

VIVOHOME

**THANK  
YOU!**

**NOTE:**

To continuously improve its products, VIVOHOME reserves the right to modify this information without prior notification.

For any questions regarding assembly, please watch the video on the product page or contact our customer service. Our customer service will gladly assist you with any additional questions, comments, or concerns.

Thank you for using VIVOHOME products in your home!

Thank You for Purchasing from

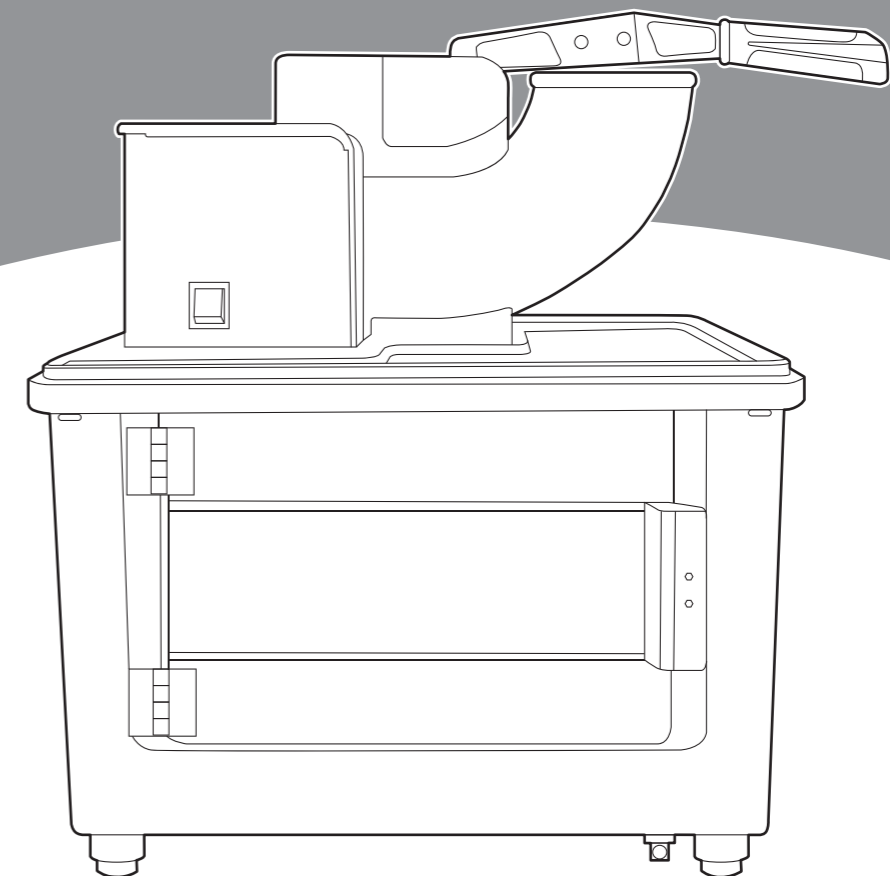
VIVOHOME

Made in China

VIVOHOME

**HOW-TO**

**USER MANUAL**



**Commercial Ice Crusher Shaver**

Assembly is EASY!

**WE WANT  
YOU TO  
ENJOY LIFE  
AT HOME**

GO TO THE PRODUCT LISTING PAGE FOR  
AN INSTRUCTIONAL VIDEO!

## CONTENTS

Important Safety Instructions .....	1
Install the Machine Correctly Before Using .....	1
Product Installation Diagram .....	2
Placement and Precautions for the Equipment .....	3
Unpack the Machine .....	4
Warning .....	4
Operation .....	5
Cleaning and Maintenance .....	6
Common Troubleshooting .....	7
Appliance Specification .....	7
Warranty .....	8

The product picture are subject to the actual.

It is important that you read instructions carefully and keep it for future reference.

## SECTION A

# Important Safety Instructions



When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock and injury to persons or property. Read all instructions before operating the machine for the first time.

