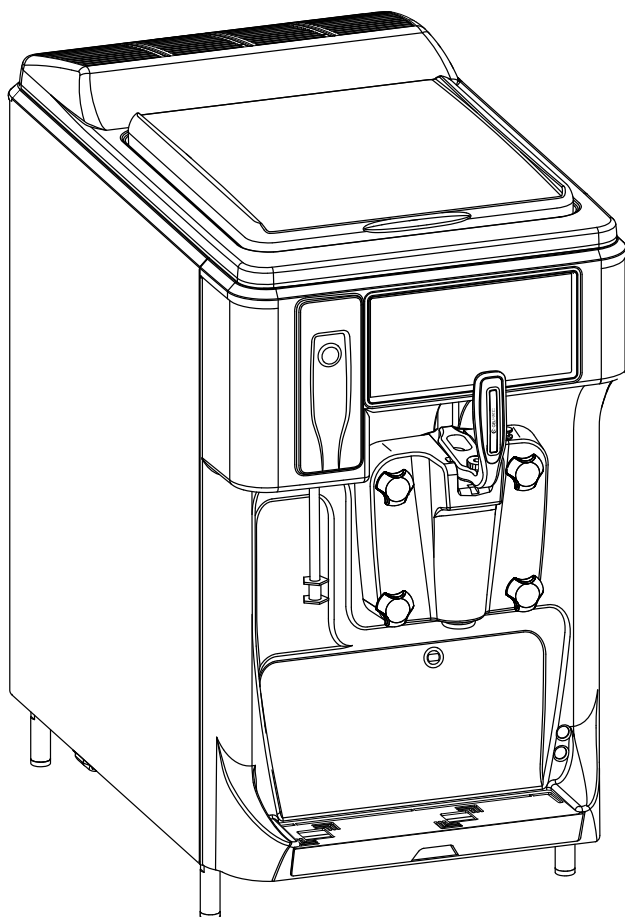




Frozen Beverage Freezer **GIOTTO DR 14 GR**

Installation
and use manual

EN

PDF



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ACKNOWLEDGEMENTS

Dear Customer,

Thank you for choosing Gelmatic.

We are confident that the model you have purchased will fully meet your expectations, as with all other Gelmatic products. The machine that you are about to use is the result of extensive research and meticulous experimentation, guaranteeing the highest standards of functionality, safety and satisfaction, also in terms of design.

The installation and use manual will guide you in making the most of your product. We trust you will find our explanations clear and we look forward to serving you as a valued customer.

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1. NOTES

1.1. USE

- This manual contains essential information on proper installation and operating procedures for daily use and maintenance.
- For optimal machine performance read this manual carefully.
- Keep this manual in a safe and accessible location for the machine operators and maintenance staff.
- In case of transfer, keep this installation and use manual with the machine.

1.2. SYMBOL DEFINITIONS



WARNINGS FOR THE PRESENCE OF DANGER

This symbol, on the machine and within the manual, indicates a potential hazard of damage to property and persons. Follow the instructions in the manual and applicable local safety regulations.



BURN HAZARD WARNING

This symbol indicates that failure to follow safety precautions during the described operation may result in burns.



IMPORTANT

This symbol signals information that is especially important to read for the personnel concerned.

2. SAFETY GUIDELINES

Before performing any operation, it is necessary to read and follow the safety instructions and guidelines provided in this manual.

2.1. HAZARD LEVELS

The hazard level is part of the safety indication and is identified by a keyword. The possible consequences differ according to the chosen keyword.

DANGER	Imminent danger: causes serious personal injury or death.
WARNING	Potentially dangerous situation: may cause serious personal injury or death.
CAUTION	Potentially dangerous situation: may cause minor personal injuries.
NOTICE	Potentially harmful situation: may cause damage to the product or other material goods.

2.2. SAFETY INSTRUCTIONS LAYOUT



WARNING

Type and source of hazard

Explanation of the type and source of danger

- Precautionary measures against the hazard.
- Any additional precautionary measures against the hazard

2.3. BASIC SAFETY INSTRUCTIONS

2.3.1. QUALIFICATIONS AND ROLE OF PERSONNEL

Depending on the degree of training and responsibility, machine personnel are differentiated into the following roles:

