

HiCOZY

USER MANUAL

SLUSHIFY F1 SLUSHIE MACHINE

ISM2021



VERSION: 1.0

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Introduction

The Slushie Machine is specially designed to make frozen drinks. The device is capable of stirring sugary beverages, including soft drinks, fruit juices, milkshakes, coffee, or low-alcohol wine, into frozen drinks. It is commonly used in the kitchen, living room, bar, party, and other scenes. Read and follow the instructions below before operating this machine. We hope you enjoy your HiCOZY Slushify F1 Slushie Machine!

Thank you again for choosing HiCOZY. If you have any questions or concerns regarding your product, please contact us at [1-866-444-2699](tel:1-866-444-2699) or support@hicozy.com.

Please thoroughly read and understand this manual before using the product; keep it for future reference.



Warning: Risk of fire/flammable materials.



Warnings

- Before use, always ensure that the power source's voltage range matches the one specified on the machine's nameplate, the power cord plug matches the socket, and that the socket is properly grounded.
- Do not use this product if the power cord or socket is damaged, or if any other electrical components are faulty.
- Do not use an extension cord to connect this product to an extension cord.
- Do not pour liquid and turn on the Power Button without properly installing the vessel assembly and inserting the auger.
- Do not place this product upside down or tilt it over 45°.
- Do not repair or disassemble this product by yourself.
- Do not expose the power cord plug or air outlet to water. Never immerse the machine in water or other liquids, doing so may cause an electric shock.
- Always keep your hands dry when plugging in or operating the product.
- Disconnect the power plug when the product is not in use or while cleaning. To prevent injury or damage, please hold the plug rather than the cord when unplugging.
- Keep the product away from ovens, electric stoves, and other heat sources to prevent accidents.
- For effective heat dissipation, ensure the product is kept at least 3in away from other items.
- Use only recommended or specified accessories, do not use this machine for purposes other than those specified.

- Before starting the machine, ensure the vessel only contains the beverage and no other foreign matter.
- To prevent accidents, avoid disassembling the vessel while the machine is running.
- Limit the frequency of starting the product to at least 5-minute intervals. Excessive restarting will damage the compressor.
- This product is intended for home or indoor use only and should not be operated outdoors.
- For consistent operation and results, maintain an ambient room temperature between 41°F-90°F (5°C and 32°C.)
- Never insert metal sheets or other conductive materials into the machine. Doing so may cause a fire or short circuit.
- Only clean the product with non-chemical solutions and avoid using hard tools. The host unit should never come into contact with water.
- Do not pour dangerous or hazardous liquids into the vessel.
- Keep the vessel's top cover closed as much as possible during use and storage; this reduces the likelihood of harmful contamination.
- It is normal for the auger to make a slight noise when it contacts the evaporator at startup if the machine is not full.
- This machine should not be operated by individuals (including children) with poor physical strength, reduced mental faculties, or lack of experience and knowledge unless they are under appropriate supervision or instruction.
- If the evaporator freezes or the auger makes unusual noises, turn off the machine and adjust the amount of sugar or alcohol in the beverages.

- Do not add ice cubes or solid ingredients like nuts, candies, and diced fruits. Fresh juice needs to be filtered before adding to avoid short circuits.
- Do not add hot ingredients to the unit. Ensure that the temperature of any liquid added to the vessel is between 32°F-86°F (0°C and 30°C).
- All inputs must contain a minimum of 6% sugar. Otherwise, it may prevent proper formation. This guideline does not apply to low-calorie, sugar-free, or diet drinks.
- All alcoholic inputs must contain between 3% and 16% alcohol. Alcohol content outside of this range may prevent proper freezing.
- Do not add water directly to the unit to make a slushie, as this can cause the evaporator to freeze.
- Please carefully monitor the water level line when adding beverages. If the level is below the minimum, the machine will not be able to produce frozen drinks. However, if it exceeds the maximum level, the frozen drinks may overflow.
- To speed up the process of making frozen drinks, we recommend using cold beverages (cool them in the refrigerator in advance, but do not freeze them).
- Do not knock the surface or edge of the vessel when removing the frozen drinks. Doing so may damage the vessel.
- Keep hair and clothes away from the machine when loading, unloading and operating.
- Do not attempt to speed up the defrosting process using other machines or methods.