## SECTION B

# Install the Machine Correctly Before Using



1. Keep the ice crusher and power cable away from heat sources and hot surfaces.
  2. To avoid electrical shock, do not place the cord, plug, or ice crusher in water or other liquids.
  3. We do not recommend the use of an extension cord, as it may overheat and become a risk of fire.
  4. Do not operate the appliance with wet hands or operate it in a wet working environment.
  5. Always protect the power cable from undue flexing and wearing; do not allow the cable to hang off the edge of the counter or table.
  6. If the supply cord is damaged, do not use the product. Contact customer service for repair or replacement.
  7. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
  8. Children should be supervised to ensure that they do not play with the appliance.
  9. Do not move the ice crusher while it is switched on.
  10. Do not leave your Professional Blender unattended when power is connected.
  11. Unplug the ice crusher before cleaning or making any repairs or servicing.
- NOTE:  
strongly recommend repairing the machine by a professional technician.

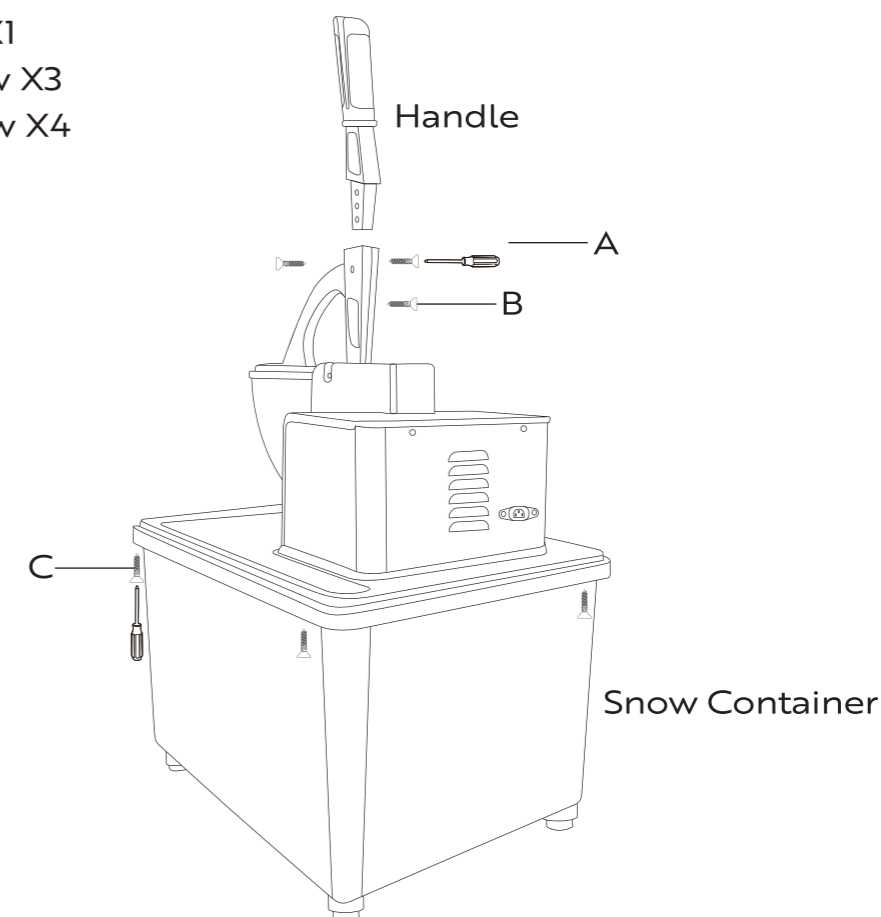
12. It's forbidden to pull the cable to unplug the plug; pulling the plug is a must.
13. The ice crusher is a commercial machine that is intended to be used in staff kitchen areas in shops, offices, and other working environments.
14. Warning: Don't use your ice crusher outdoors. Avoid direct sunlight and make sure that there is at least 15 cm of space between the back and sides of your unit and the wall.
15. Do not tip the machine over.
16. The blade must be replaced by the original blade.
17. The manufacturer will not be responsible for injury that occurs as a result of failure to follow these precautions.

