

POLAR

Slush machine Instruction manual



Caution: Read the instructions before using the appliance

**Model:
DB331-A / DB332-A / DB843-A**

Safety Instructions



THE APPLIANCE MUST ONLY BE USED BY TRAINED PERSONNEL IN ACCORDANCE WITH THESE INSTRUCTIONS.

- Position on a flat, stable surface.
- Install the appliance where it can be overseen by trained personnel.
- Always carry, store and handle the appliance in a vertical position.
- A service agent/qualified technician should carry out installation and any repairs if required. Do not remove any components or service panels on this product.
-In Queensland the service agent/qualified technician MUST hold a Gas Work Authorisation or License for hydrocarbon refrigerants if the appliance gas system is being opened or charged.
- Consult Local and National Standards to comply with the following:
 - Health and Safety at Work Legislation
 - Fire Precautions
 - Wiring Regulations
 - Building Regulations
- DO NOT immerse in water, or use jet/pressure washers to clean the appliance.
- Not suitable for outdoor use.
- Always switch off and disconnect the power supply to the appliance before cleaning.
- 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 the 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.

- Keep all packaging away from children. Dispose of the packaging in accordance to the regulations of local authorities.
- If the power cord is damaged, it must be replaced by a POLAR agent or a recommended qualified technician in order to avoid a hazard.
- DO NOT attempt to modify the appliance in any way.
- NEVER leave the appliance unattended when in use.
- Never use accessories which are not recommended by the manufacturer. They could pose a safety risk to the user and might damage the appliance. Only use original parts and accessories.
- Polar recommend that this appliance should be periodically tested (at least annually) by a Competent Person. Testing should include, but not be limited to: Visual Inspection, Polarity Test, Earth Continuity, Insulation Continuity and Functional Testing.
- This appliance is not suitable for alcoholic beverages.

Caution: Risk of Fire



Warning: Keep all ventilation openings clear of obstruction. Unit should not be boxed in without adequate ventilation.

- **To comply with AS/NZS 60079.10.1:2009: Ensure there are not sources of ignition in any area where refrigerant could gather in the event of a leak.**
- **Electrical equipment should not be placed under the vent or where refrigerant could gather in the event of a leak.**
- **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 refrigerant circuit.

Product Description

DB331-A - Polar slush machine - 1 x 12Ltr Bowl

DB332-A - Polar slush machine - 2 x 12Ltr Bowl

DB843-A - Polar slush machine - 3 x 12Ltr Bowl

Introduction

Please take a few moments to carefully read through this manual. Correct maintenance and operation of this machine will provide the best possible performance from your POLAR product.

This appliance is intended for making drinks and cold beverages. If used with dairy-based products and/or when envisaged by law in accordance to the type of product used, it must be equipped with the optional extra of a temperature gauge for the product in the bowl. It is also obligatory to comply with the current regulations and standards concerning the products used.



Note: Only two types of persons can access the appliance:

- **User:** A person who has adequate technical training on how to use the appliance correctly, and full knowledge of routine work on how to maintain, clean and sanitize the appliance.
- **Specialized technician:** A person who has the full knowledge of the appliance concerning the installation, use and servicing of the appliance.

Pack Contents

The following is included:

- Polar slush machine
- Drip Tray:
DB331-A x 1 / DB332-A x 2 /
DB843-A x 3
- Coupler x 2
- Connector of axis x 2
- Auger (Spare)
- Seal of auger x 1
- Seal of evaporator x 2
- Seal of Tap x 10
- Seal of axis x 2
- Lubricant (for lubrication of the appliance)
- Instruction Manual

POLAR prides itself on quality and service, ensuring that at the time of unpacking the contents are supplied fully functional and free of damage.

Should you find any damage as a result of transit, please contact your POLAR dealer immediately.

Installation



Note: Not for use in vans or trailers, food trucks or similar vehicles.

Note: If the unit has not been stored or moved in an upright position, let it stand upright for approximately 12 hours before operation. If in doubt allow to stand.

