



4.5 Appliance User Manual



Model Number: ICM4.5

For your safety and continued enjoyment of this product, always read this user manual carefully before using.

Only authorized single serve pods made by Coldsnap Corp. can be used in the appliance.

Table of Contents

Package Contents	4
Unpacking Instructions	6
Safeguards	8
Servicing	8
Disposal of the Appliance	8
Compression-Type Appliances	9
Operation	10
Power On	10
Make a Frozen Treat	11
Cleaning & Service	12
Troubleshooting.....	13
Warranty.....	14

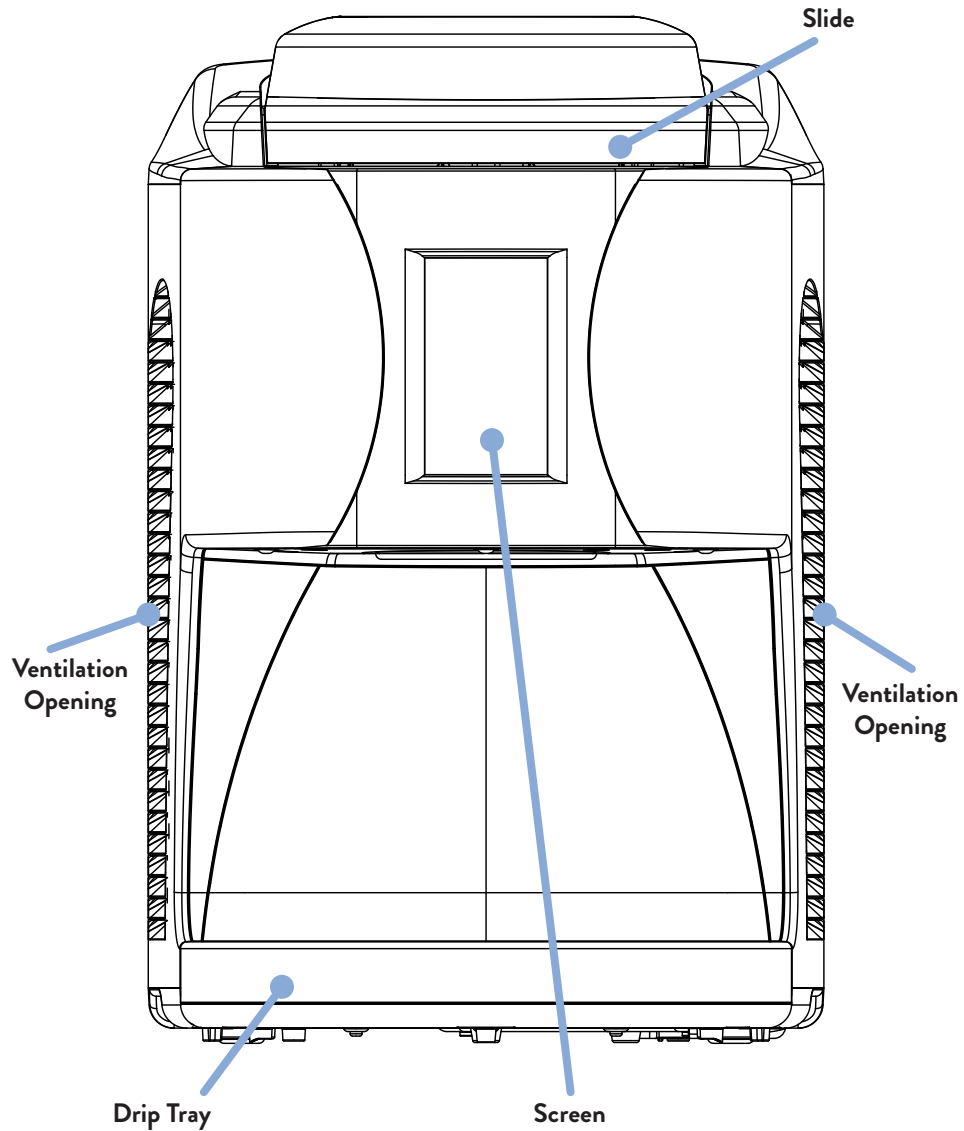
This product is protected by patents. See www.coldsnap.com/patents.