Tips & Tricks



All inputs must contain a minimum of 6% sugar. Otherwise, it may prevent proper formation. This guideline does not apply to low-calorie, sugar-free, or diet drinks.



All alcoholic inputs must contain between 3% and 16% alcohol. Alcohol content outside of this range may prevent proper freezing.



Do not add water directly to the unit to make a slushie, as this can cause the evaporator to freeze.



Do not add hot ingredients to the unit. Ensure that the temperature of any liquid added to the vessel is between 32°F-86°F (0°C and 30°C).



To ensure stable compressor operation, keep the product standing for 4 hours before use if it has been overturned or tilted.



Do not add ice cubes or solid ingredients like nuts, candies, and diced fruits. Fresh juice needs to be filtered before adding to avoid short circuits.

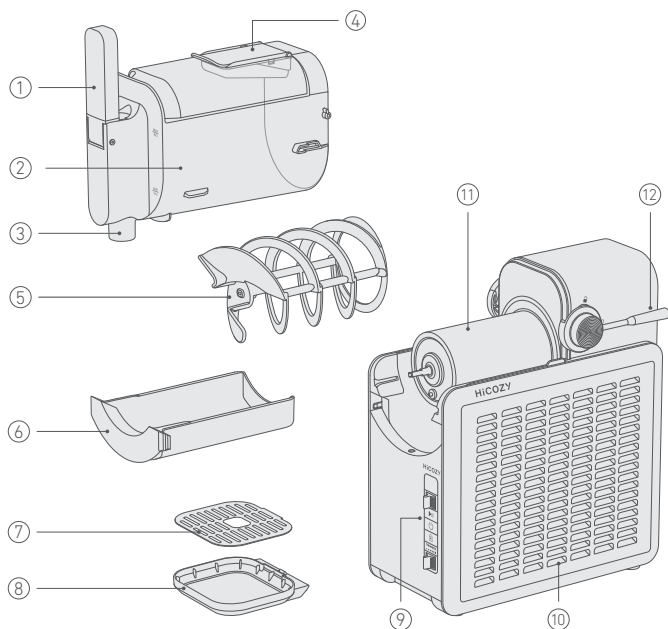
Specifications

Product Name	Frozen Drink Maker
Model	ISM2021
Duration of Manufacturing	15 ~ 60mins
Capacity	48oz
Working Voltage	AC 110 ~ 120V/60Hz/2.4A (US/CA/MX) AC 220 ~ 240V/50Hz/1.4A (UK/AE)
Power	200W (US/CA/MX) 220W (UK/AE)
Weight	23.1lb (10.5kg) (US/CA/MX) 23.8lb (10.8kg) (UK/AE)
Dimension	16.9 (L) × 6.9 (W) × 17.6 (H) in (429 × 175 × 446mm)
Refrigerant/ Refrigerant Amount	R290/0.74oz (21g) (US/CA/MX) R290/0.8oz (23g) (UK/AE)

Package Includes

Slushie Machine	× 1	User Manual	× 1
Handle	× 1	After-Sales Card	× 1
Drip Tray	× 1	Guidebook	× 1