1. Remove the appliance from the packaging. Make sure that all protective plastic film and coatings are thoroughly removed from all surfaces.
2. Maintain a distance of 20cm (7 inches) between the unit and walls or other objects for ventilation. **NEVER LOCATE NEXT TO OR NEAR A HEAT SOURCE.**

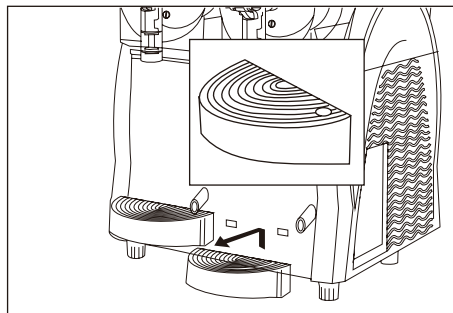


Before installation, ensure to check that:

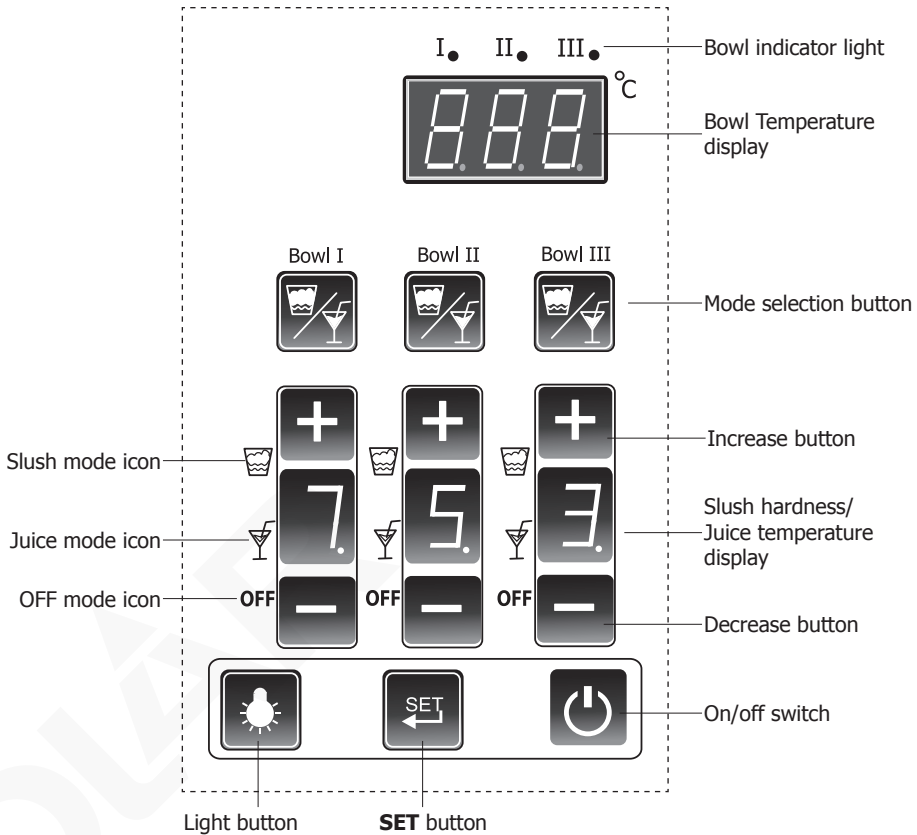
- **The appliance is installed indoors.**
- **The room is adequately lit, well-ventilated and hygienic.**
- **The location of the appliance is flat and solid, and can support its weight.**
- **The appliance may only operate in places with an ambient temperature ranging between 16°C and 32°C.**
- **Adequate clearance is kept around the appliance to enable personnel to operate without constraints.**

Assembly

Hang the drip tray onto the slot on the front.



Control panel (Model featured: DB843-A)



Note: The SET button is designed for adjusting parameters by professional technicians only, which is password protected. Ordinary uses/operators should not access it for any purpose.



Appliances have varied quantity of bowls (Model DB332-A has 2 and Model DB843-A has 3), so Bowl I means the one on the left hand side of the unit when looking from the front. Bowl II means the middle one...

Operation

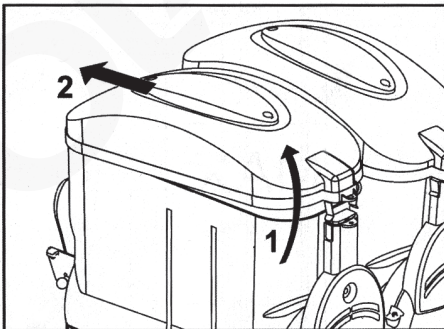
Filling

1. Ensure to switch Off and unplug the appliance.
2. **Preparing your product:** Polar recommends that you use syrup mix designed for use in Slush Machines. Dilute and mix the concentrate with water in a container, following the manufacturer's instructions.