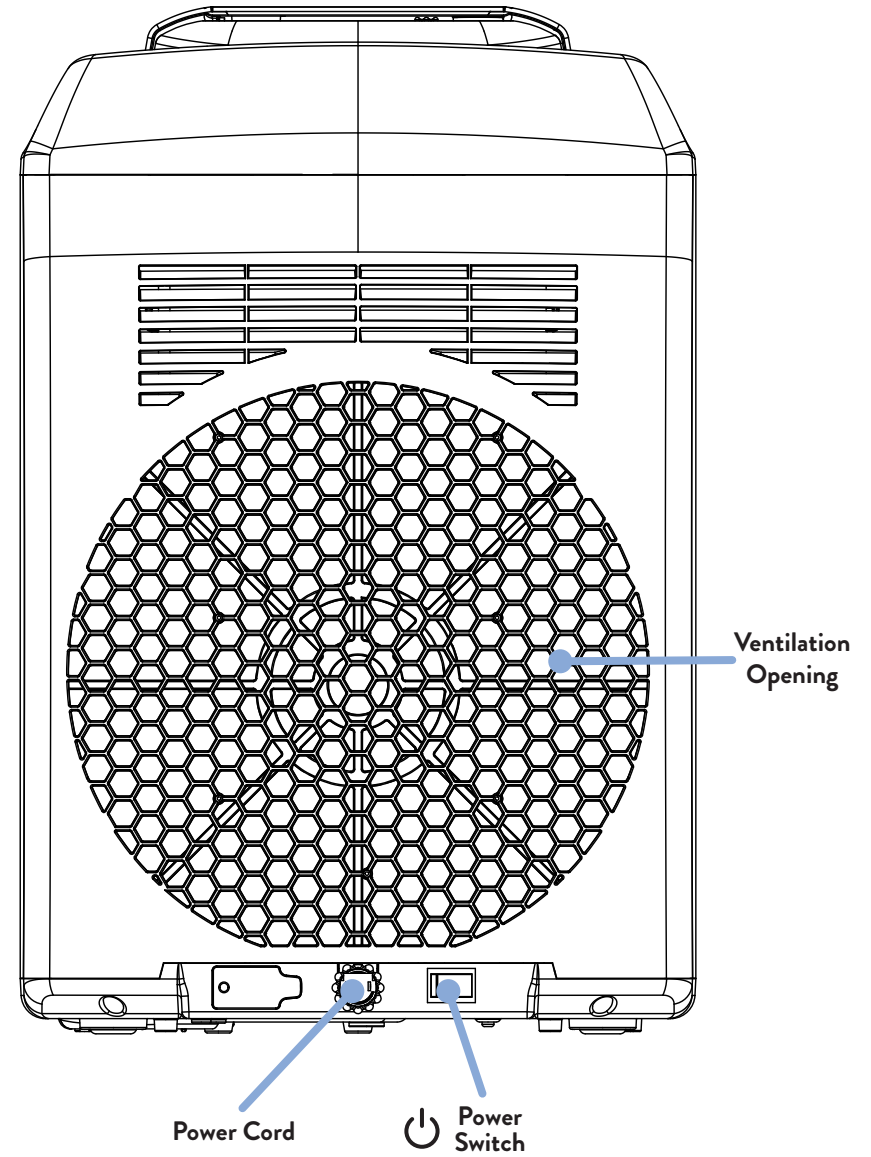
Package Contents

Not pictured: User Manual & Quick Start Guide

Front of Appliance

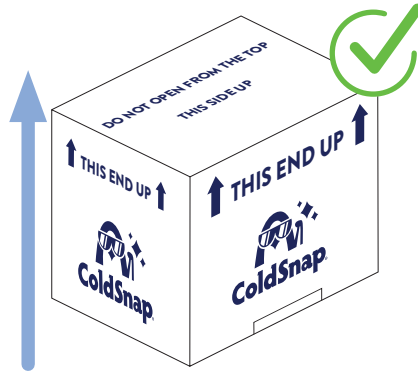
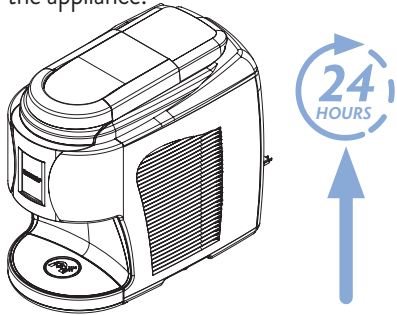