SUPERVISOR	The Supervisor is responsible for training the Operator on the correct procedures and ensuring the Operator does not perform operations outside their scope of competence and responsibility. The Supervisor does not have technical expertise. The Supervisor ensures that safe operating conditions are guaranteed at all times. The Supervisor is authorized to access advanced functions and settings protected by a password (see section 10.2. Password Access Mode for Supervisor).
OPERATOR	The Operator is trained to operate the machine, capable of performing basic tasks, such as switching it on and off, dispensing and refilling operations, cleaning procedures, parts assembly, sanitizing and priming. The Operator lacks specific technical skills.
QUALIFIED TECHNICIAN	The Qualified Technician is trained by the manufacturer or an experienced technician in the sector to perform more complex operations, such as machine installation, maintenance work, or parts replacement. The Qualified Technician is familiar with electrical hazards, risks associated with moving parts, and is capable of taking the necessary precautions to protect themselves and others from potential injury. The Qualified Technician responsible for the installation is required to properly instruct the Supervisor and Operator on the safety measures to follow (see section 2.3.4. Safety Rules for Use).

2.3.2. OPERATOR AND SUPERVISOR ACCURACY OBLIGATION

The machine complies with state-of-the-art technical standards and widely recognized technical safety regulations, guaranteeing the highest levels of safety.

Achieving this safety on a daily basis requires strict adherence to all requirements outlined in *sections 2.3.3. Safety Rules for Installation and Maintenance and 2.3.4. Safety Rules for Use*. The Supervisor is responsible for devising and enforcing these requirements.

2.3.3. SAFETY RULES FOR INSTALLATION AND MAINTENANCE

- Before installing and or performing maintenance on the machine, carefully read this manual and keep it in a safe place for future reference by the Operator, Supervisor and Qualified Technician.
- All installation and extraordinary maintenance operations must be carried out only by a Qualified Technician, in accordance with the regulations in force in the country of operation and in compliance with the regulations concerning electrical installations and workplace safety standards.
- Before performing any installation or maintenance work, disconnect the machine from the power supply.
- Before installing the machine, check that the electrical installations comply with the regulations in the Country of use and with what is stated on the data label.
- Unauthorized interventions, tampering, or modifications that do not comply with what is stated in this manual void the warranty.
- Installation or maintenance other than those specified in this manual may result in damage, injury or fatal accident.
- When starting up for the first time or after extraordinary maintenance or repair work, it is necessary to clean and sanitize the machine before restarting the production.
- During installation, no persons other than those responsible for installation are allowed to pass through or stay near the work area.
- The machine must be installed on a flat and stable, non-mobile surface which is capable of supporting a weight of at least 200 kg (440 lbs).
- For indoor use only: at ambient temperatures between 10°C and 40°C (50°F-104°F) and humidity levels below 90%, with adequate ventilation and air circulation.
- Do not place the machine in a location directly exposed to sunlight.
- Do not use water jets to clean the machine. Do not install the machine near water jets to prevent any splashing onto it.
- Packaging materials can be potentially hazardous and must be kept out of reach of children or animals. Dispose of them properly in accordance with local regulations.
- The machine data label provides important technical information essential for electrical and/or water connection and in case of maintenance or repair work. Do not remove, damage or modify it.
- For maintenance and repair, use only original spare parts.
- Failure to comply with these rules may cause damage and fatal injuries, void the warranty and absolve Gelmatic from any liability.

2.3.4. SAFETY RULES FOR USE



AVVERTENZA

Risk of burns and injuries

During the Heat Treatment function (*see section 10.3.1. Heat Treatment-HT*), the temperature of the mixture and the hopper can cause burns.

- Do not open the hopper lid or the dispensing handle, as the mixture contained inside the machine has a very high temperature (above +65°C/149°F).

- Before using and performing maintenance on the machine, read this manual carefully and keep it in a safe place for any future reference by personnel.
- Operating procedures other than those specified in this manual are considered improper and may result in damage, injury or fatal accidents, voiding all forms of warranty and absolving Gelmatic from any liability.

- This machine is intended for professional use only for the production of frozen beverage; any other use is not in accordance with its intended purpose and may pose safety hazards.
- The machine is specifically designed to produce frozen beverages, which are served semi-solid at approximately -2°C (28°F), using a specific mixture and appropriate settings.
- The machine must be operated by trained personnel. When the machine is used by the public in self-service mode, it is necessary that the dispensing phase be supervised by trained personnel capable of assisting users with reduced sensory, mental, or motor abilities. The Supervisor must provide a suitable environment for such use, providing appropriate signs with warnings and protections to prevent dangerous uses of the machine.
- For indoor use only: at ambient temperatures between 10°C and 40°C (50°F-104°F) and humidity levels below 90%, with adequate ventilation and air circulation.
- Do not place the machine in a location directly exposed to sunlight.
- Do not use water jets to clean the machine.
- The machine must be used in perfect conditions, with all protective devices and panels properly mounted.
- If the machine does not work or you notice functional or structural changes, disconnect it from the power supply and contact a qualified technician without attempting to repair it yourself.
- Comply with predictive maintenance (*see section 10.5.6. Maintenance*).
- Use only original parts for maintenance.
- Warning labels should remain legible throughout the lifetime of the machine. Check the integrity of warning labels periodically.
- Failure to do so may result in damage and injury, including death, and will void the warranty, absolving Gelmatic from any liability.