NOTE: Any mixture used must have a minimum sugar content of 13% - lower sugar content mixture will freeze solid and can damage the augers and gear motors. Damage caused by using incorrect mix will invalidate the warranty.

NOTE: Freezing times may vary depending on several factors including the starting temperature of the liquid, sugar or alcohol content, ambient room temperature, and machine settings. To help reduce freezing time, we recommend pre-chilling the slush mixture before filling the bowl(s), ensuring the machine has adequate ventilation, and using a correctly formulated slush mix. Results may vary, and freezing times cannot be guaranteed.

3. **Removing the lid:** Lift the rear part to release. Then remove directly.



4. Pour the mixture into the bowl.




Caution: Do not fill the tank with hot liquid. Do not let the level exceed the 'MAX' level line marked on the front of the bowl.

5. Re-locate the lid.






Caution: There are moving parts inside the bowl, which may cause injuries. Therefore, ensure to turn off and unplug the appliance before carrying out any operations inside the bowl.

Getting started



1. Connect the appliance to a mains power supply.
2. Press the on/off switch .

Selecting the working mode



- Press the mode button  to select the working mode.
- There are 3 modes in total:

Mode	Mode icon	Description
Slush		Slush mode is selected
Juice		Juice mode is selected
OFF	OFF	The bowl will stop stirring and refrigerating.

To serve with slush

1. Press the mode button  to select the slush mode. The icon  illuminates.
2. Press buttons "+" and "-" to select the slush hardness setting from 1 (softest) to 7 (hardest).

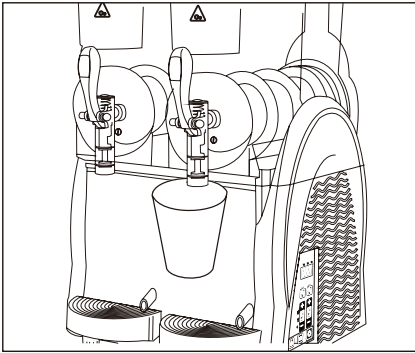
To serve with cold drinks

1. Press the mode button  to select the juice mode. The icon  illuminates.
2. Press buttons "+" and "-" to select the juice temperature from 1°C to 7°C.


Note: When the shop is out of service and there is still remaining product in the bowl, we highly recommend setting all bowls to Juice mode, as in this mode bowl stirring and refrigerating are still ON so as to keep the product fresh (Temperature from 1°C to 7°C).

To use the dispenser

Once the liquid is sufficiently cooled, use the tap lever for dispensing.




Notes:

- Regularly check the temperature of the product in the bowl, using a standard thermometer, to make sure the product is always kept below the storage temperature.
- NEVER disconnect the machine from the power supply or switch it off using the on/off switch  when there is still product for consuming inside the bowl.
- If the appliance is not used continuously, when used with milk-based products, make sure to:
 - spray sanitizer solution around the spigot area and on the spigot itself (alternatively, wipe with a clean cloth and sanitizer);
 - Or
 - Dispense a small amount of the product from the spigot and discard before dispensing the serving for the customer.

To turn off a certain bowl (for Model DB332-A/DB843-A)



Note: The bowls work independently. To stop a certain bowl, you just need to turn it off.


1. Press the mode button  to select the OFF mode for the desired. The icon **OFF** illuminates.
2. Under OFF mode, the bowl will stop stirring and refrigerating.

To empty the bowl

Note: The bowl must be cleaned and sanitized at least once a day and more frequently depending on the products used, and in any case, in compliance with the applicable hygiene regulations.

1. Before a bowl is cleaned, it must be emptied.
2. Set the bowl to juice mode. Then release all the liquid from the bowl into a suitable container.
3. Switch off and unplug the appliance.

To turn off the appliance

- **After use:** press the on/off switch  for 3 seconds to turn off the appliance.
- In case of freezing, switch off and unplug the appliance. Then call POLAR agent or qualified technician.
- Should a fire break out, clear the area immediately to make way for the trained personnel for proper handling.