Back of Appliance

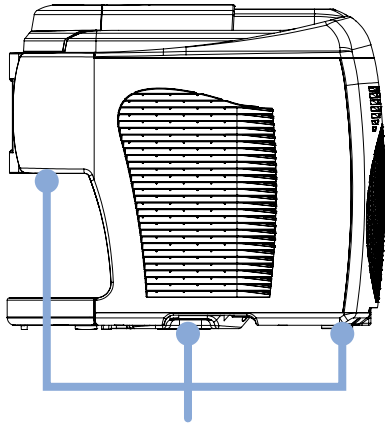


Unpacking Instructions

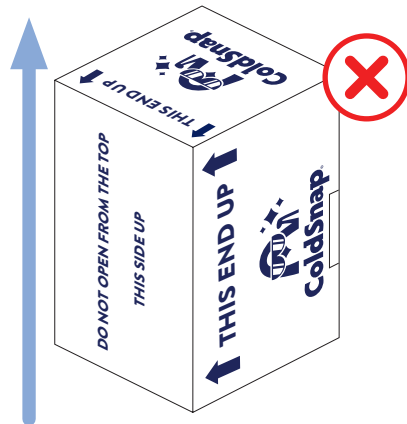
IMPORTANT: If the appliance was not upright for an extended amount of time, place the appliance in the upright position and wait 24 hours before using the appliance.



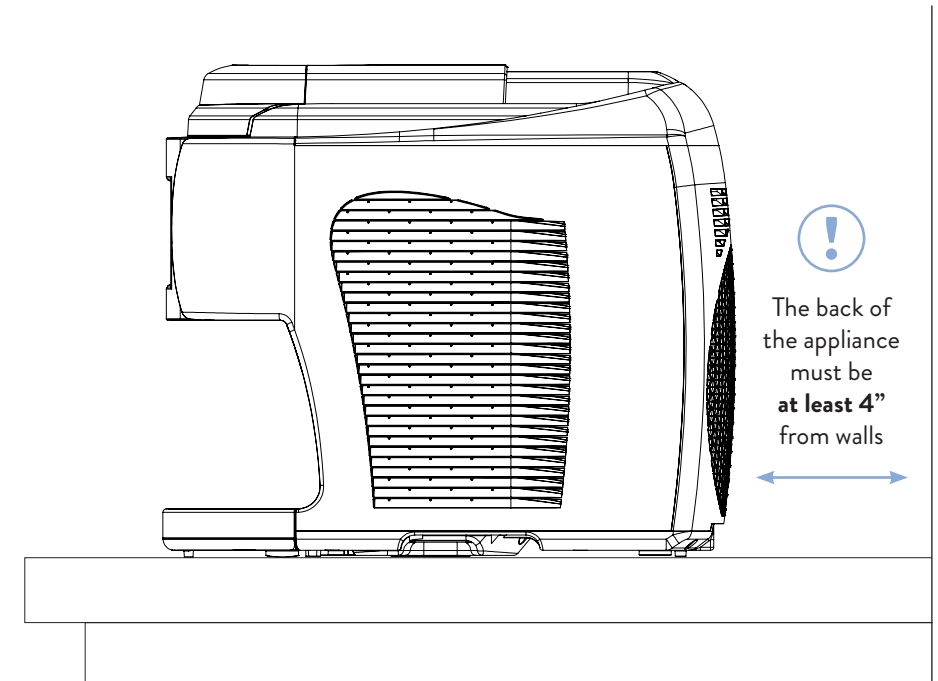
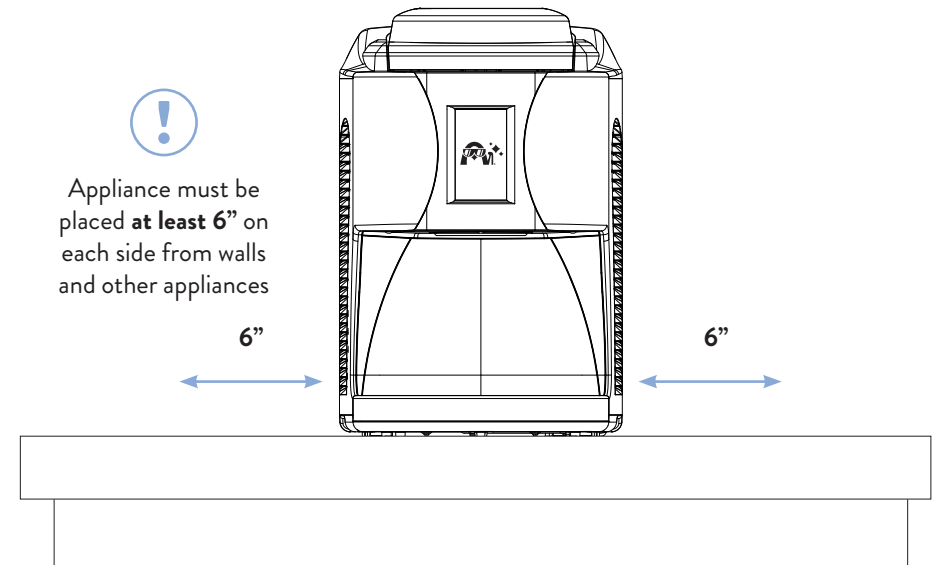
WARNING: Appliance is approximately 74lbs. Take caution when lifting the appliance. A two person lift is suggested.