Diagram



① Handle

② Vessel

③ Pour Spout

④ Top Cover

⑤ Auger

⑥ Water Pan

⑦ Drip Tray Lid

⑧ Drip Tray

⑨ Control Panel

⑩ Cooling Vent

⑪ Evaporator

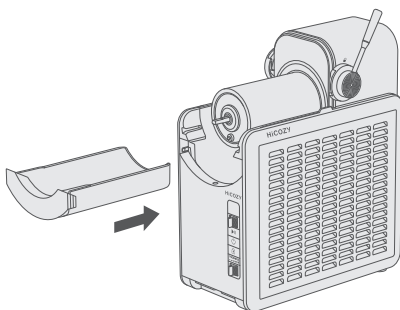
⑫ Vessel Lock

Note: Minimum Input = 2 cups (16oz) Maximum Input = 6 cups (48oz)

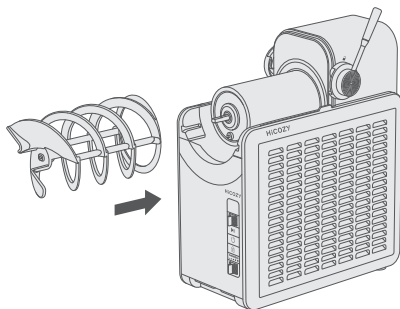
Installation

Note: To ensure stable compressor operation, keep the product standing for 4 hours before use if it has been overturned or tilted.

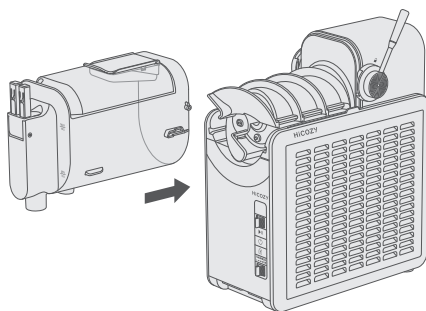
1. Ensure all parts are fully cleaned and the slushie machine is level on a flat, solid surface.
2. Slide the water pan into the guide track and install it under the evaporator.



3. Install the auger and ensure it is properly aligned with its designated hole during installation.

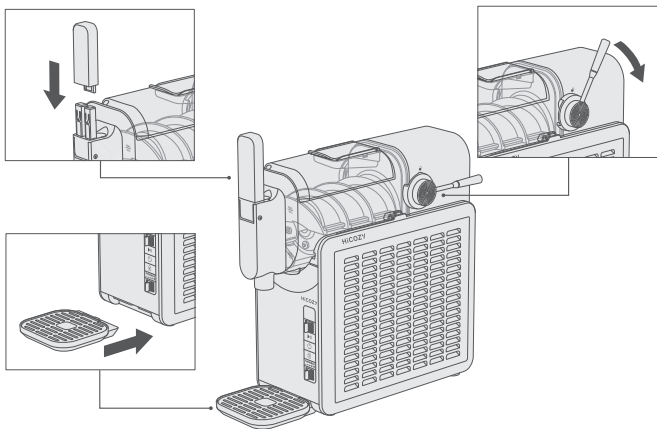


4. Install the vessel by inserting it between the water pan and the auger.



5. Press the handle down to install it, and then place the drip tray at the base below the control panel.

6. Pull down the vessel lock; ensure it is securely locked before operating.



Button Functions



Mode Button

By toggling it to the left or right, the corresponding mode icon will blink.



Start/Pause Button

Press this button to start making slushies. Press it again to pause the slushie-making process.



Power Button

Press the Power Button to turn on the power. Press it again to turn off the power.



Child Lock

When the unit is on for 10 seconds, the child lock function will activate automatically and all buttons will be inoperable.

To disable the child lock, press and hold the Child Lock Button for 2 seconds; this will restore the buttons' regular functionality.



Thickness Switch

- To adjust the thickness of your frozen drinks, toggle the switch right or left to choose between 5 thickness level settings.
- Moving from left to right increases the thickness and changes the taste of the frozen drinks.
- The memory function will automatically set the thickness setting to the level you chose last time.