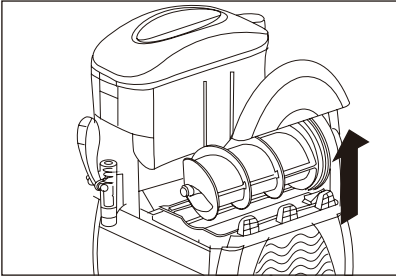
Cleaning, Care & Maintenance



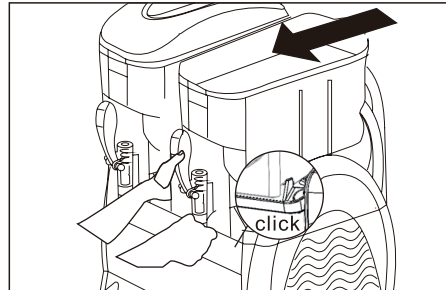
Warning: Switch off and disconnect from the power supply before any cleaning and maintenance.

- Before cleaning or maintenance, ensure to wear proper personal protections (gloves, glasses, etc. .
- Do not use abrasive cleaning agents as they may leave harmful residues.
- DO NOT rinse the base unit. Instead just wipe the outer surface with a damp cloth.
- Empty and clean the drip trays regularly.
- DO NOT wash any parts in a dishwasher.
- DO NOT dry any parts in a conventional or microwave oven.
- Ensure to carry out any cleaning and sanitization with utmost care and on a regular basis to guarantee the quality of the product dispensed and compliance with mandatory hygiene standards.

- To carry out easy cleaning and maintenance, the upper parts of the side protectors can be removed. When necessary, lift the upper part to remove. Once done with cleaning, re-locate the part in place.

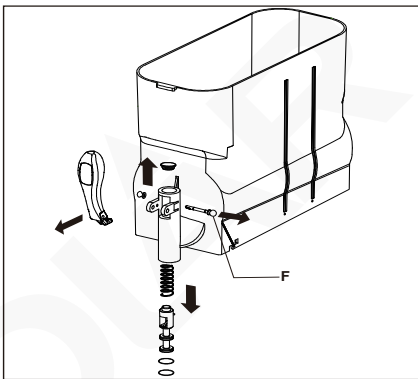


- Remove the bowl from its seat by pushing and tapping lightly on the rear part.

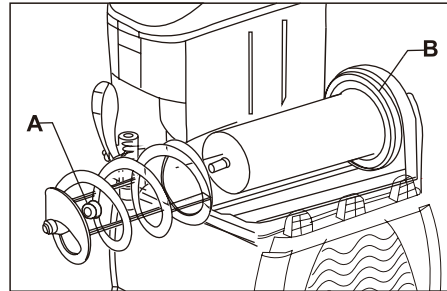


Disassembling the tap assembly

- Disassemble the tap and remove the pin (F) from its seat to release all the other parts.



- Take out the auger. Then remove the seals (A and B).



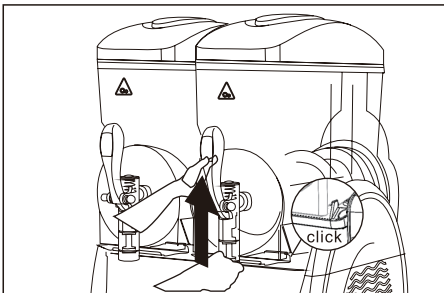
- Clean and sanitize all the dismantled parts (excluding the lid), following below instructions:

- Wipe the parts with a sponge soaked with a sanitizer solution.
- Rinse the parts thoroughly with clean water.
- Soak the parts into the sanitizer solution for about 30 minutes.
- Wash the parts again with clean water.
- Let dry thoroughly.

- Wash the parts thoroughly and let them dry.

Removing the bowl

- Remove the bowl lid.
- Raise the front part of the bowl to release it.



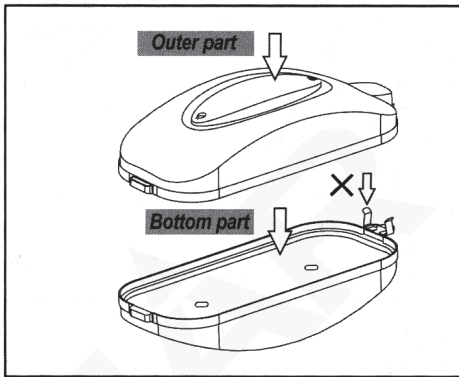
Cleaning the lid

Caution:



- As the lid is equipped with LED lights, **NEVER** soak it in any type of liquid for cleaning.
- During cleaning, **Never** let water or any liquid come into contact with the electrical parts of the light.