Possible Lift points



Appliance must be placed **at least 6"** on each side from walls and other appliances



The back of the appliance must be **at least 4"** from walls

Safeguards

This appliance is intended to be used in commercial locations such as (not limited to):

- a) office pantries and breakrooms
- b) micro market locations
- c) stadium suites
- d) senior assisted living facilities
- e) educational institutions
(e.g. colleges & universities)
- f) restaurants and other eating and drinking establishments
- g) hotels (lobbies & lounges)
- h) automobile dealerships

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

Only authorized single serve pods made by Coldsnap Corp. can be used in the appliance. Only one pod can be dispensed at a time.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

Servicing

This appliance should only be serviced by a certified technician. Please contact the distributor for any required servicing.

If the POWER SUPPLY CORD is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.

Disposal of the Appliance

Please refer to your local laws and regulations for disposal of refrigeration equipment.

Compression Type Appliances

WARNINGS:



WARNING: Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.



WARNING: Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.



WARNING: Do not damage the circuit.



WARNING: Risk of fire/flammable materials



WARNING: Risk of fire or Electrical Shock



Contains: FCCID: 2AEMI-BRN404X

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

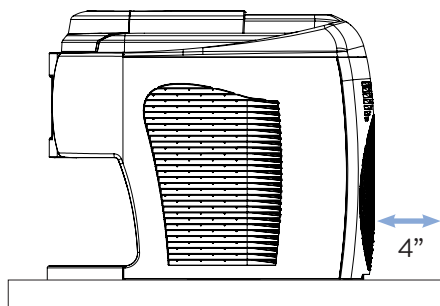
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

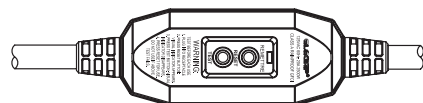
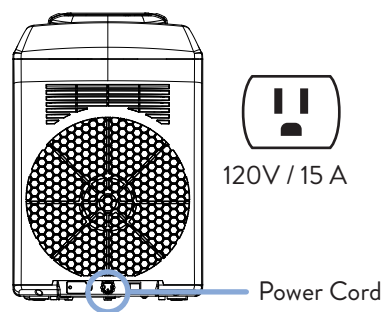
Operation

Power On

Place appliance on a secure surface with at least 4" clearance in the back, and 6" away from walls and appliances on each side.