Icon	Model	Design for	Preset
<p>There are 6 mode icons in total. When selecting and making slushies, the icon will flash. When the slushie is done, the icon will stay illuminated.</p>			
	Regular Slushie	Regular Sugar-Sweetened Beverages	<p>The machine is in the third thickness level by default. During use, you can adjust the thickness of the frozen drinks or the proportion of sugar and alcohol as needed, thereby achieving or obtaining the perfect frozen drinks.</p>
	Wine Slushie	Beverages with Wine or Sparkling Wine	
	Milk Slushie	Dairy-and Cream-Based Beverages	
	Coffee Slushie	Store-Bought or Handcrafted Coffee	
	Cocktail Slushie	Beverages with Alcoholic Content	
	Clean	After the cleaning mode is activated, the machine will automatically clean for 4 minutes and then stop.	

Instructions

Before Use

- To ensure stable compressor operation, keep the product standing for 4 hours before use if it has been overturned or tilted.
- Ensure the power supply voltage range matches the value on the nameplate specification.
- Keep the slushie machine on a flat surface to ensure stable compressor operation.
- DO not add ice cubes or solid ingredients like nuts, candies, and diced fruits. Fresh juice needs to be filtered before adding.
- Do not add hot ingredients to the unit. Ensure that the temperature of any liquid added to the vessel is between 32°F-86°F (0°C and 30°C).
- Do not add water directly to the unit to make a slushie, as this can cause the evaporator to freeze.
- Ensure that the vessel lock is locked by referring to the “Installation” section for assembly instructions.

Sugar Guidelines

All inputs must contain a minimum of 6% sugar. Otherwise, it may prevent proper formation. If a drink does not meet the minimum sugar requirement, you can add one of the following ingredients to increase the sugar level: white sugar, coconut sugar, honey, maple syrup, agave nectar, white syrup, chocolate syrup, or caramel sauce. Stir the additional sugar into the base ingredients before pouring the mixture into the vessel.

You can refer to the beverage/liquid nutrition label to ensure that the sugar content meets the following recommended minimums.

Serving Size	Minimum Total Sugar Amount
16oz (470ml)	28g
48oz (1400ml)	85g

EXAMPLE: Cola

Nutrition Facts	
Serving Size	1 Can
Amount Per Serving	
Calories	140
% Daily Value	
Total Fat 0g	0%
Sodium 45mg	2%
Total Carbohydrate 39g	14%
Total Sugars 39g	
Includes 39g added Sugars	78%
Protein 0g	
Not a significant source of saturated fat, trans fat, cholesterol, dietary fiber, vitamin D, calcium, iron and potassium.	

Serving Size
1can=12oz

Total Sugars
39g meets the minimum
sugar content requirements

⚠ Troubleshooting Tips

Low-Sugar Alert: Frozen Evaporator

1. Do not add water directly to the unit to make a slushie, as this can cause the evaporator to freeze.
2. Sugar-free alternatives or artificial sweeteners with low sugar content may not produce frozen drinks directly.
3. If the evaporator starts to freeze, you can try lowering the thickness level. If you set it to the lowest level and the issue persists, you will need to add extra sugar to the already poured liquid to meet the required sugar content.

Note: Do not turn on the vessel lock.

Alcohol Guidelines

When using the Wine & Cocktail Mode preset, all pre-made inputs (such as wine, beer, etc.) must contain between 3% and 16% alcohol. Alcohol content outside of this range may prevent proper freezing.

If the alcohol content of a drink exceeds 16%, you can dilute it by adding one of the following ingredients: juice, soda, tonic water, water, non-alcoholic mixed drinks, coffee, or tea.

To make frozen cocktails, refer to the chart below to see the maximum allowable content of hard alcohol or spirits (such as vodka, tequila, etc.) per total recipe size.

Total Recipe Size	Maximum Alcohol Amount
3 cups (24oz)	½ cups (4oz)
4 ½ cups (36oz)	¾ cups (6oz)
6 cups (48oz)	1 cups (8oz)

The above chart is a guide for adding hard alcohol or spirits (35% + ABV). For instructions on adding wine, beer, soda, or pre-made cocktails, please refer to guidebook page 21 for details.