1. Use a clean damp cloth to wipe clean the bottom part of the lid.
2. Wipe clean the whole outer part.



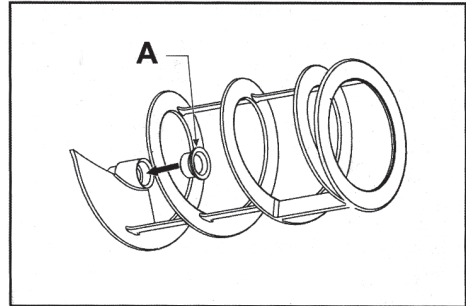
3. Sanitize the bottom part with a sponge previously damped with sanitizer solution.
4. Allow to act for 30 minutes.
5. Wipe the bottom part twice or more with a clean sponge soaked with clean water.
6. Let the lid dry well.



Caution: NEVER attempt to clean/sanitize the lid while it is installed in the appliance.

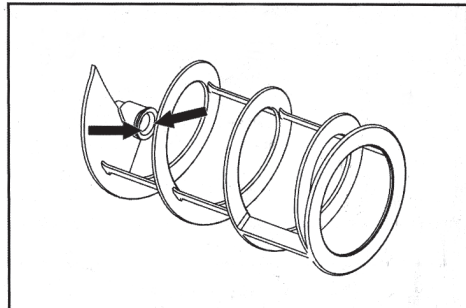
Re-assembly

1. Apply the seal (A) onto the auger as shown.

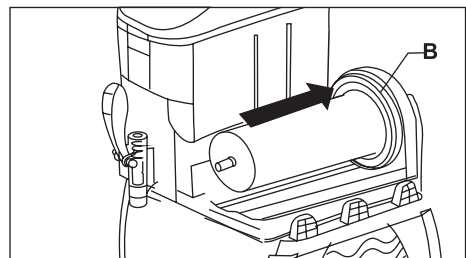


Always ensure to check the seal integrity. Should it be worn, replace with a new one immediately. Replace the seal (A) at least once a year.

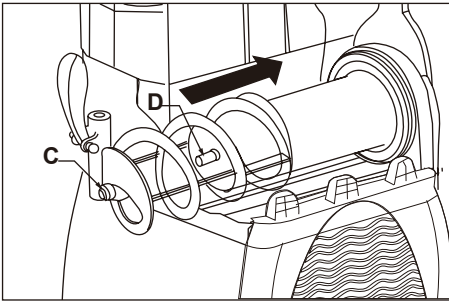
2. Using the lubricant provided, lubricate the seal (A) in the area as shown.



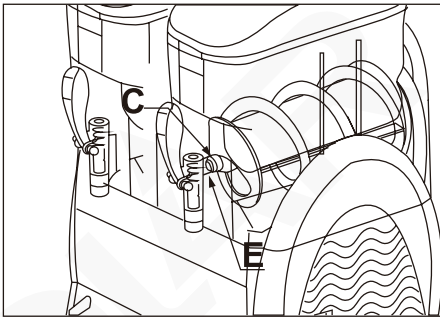
3. Apply the seal (B), lubricating the entire surface as indicated by the arrows.



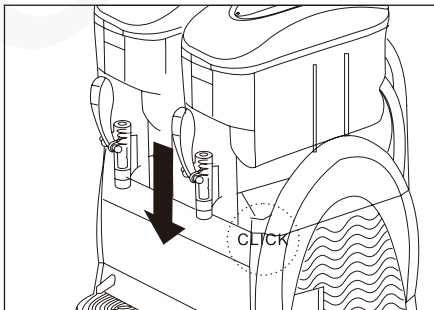
4. Introduce the auger, engaging head (C) with shaft (D). If necessary, rotate the auger to engage it.



5. **Setting the bowl back in place:** Slightly raise head (C) of the auger so that it meets the seat (E) provided in the bowl.

