Non-functional parts, non-durable items, scratches, dents, peeling, damage from hard water, walls and infrastructure, decorative finish, interior coating, door liners, handles, knobs, grates, wheels, drip trays, ventilation grilles, shelves;
- f) Cosmetic damage to the unit and its components;
- g) Product failure due to dust, mold, damage caused by animals, rodents, insects, damage or burns from a heat source, or chipping;
- h) Loss of income or profits due to mechanical failure;
- i) Any repair covered by any other service contract or warranty, or performed at the manufacturer's request, or as part of a recall program, regardless of whether the manufacturer is still in operation;
- j) Any unauthorized repairs made by you or on your behalf;
- k) Any normal, periodic, or preventive maintenance (except for preventive maintenance as specified in Section 5);
- l) Enhanced, upgraded, or unauthorized components;
- m) Upgrades to comply with regulatory legislation;
- n) Ufrost products with serial numbers that have been removed, altered, or cannot be easily identified;
- o) Cabinetry, carpentry, masonry, and any other installation or filling surrounding built-in Ufrost products and custom covering panels;
- p) Damage or defects in the product caused by failure to meet your obligations as described in Section 12;
- q) Loss or damage resulting from an accident or unrelated to a manufacturing defect of the Ufrost product; or
- r) Indirect damages resulting from a defect in the Ufrost product (other than those expressly mentioned here).

Thanks

SEE YOU SOON!

We sincerely thank you for choosing our technology for your establishment. We look forward to working alongside you to amaze your customers and create a "WOW" moment for them.

We wish you lots of fun with the machine, because above all, (YO)U FROST!



**CONTACT
US**

Telephone : 514-703-6473
Email : info@ufrost.com



REVIEWS ★★★★★

Your satisfaction is our satisfaction! Did you enjoy your machine?

Feel free to leave us a review on Google!