Troubleshooting Tips

High-alcohol alert: The mixture remains in a liquid state and cannot solidify.

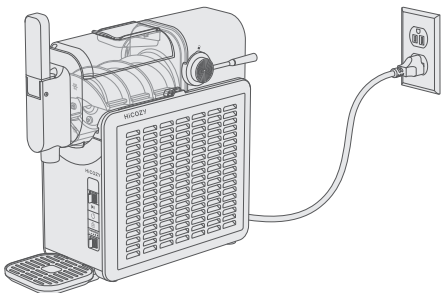
If the machine fails to make the frozen drink, you can try increasing the thickness level. If you set it to the highest level and the issue persists, you may need to add extra diluted liquids to the already poured liquid to meet the required alcohol content.

Note: Do not turn on the vessel lock.

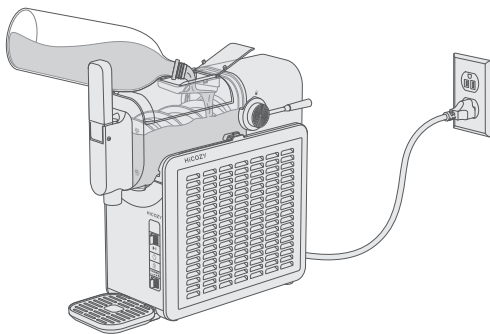
Using the Machine

Note: Minimum input = 2 cups (16 oz) Maximum input = 6 cups (48 oz)
Clean the vessel, auger, and evaporator properly before use. Do not wash or submerge the unit directly into water.

1. Connect the power supply, pull down the vessel lock.

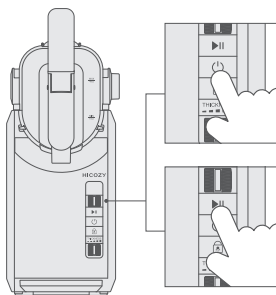


2. Open the top cover of the vessel and slowly pour beverages into the vessel without exceeding the maximum water level.



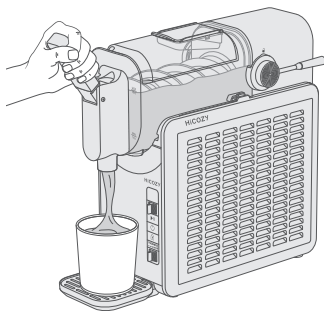
3. Close the top cover of the vessel.

4. Press the Power Button to turn on the machine. The mode icon will flash, allowing you to select the desired mode.



5. Press the Start Button and wait until the frozen drink is ready. The machine will have audible alerts when it's done.

6. Place a cup under the pour spout, then pull the handle to enjoy your frozen drink. Return the handle to its original position to stop the flow.



7. Clean the machine immediately after dispensing the frozen drink to make cleaning easier. (For detailed cleaning instructions, refer to the "Cleaning & Maintenance" section of this manual.)

Tips:

You can add ingredients, adjust the thickness, and change the mode as needed while making frozen drinks to achieve your desired results. Make sure to disable the child lock function. Do not turn on the vessel lock.

Cleaning & Maintenance

Using the Cleaning Mode

To maintain the fresh taste of frozen drinks and the cleanliness of the maker, HiCOZY recommends using the cleaning function 1 or 2 times after each use.

1. Make sure the machine is not in any slushie making-mode before adding water.
2. Before activating the cleaning function, please pour fresh water into the vessel until it reaches the maximum water level.
3. Select the Cleaning Mode and start it to clean the machine. The default cleaning time is 4 minutes.
4. After the cleaning, press the handle to empty the water from the vessel.
5. During the cleaning process, you can press the Pause Button to stop the cleaning.