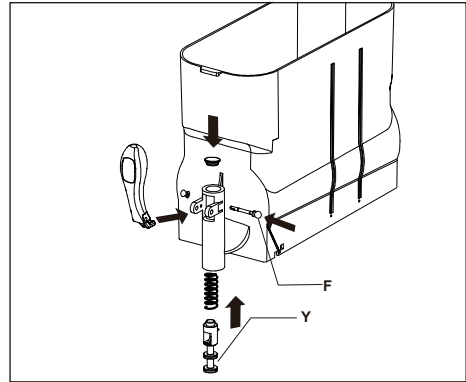


6. Press the bowl downward until it get engaged as shown.



7. To refit the tap assembly, follow below instructions:

- Using the lubricant provided, adequately lubricate the cap (Y), and refit the components.
- Introduce the pin (F) while keeping the tap lever steady.



Always ensure to lubricate the cap. Otherwise, product leakage from the tap may occur.

Rinsing cycle



Caution: After re-assembly and before re-starting the appliance for serving, make sure to carry out the rinsing cycle.

1. Fill the bowl with clean water.
2. Run the juice mode for several minutes.
3. Turn off the appliance. Then empty the bowl.

Replacing the light bulb

Light bulb replacement should be carried out only by professional technician. For details, please refer to our service manual available online.


Cleaning the condenser

Periodically cleaning the condenser can extend the life of the appliance.

POLAR recommend that a POLAR agent or qualified technician should clean the condenser.

Troubleshooting

A qualified technician must carry out repairs if required.

Fault	Probable Cause	Solution
The appliance is not working	The appliance is not switched on	Check the appliance is plugged in correctly and switched on
	Plug or lead is damaged	Replace plug or lead
	Mains power supply fault	Check mains power supply
The dispenser is not cooling	Coolant leak	Consult a qualified technician
	Fan motor failed	Consult a qualified technician
	Airflow obstructed to the condenser	Increase the gap between appliance and obstacles/heat source
Tap leaks	Tap piston not lubricated well	Lubricate the tap piston
	Tap piston is defective	Replace the Tap piston
Product leaks from the back of the bowl	Bowl not fitted correctly	Check the positioning of the bowl
	Bowl seal not lubricated well	Lubricate the bowl seal
	Bowl seal is defective	Replace the Bowl seal
Loud noises	Front seal is not applied correctly	Put the seal correctly
	Seal not lubricated well	Lubricate the seal
Tap does not distribute	Ice blocked inside the bowl	Turn off the unit to let ice melt
Over freezing	Electronic expansion valve blocked	Press the mode button  for six seconds to remove the blockage
Broken auger	Incorrect mixture	Replace with a new auger (Part Code AK943). Note: this is a consumable part and not covered by the warranty

Technical Specifications

Note: Due to our continuous improvement process, the product specifications are subject to change without notice.

Model	Voltage	Power	Current	Bowls	Capacity (litres)	Refrigerant
DB331-A	220-240V~ 50Hz	400W	2.1A	1	12	R290
DB332-A	220-240V~ 50Hz	740W	3.5A	2	24	R290
DB843-A	220-240V~ 50Hz	1150W	5.8A	3	36	R290

Model	Dimensions H x W x D mm	Weight (kg)	Noise level
DB331-A	810 x 270 x 515	31.9	<70 dB
DB332-A	810 x 470 x 515	50.7	
DB843-A	810 x 670 x 515	66.2	

Electrical Wiring

The plug is to be connected to a suitable mains socket.

POLAR appliances are wired as follows:

- Live wire (coloured brown) to terminal marked L
- Neutral wire (coloured blue) to terminal marked N
- Earth wire (coloured green/yellow) to terminal marked E

This appliances must be earthed.



If in doubt consult a qualified electrician.

Electrical isolation points must be kept clear of any obstructions. In the event of any emergency disconnection being required they must be readily accessible.

Compliance

The product must not be disposed of as household waste. To help prevent possible harm to human health and/or the environment, the product must be disposed of in an approved and environmentally safe recycling process. For further information on how to dispose of this product correctly, contact the product supplier, or the local authority responsible for waste disposal in your area.

POLAR parts have undergone strict product testing in order to comply with regulatory standards and specifications set by international, independent, and federal authorities.

POLAR products have been approved to carry the following symbol:



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Every effort is made to ensure all details are correct at the time of going to press, however, POLAR reserve the right to change specifications without notice.