Plug the appliance into a standard 120V, 15A or greater outlet. The ColdSnap appliance uses 1200W at 120V during peak power. If operating two ColdSnap appliances on the same circuit, stagger the start times and avoid operating additional appliances.

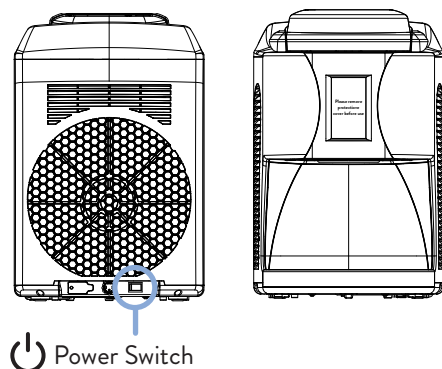


IMPORTANT

FOR PROPER APPLIANCE FUNCTION:

1. Before powering on, ensure no pod is in appliance
2. Close lid of appliance
3. Only then, power on appliance

After turning on the appliance, wait approximately 2 minutes for its screen to indicate it is ready.



Make a Frozen Treat

1. Push slide all the way back.
2. Insert room temperature pod with flavor label and QR code on top.
3. Place cup/bowl on the center of the drip tray.
4. Pull slide closed and wait for product to freeze and dispense.

If appliance cannot read the QR code, push the slide all the way back and then try again. If the appliance still cannot read the QR code, select your product manually from the menu.

5. Remove pod from appliance after the product dispenses.
6. Enjoy!

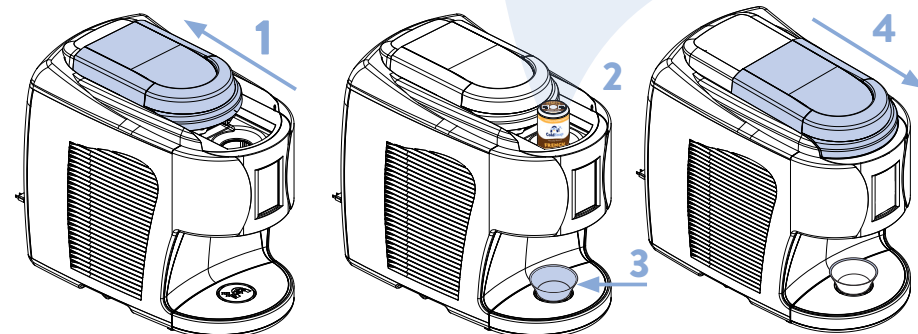
PLEASE NOTE

The first dispense after powering on may take longer than subsequent dispenses.

Prior to use, **do not** freeze pods. Only put room temperature pods in the appliance.

Prior to use, **do not** remove QR label or endcap from the pod.

To maximize shelf life, do not store pods above 75°F.



Cleaning

Ingredients do not come into contact with the appliance. However, the appliance should be kept clean when accidental spillage happens.

Hand wash drip tray with dish soap and warm water. Drip tray **IS NOT** dishwasher safe.

Wipe down the outside of the appliance with a damp cloth.

Service

The appliance has no scheduled maintenance.

NOTE: Do not attempt to repair or service. Contact ColdSnap at:

Online: coldsnap.com/customerservice

E-mail: customerservice@coldsnap.com

Phone Number: (833) 933-4474

Mail:
Attn: Customer Service
6 Enterprise Road
Billerica, MA 01821

Troubleshooting

Appliance is beeping: Push slide back and remove and dispose of the pod.

Dispensing takes a long time: When the appliance is used for the first time (after being off for 4+ hours), it can take up to 150 seconds (2:30) to dispense. Subsequent dispenses should take less than 120 seconds (2:00). If it takes longer than that to dispense the product, check the following.

- Make sure the appliance is at least 6 inches from other appliances or walls for adequate airflow.
- The room temperature should be less than 75°F. Higher temperatures will result in longer freeze times.

The pod is stuck in the appliance: If this happens, turn off the appliance and wait 1 minute before turning it back on. This will initiate a startup sequence that should release the pod.