## SECTION C

# Product Installation Diagram



- A: Screw Driver X1
- B: 5\*12 mm Screw X3
- C: 4\*14 mm Screw X4

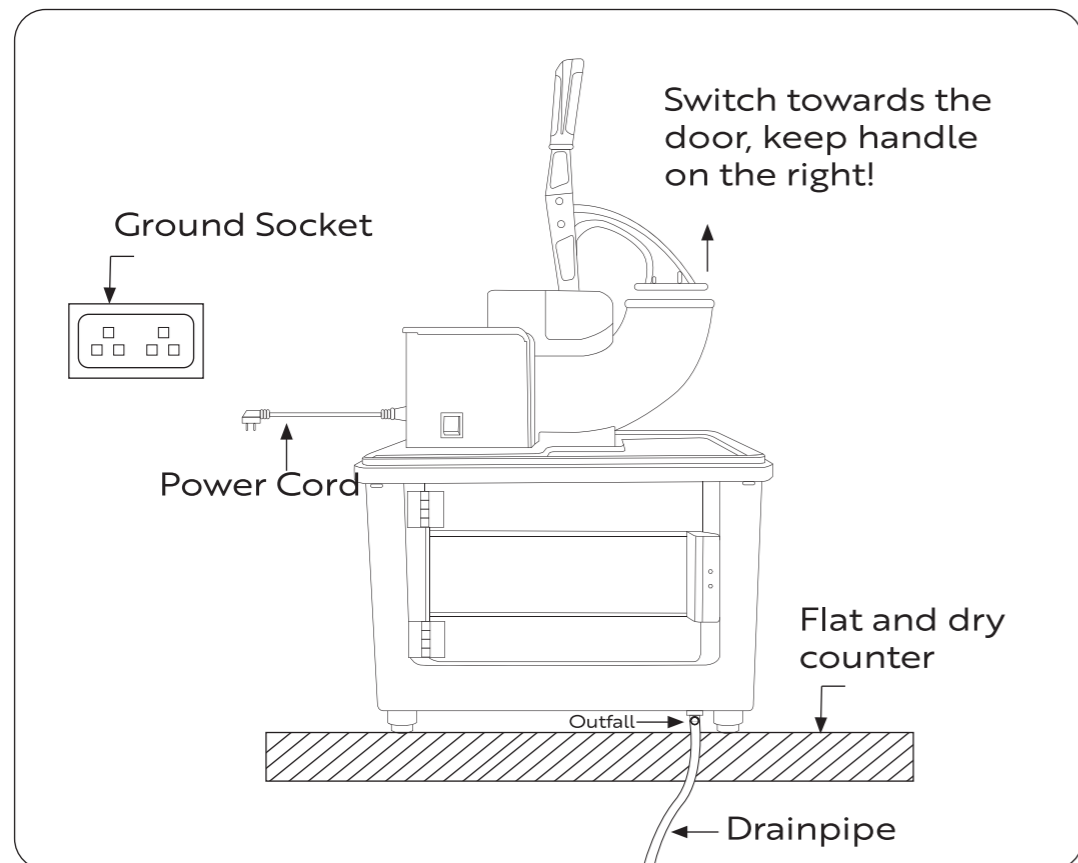


 **Fastern the Crews**

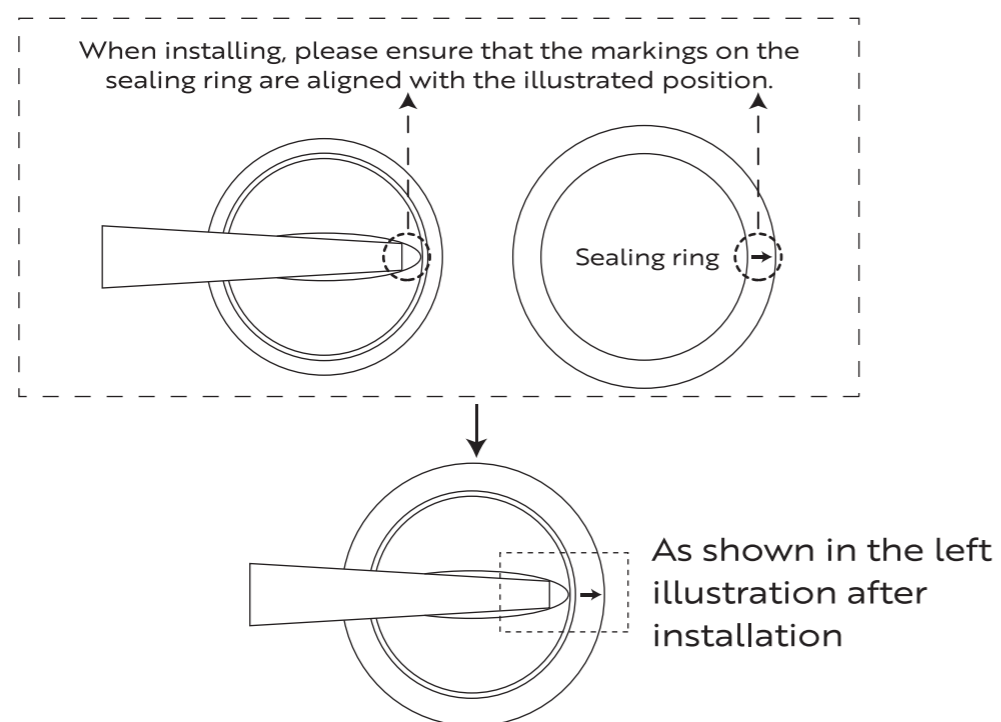
## Placement and Precautions for the Equipment