DECLARATION OF CONFORMITY

- Conformiteitsverklaring • Déclaration de conformité • Konformitätserklärung • Dichiarazione di conformità •
• Declaración de conformidad

Equipment Type • Uitrustingstype • Type d'équipement • Gerätetyp • Tipo di apparecchiatura • Tipo de equipo	Model • Modèle • Modell • Modello • Modelo	
Slush Machine 1 x 12L Bowl Slush Machine 2 x 12L Bowl Slush Machine 3 x 12L Bowl	DB331 (-E & -A) DB332 (-E & -A) DB843 (-E & -A)	
Application of Territory Legislation & Council Directives(s) Toepassing van Europese Richtlijn(en) • Application de la/des directive(s) du Conseil • Anwendbare EU-Richtlinie(n) • Applicazione delle Direttive • Aplicación de la(s) directiva(s) del consejo	Machinery Directive 2006/42/EC Supply of Machinery (Safety) Regulations 2008 EN 60335-1:2012 +A11:2014 +A13:2017 +A1:2019 +A14:2019 +A2:2019 +A15:2021 EN 60335-2-75:2004 +A1:2005 +A11:2006 +A2:2008 +A12:2010 IEC 60335-1:2010 +A1:2013 +A2:2016 IEC 60335-2-75:2012 +A1:2015 +A2:2018 EN 62233:2008 Electro-Magnetic Compatibility (EMC) Directive 2014/30/EU - recast of 2004/108/EC Electromagnetic Compatibility Regulations 2016 (S.I. 2016/1091) EN 55014-1:2017+A11:2020; EN IEC 55014-1:2021 EN 55014-2:2015; EN IEC 55014-2:2021 EN IEC 61000-3-2: 2019+A1:2021 EN 61000-3-3: 2013+A1:2019+A2:2021 Regulation (EU) 2019/2024 - Ecodesign direct sales refrigerators ISO 23953-2:2015 Restriction of Hazardous Substances Directive (RoHS) 2015/863 amending Annex II to Directive 2011/65/EU Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (S.I. 2012/3032)	Electrical Safety IEC 60335-1:2010 +A1:2013 +A2:2016 IEC 60335-2-75:2012 +A1:2015 +A2:2018 Electromagnetic Compatibility EN IEC 55014-1:2021 EN IEC 55014-2:2021 EN IEC 61000-3-2: 2019+A1:2021 EN 61000-3-3: 2013+A1:2019+A2:2021
Manufacturer Name • Naam fabrikant • Nom du producteur • Name des Herstellers • Nome del produttore • Nombre del fabricante	Polar	

I, the undersigned, hereby declare that the equipment specified above conforms to the above Territory Legislation, Directive(s) and Standard(s).

Ik, de ondergetekende, verklaar hierbij dat de hierboven gespecificeerde uitrusting goedgekeurd is volgens de bovenstaande Richtlijn(en) en Standaard(en).

Je soussigné, confirme la conformité de l'équipement cité dans la présente à la / aux Directive(s) et Norme(s) ci-dessus

Ich, der/die Unterzeichnende, erkläre hiermit, dass das oben angegebene Gerät der/den oben angeführten Richtlinie(n) und Norm(en) entspricht.

Il sottoscritto dichiara che l'apparecchiatura di sopra specificata è conforme alle Direttive e agli Standard sopra riportati.

El abajo firmante declara por la presente que el equipo arriba especificado está en conformidad con la(s) directiva(s) y estándar(es) arriba mencionadas.

Date • Data • Date • Datum • Data •

Fecha • Data

Signature • Handtekening •

Signature • Unterschrift Firma •

Firma

Full Name • Volledige naam • Nom

et prénom • Vollständiger Name •

Nome completo • Nombre completo

Position • Functie • Fonction •

Position • Qualifica • Posición

Manufacturer Address • Adres fabrikant

Adresse du producteur • Anschrift des

Herstellers • Indirizzo del produttore •

Dirección del fabricante

12th Jan 2024

DocuSigned by:
Ashley Hooper

Ashley Hooper

**Group Head of Product
Quality & Compliance**

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DocuSigned by:
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Brendan Denmeade

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POLAR



<http://www.polar-refrigerator.com/> 

DB331-A_DB332-A_DB843-A_A5_v5_2026/01/12