Notes

- If the vessel remains dirty after the initial cleaning, repeat the steps outlined above.
- The water temperature should not exceed 122°F (50°C).
- During the cleaning process, you can press the Pause Button to stop the cleaning.

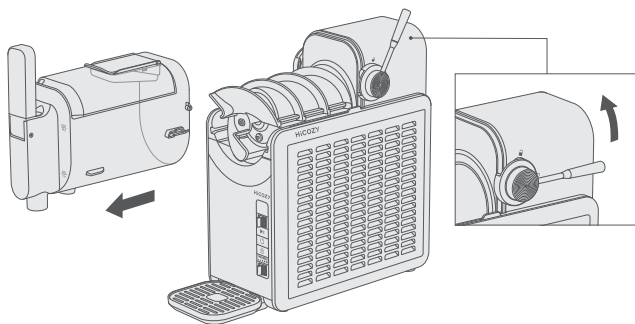
Please refer to the next page for detailed instructions on cleaning parts after using the Cleaning Mode.

Disassembly & Cleaning

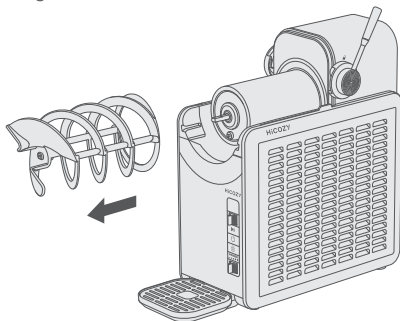
Warning: ALWAYS ensure the machine is unplugged before attempting to clean any part of it.

For the best results, start by using the cleaning mode before disassembling and cleaning all parts.

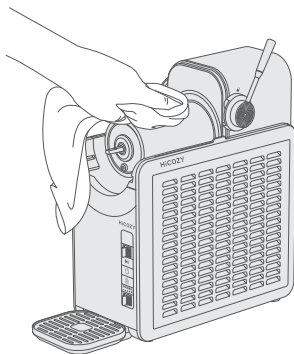
1. Unplug the power supply, toggle the vessel lock to the unlocked position, and remove the vessel.



2. Remove the auger.

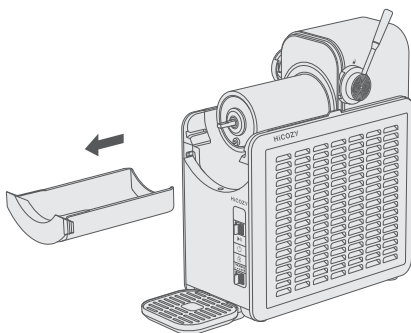


3. Scrub the evaporator and its sealing ring with a clean, soft towel. Do not disassemble or pull on the seal ring, as this may cause deformation and lead to water leakage.

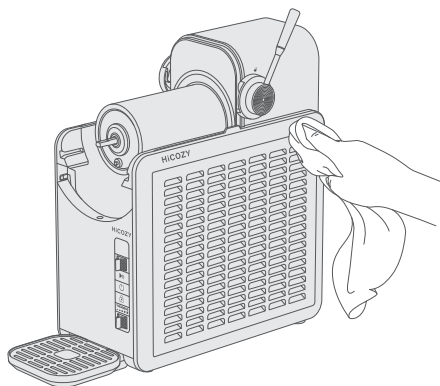


When cleaning the evaporator, do not remove the water pan, as water may enter the machine.

4. Pull out the water pan and pour out the liquid inside.



5. Wipe down the area underneath the evaporator with a sanitized or warm, damp cloth.



6. Remove the drip tray as needed.
7. After disassembling the parts, you can either rinse them directly under a tap or place them in a container for soaking and cleaning.
8. Once the cleaned parts are air-dried or dried with a towel, reinstall them in the machine.