Placement and Precautions for the Equipment: the ice crusher, like below:



**Tips:** How to replace and install the sealing



## Unpack the Machine



Remove all exterior and interior packaging materials. Check that the icebox, disassembled handle, and instruction manual are included. If any parts are missing, please contact our customer service.

**Warning:** Keep the disabled and children away from the foam and other package materials, which are dangerous.

1. Find a location for your ice crusher where it's protected from direct sunlight and other sources of heat (i.e., stove, furnace, radiator). Place the ice crusher on a level surface. Make sure that there is at least 15 cm of space between the back and sides of your ice crusher and the wall. Don't place anything on your ice crusher.
2. The appliance must be positioned where the plug is accessible.

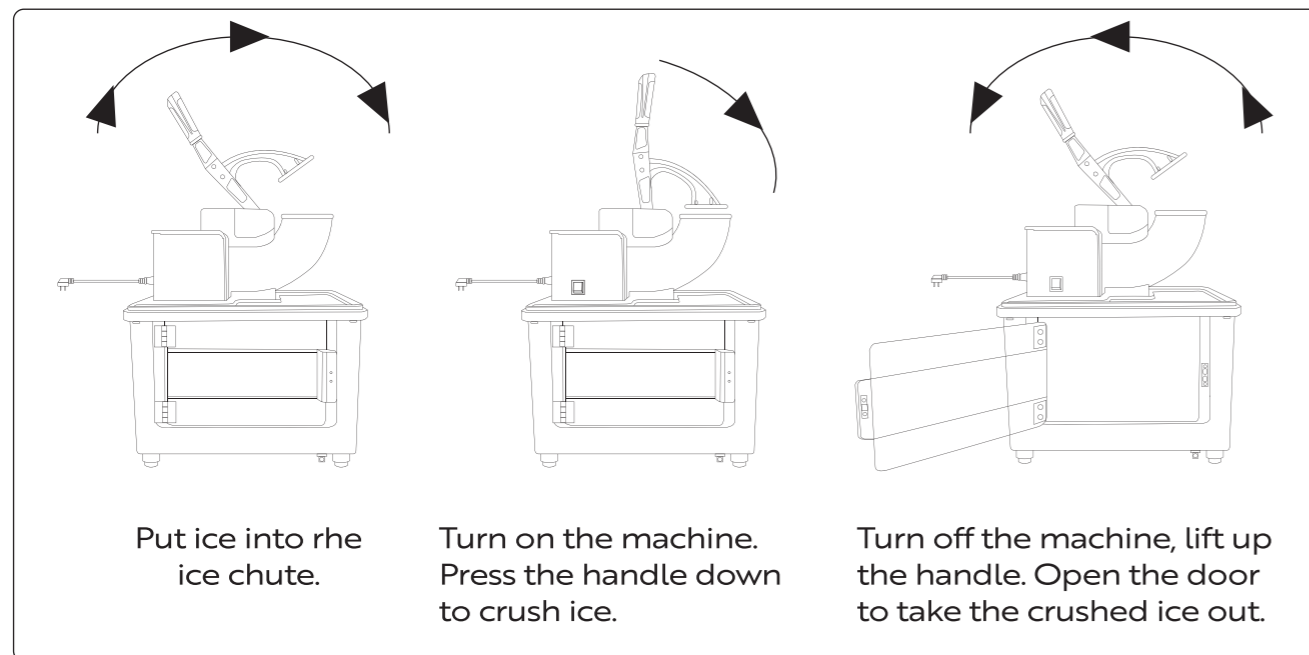
## Warning



1. Unplug the ice crusher before cleaning.
2. Don't pour water directly in the ice chute to clean it, which will damage the motor.
3. Use the appliance must follow basic guidelines.
4. High humidity environments will increase the risk of short circuit or electric shock. If in doubt, cut off the power if short.
5. Please do not directly pull down the power cord to turn off the machine; turn off the machine by the switch.
6. The ice crusher is not a toy; keep away from children under 18.