Product partially dispenses or the circuit breaker trips: Verify outlet is rated 15A 120V. Avoid operating other appliances on the same circuit as the ColdSnap appliance.

Nothing was dispensed:

Remove and dispose of the pod and restart the appliance.

This may also happen if the wrong mixing cycle was manually chosen. Make sure to select the correct category and then select the correct flavor.

The appliance doesn't recognize the pod:

This will happen if the QR code is damaged. In that case, please manually enter the pod flavor you wish to dispense.

- If the QR code is not damaged, please open the slide fully and then **slowly** close the lid, giving the camera more time to scan the QR code.

Error Screen:



This screen means the appliance could not fully freeze and dispense the contents of the pod. Please remove pod and try again with a new pod.

Digital Instructions: An electronic copy of the user manual can be found on coldsnap.com/welcome or by emailing customerservice@coldsnap.com.

Appliance Limited 1-Year Warranty

General.

This Limited One-Year Warranty ("Limited Warranty" or "Warranty") supersedes all previous warranties. No other express warranties may be made on behalf of ColdSnap by any retailer, agent, distributor, or other party to any customer or other party. This Limited Warranty is not transferable. It expressly excludes any defects or damages caused by accessories, replacement parts or repair service other than those that have been provided or authorized by ColdSnap pursuant to the terms hereof. The Limited Warranty applies exclusively to the ColdSnap Appliance ("Appliance") and covers all internal and external components, including the refrigeration system, motors, gears and gear boxes, belts, fans, and electric boards, subject to the limitations and exclusions below.

Limited Warranty; Length of Warranty Period.

ColdSnap, Corp. warrants that your ColdSnap Appliance will be free of defects in material and workmanship under normal use (the "Limited Warranty") for one year from the date of original purchase (the "Warranty Period"). After the expiration of the Warranty Period, the cost of labor and parts will be the responsibility of the owner of the Appliance unit. EXCEPT AS STATED IN THIS SECTION, COLDSNAP IS NOT MAKING AND HAS NOT MADE ANY EXPRESS REPRESENTATIONS OR WARRANTIES.

Remedy.

If your ColdSnap Appliance should prove to be defective and you report such defect to us within the Warranty Period, we will repair it, or if we think necessary, replace it. To obtain Warranty service, you must email Customer Service at customerservice@coldsnap.com, or send a letter to: ColdSnap Corp., Customer Service, 6 Enterprise Road, Billerica, MA 01821, during the Warranty Period - we do not provide Warranty service for defects first reported or postmarked after the Warranty Period expires. Include the Appliance model and serial number, a description of the Product defect, and any other information pertinent to the Product's Warranty service.

A return authorization number issued by ColdSnap is required for all Warranty claims and returns. If it becomes necessary to ship the Appliance back to ColdSnap, package the Appliance carefully in its original packaging material to avoid damage in transit. The original box and packaging material should be retained, as ColdSnap is not responsible for the cost of replacement packaging or for damage that results from using inadequate packaging.

Manufacturer Responsibilities.

Under this Limited Warranty, ColdSnap will, at its sole discretion, repair or replace any parts found defective with new or refurbished parts. ColdSnap may repair the Appliance or replace the Appliance entirely, either with a new or refurbished unit, at no additional charge, or reimburse the original purchaser the amount of the original purchase price. If the Appliance cannot be repaired, ColdSnap will replace your Appliance with the same model or with a model of the same or higher retail value. All exchanged or substituted Appliances and parts replaced under Warranty service will become the property of ColdSnap. Repaired or replaced Appliances or parts thereof will be warranted by ColdSnap for the balance of the original Warranty Period or ninety (90) days from the date of Warranty service, whichever is longer. Any remedies provided according to the above provisions shall terminate any further Warranty coverage for such applicable Appliance.

Limitations; Voiding Warranty.