Note

- Use a soft brush and detergent to clean stubborn stains and grease that are difficult to remove. Please make sure to thoroughly rinse off any residues.
- Clean the vessel assembly, water pan, and auger promptly after use to avoid unpleasant odors.
- Do not scrub the unit with abrasive tools such as a high-strength cleaning ball. Do not rinse the evaporator or the unit body directly with water, as this may cause water ingress and potential damage to the unit.

Troubleshooting/FAQ

This manual provides solutions to common problems, enabling you to troubleshoot and resolve some common faults on your own. If the issues persist after trying these solutions, please feel free to contact our customer service team at **1-866-444-2699**, or at support@hicozy.com.

WARNING: Turn off the power and unplug the unit before troubleshooting to reduce the risk of electric shock and unintended operation.

Troubleshooting Display Icons Flashing

- Display shows fully illuminated flashing icons: Check the vessel assembly to ensure that the vessel switch is properly installed and locked.
- Display flashes with 1 indicator of the thickness bar lit: The sensor may be short-circuited. Please contact HiCOZY customer support.
- Display flashes with 2 indicators of the thickness bar lit: The sensor may be open circuited. Please contact customer service.
- Display flashes with 3 indicators of the thickness bar lit: The motor may be blocked. Please contact customer service.

The Auger Makes Unusual Sounds

- If you use materials with low sugar content or set the temperature too low, the evaporator may freeze, resulting in harder frozen drinks and unusual sounds. Try adding sugar or switching to drinks with a higher sugar content.
- Check whether the auger is properly assembled and free of deformation. If any issues are found, assemble the auger correctly.
- If the auger is deformed, please contact HiCOZY customer support.

The Evaporator is Not Functioning

- Check whether the power plug is properly connected to the power supply.
- Check whether both the fan and compressor start. If not, please contact customer support.
- Check whether there is sufficient cooling space around the machine (greater than 3in).

Pour Spout Leakage

- Check whether the pour spout seal ring is damaged.
- Check whether the handle is closed.
- It is normal that a small amount of condensate water drips from the exterior of the pour spout.

Auger is Unable to Run

- Check whether the auger is properly assembled.
- Check the vessel for any caked residue from the beverage. If residue is present, melt it before restarting the machine.

The Frozen Drinks are Unable to be Shaped

- If the frozen drinks are still too soft to be shaped after 60 minutes, you can toggle the Thickness Button to increase the thickness.
- Check whether the added beverages contain less than 6% sugar or have an alcohol content either higher than 16% or less than 3%. Beverages that do not meet these criteria cannot be shaped.

Recycling

This product contains a refrigerant that must be removed before disposal, as required by Federal Law. Please ensure the product is disposed of in accordance with local regulations.

Warranty Period

1-year warranty and free returns within 30 days for any reason from HiCOZY.

If the slushie machine malfunctions due to a defect in material or workmanship during the 1-year limited warranty, HiCOZY will, at its sole discretion, either replace your product with a new one or issue a refund of the purchase price.

The warranty service shall not cover the following:

- Service trips to your home.
- Improper maintenance.
- Replacement of house fuses or resetting of circuit breakers.
- Incidental or consequential damage resulting from possible defects in the appliance.
- Labor and other charges related to the installation and/or removal of the product.
- Any damage due to private disassembly.

Each HiCOZY Slushie Machine is guaranteed to be free from defects in materials and workmanship. This warranty does not cover damage resulting from neglect, misuse, contamination, alteration, accident, or abnormal operating or handling conditions. It only applies to the original purchaser and is non-transferable.

Thank You for Your Purchase!

HiCOZY is always looking forward to providing our customers with excellent products and customer services.

For any questions or concerns, please contact us.

We are glad to help you!

Get in Touch

Call us: 1-866-444-2699

Mon to Fri, 9:00am to 5:00pm, PT

E-Mail: support@hicozy.com

Online

Visit Our Website at hicozy.com

Or Find Us on Facebook: facebook.com/HiCOZY.community



Scan the code for online help, tips and tricks, FAQs, and how-to videos.

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