1. The ice crusher is only used to crush ice; it can't be used for other purpose.
2. Operate the machine and follow the steps as below.



3. Turn switches to the off position, unplug the power cord, wipe off the water on the power cord, and gather the power cord up;
4. Wipe the surface of the machine and the outer surface of the hopper, and open the handle upwards, which is conducive to the internal moisture distribution;
5. Keep the machine in a safe place and keep it out of reach of children and people with disabilities.



### 1. Cleaning of internal and external parts

Note:

Unplug the power plug before performing any cleaning or maintenance procedures.

Do not use alcohol to clean the ice crusher, as this may cause plastic parts to crack.

### 2. Exterior

Use a clean, soft cloth to wipe the outside of the ice machine often, and then use a wet cloth moistened with a neutral detergent to remove grease or other impurities.

### 3. Ice box cleaning (after each use)

Immerse the icebox in a mixture of neutral detergent and water for at least 3 minutes, then rinse with water and dry.

### 4. Ice chute (after each use)

Open the handle, leave it to dry naturally, and then close it after drying.

### ⚠ WARNING:

**There is a sharp blade inside; don't put your hand inside; operate with care.**



Issues	Check items	Possible Causes	Solutions
Doesn't Work	Power Cord	Didn't plug in or damaged	Plug in or replace the power cord
	Socket	Socket is out of shape	Change another socket
	Motor	Motor burnt	Replace the motor
	Power supply	Power switch damaged	Replace the switch
		Low voltage or no power	Low voltage or no power
Microswitch	Micro switch damaged	Replace the microswitch	



120v 60Hz 350W

The product is for use in 120 Ac outlet only.

Warning: Returns and warranty

SHOULD YOUR UNIT NOT WORK OR IF DAMAGED WHEN YOU FIRST TAKE IT OUT OF THE BOX, PLEASE RETURN IT TO THE PLACE OF PURCHASE IMMEDIATELY.

1. Do not rotate without ice.
2. Rotate for 30 minutes each time, rest for 15 minutes
3. Sharp blades! Do not place your hands in or near the ice chute.
4. Do not touch the motor cover and hot.



The VIVOHOME warranty program is our commitment to you. We are committed to providing you with a high-quality product that meets your needs and expectations. To demonstrate our confidence in the durability and performance of our products, we offer the following warranty.

### WARRANTY COVERAGE

This warranty applies to all orders, purchases, or use of products sold only by VIVOHOME and is valid for 1 year from the purchase date. Please note, this warranty only covers the original order. If a replacement is provided within the warranty period, it does not extend the warranty.

### WARRANTY EXCLUSIONS

This warranty does not cover damages caused by misuse, accidents, unauthorized modifications, or any factors unrelated to product manufacturing and design, including but not limited to:

- Loss of parts during use.
- Normal wear and tear of products or parts.
- Incorrect installation (e.g., using the wrong voltage) or improper assembly.
- Overloading the product's bearing capacity.
- Usage in extremely harsh conditions.
- Improper cleaning or lack of maintenance.
- Damage resulting from unintended use of the product.
- Damage resulting from unauthorized modifications or service.
- Indirect losses or damages related to the product.



## HOW TO MAKE A WARRANTY CLAIM

If you encounter any defects affecting the product's functionality or if the product fails and cannot be repaired during the warranty period, please reach out to our customer service team via email, Amazon, or our app's messaging service at your earliest convenience. To expedite your claim, kindly include:

- Order number
- Photos and/or videos illustrating the issue
- A detailed description of the problem

VIVOHOME will provide technical support, replacement, refund, or other solutions based on the issue's specifics. If you wish to return the original package for any reason, please contact us for confirmation before initiating the return. You can expect a response within 48 hours.

Thank you for choosing VIVOHOME. We are dedicated to ensuring your satisfaction and the quality of your purchase. If you have any questions or need further assistance, please don't hesitate to reach out to our customer service team.