This Limited Warranty is only valid for customers who purchase the Appliance directly through ColdSnap or an authorized ColdSnap dealer. The Limited Warranty is not transferable or assignable, and any rights herein shall accrue only to the initial purchaser. Because ColdSnap provides all warranty parts and labor, it does not permit customers to remove the warning label or attempt repairs. Removal of the warning sticker or tampering with the mechanics of the ColdSnap Appliance during the Warranty Period will void this Warranty.

THIS WARRANTY DOES NOT COVER:

- Acts of God, such as fire, flood, lightning, hurricanes, earthquakes and tornadoes
- Improper power supply such as a power surge, low voltage, defective wiring or inadequate fuses
- Operation or use of the Appliance in a manner contrary to the parameters and guidelines stated in the user documentation that shipped with your unit, including improper installation or failure to follow the care, handling, maintenance, and cleaning provisions therein
- Damage, accidental or otherwise, to the Appliance not caused by a defect in material or workmanship, including damage caused by misuse or tampering, neglect, mishandling, transport by customer, or any external causes
- General "wear and tear," including damage to the finish of the casing or to other aspects of appearance caused by wear including cosmetic damages (examples include, but are not limited to, scratches, imprint/water marks, cracks, dents and stains.)
- Damage caused by repairs, service, or alterations to the Appliance by anyone not authorized by, or by using parts not made by, ColdSnap
- Removal, replacement packaging, freight or insurance costs, except the cost of shipping provided ColdSnap agrees that you experienced a bona fide breach of Warranty
- Appliances where the model number or serial number has been removed, replaced, altered or rendered illegible
- Appliances where the "Warranty Void If Removed" sticker has been removed or defaced

EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE, THE APPLIANCE IS SOLD "AS-IS" AND COLDSNAP DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES OF ANY KIND (WHETHER ARISING BY IMPLICATION, COURSE OF TRADE, OPERATION OF LAW OR OTHERWISE) WITH RESPECT TO THE APPLIANCE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OR REPRESENTATIONS AS TO MERCHANTABILITY, FITNESS FOR

PARTICULAR PURPOSE OR ANY OTHER MATTER. THIS PARAGRAPH SURVIVES THE TERMINATION OF THE AGREEMENT. Any implied warranties that cannot be disclaimed are limited in duration to the Warranty Period set forth above, and no person is authorized to assume for ColdSnap any other liability in connection with the sale of the Appliance. This Limited Warranty gives you specific legal rights. You may also have other or alternative rights which vary from state to state.

LIMITATION OF REMEDIES;

INCIDENTAL OR CONSEQUENTIAL DAMAGES

YOUR (THE CUSTOMER'S) SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE REPAIR OR REPLACEMENT OF THE APPLIANCE AS PROVIDED HEREIN. NONE OF COLDSNAP, ITS SUBSIDIARIES, AFFILIATES, AUTHORIZED DISTRIBUTORS AND RETAILERS AND AUTHORIZED SERVICE PROVIDERS, OR ANY OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES THEREOF, SHALL BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES (INCLUDING WITHOUT LIMITATION, DAMAGES OR LOSSES FROM TRAVEL, LOST TIME, PERISHABLE GOODS; LOSS OF REVENUE, BUSINESS, PROFITS, GOODWILL OR CONTRACTS; BUSINESS INTERRUPTION OR ANY OTHER PECUNIARY LOSS; ANY COSTS, EXPENSES OR OTHER CLAIMS FOR COMPENSATION RESULTING FROM SUCH LOSS; OR ANY OTHER LOSS OR DAMAGES ARISING OUT OF ANY MALFUNCTION OF ANY APPLIANCE OR PART OR OTHER DAMAGES RESULTING FROM THE USE OF THE APPLIANCE, WHETHER IN CONTRACT, TORT OR OTHERWISE). UNDER NO CIRCUMSTANCES SHALL COLDSNAP'S LIABILITY FROM ANY AND ALL CAUSES, EXCEPT PERSONAL INJURY, EVER EXCEED THE TOTAL AMOUNT PAID BY YOU TO COLDSNAP FOR YOUR APPLIANCE.

NOTE: SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING DISCLAIMERS MAY NOT APPLY TO A CUSTOMER RESIDING IN THOSE JURISDICTIONS.