3. MACHINE DESCRIPTION

3.1. INTENDED USE

This is a professional machine designed to produce and dispense frozen beverage with a serving temperature of -2° to -4°C (28°F-25°F)

Using the machine to prepare extraneous products is considered improper use.

3.2. IMPROPER USE AND RESTRICTIONS

DO NOT use the machine with if the power supply deviates by +/- 10% from the value indicated on the data label;

DO NOT use a damaged power cord;

DO NOT use the machine in areas with explosion hazards;

DO NOT use or store the machine in the presence of water jets or harmful substances;

DO NOT use the machine in environments with ambient temperature below +10°C (50°F) and above +40°C (104°F) or humidity above 90%;

COMPLY with the stated temperature limits even when the machine is not in use;

USING the machine at an altitude above 1500m.a.s.l. could result in reduced operating performance;

USE only appropriate mixtures suitable for this type of machine;

DO NOT make any technical modifications to the machine;

DO NOT use the machine in an impaired mental or physical state; under the influence of drugs, alcohol, psychotropic drugs, etc.;

DO NOT clean the machine with flammable liquids or detergents other than those indicated in the operating instructions;

DO NOT obstruct the air vents located above and the grate below the machine.

Any use not expressly indicated in this manual is to be considered improper and therefore must be strictly avoided.

The manufacturer will not be held liable for direct or indirect harm to persons or animals or damage to objects caused by improper use of the machine.

3.3. TECHNICAL DATA

Technical specifications	
N° of flavours	1
Production capacity	66 l/h - 69.7qt/h
Hoppers capacity	15 l - 15.8 qt
Weight	106 kg - 233.69 lbs
Dimensions (hxwxd)	780x430x764 mm - 30.7x16.9x30.1 "
Packaging dimensions (hxwxd)	974x540x815 mm -38.3x21.5x32 "

Power supply	
Standard voltage ⁽¹⁾	220/230
Average power consumption ⁽¹⁾	2,5 kW
Fuse size ⁽¹⁾	15 A

Noise emission	
Noise emission	LpA ≤ 70 dB

Refrigeration system	
Condensation ⁽²⁾	Air
Refrigerant gas	R454C

Frequencies emissions	
Frequency bandwidth	from 2402 to 2480 MHz
Maximum RF power transmitted	-2,55 dBm (nominal: max +7,5 dBm)

⁽¹⁾ Check the data listed on the machine's data label.

⁽²⁾ Giotto machines with water condensation option are available only upon request. As standard are produced with air condensation.

4. INSTALLATION

DANGER

Impact and crushing

During lifting and transportation, there is a risk of the machine tipping over and causing injury to the user:



- Transportation should only be carried out by a qualified technician, following safety guidelines.
- Follow the safety suggestions on the packaging.
- Exercise caution during transportation.

Choking hazard

Packaging material is potentially hazardous.

- Keep out of reach of children under age 14 and animals.
- Dispose of properly in compliance with local regulations.



IMPORTANT

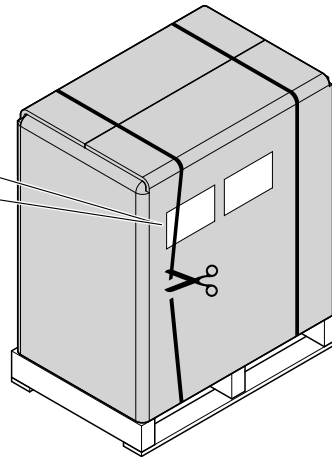
Before installing the machine, carefully read *Section 2: Safety Guidelines*.

Installation should only be performed by a qualified technician.

4.1. DELIVERY

Upon delivery by the transporter, follow these steps:

1. Check the delivery to verify it matches the transport document and order. If anything is missing, report it immediately to the transporter and to Gelmatic or its local representative.
2. Check the packaging for visible damage. If you suspect any transport damage, report it in writing to the transporter and Gelmatic or its local representative. Attach a photo of the damaged items to your report.
3. Always check the TILTWATCH device on the packaging to verify that the machine was transported in an upright position. If the TILTWATCH device indicates improper maneuvering, report it immediately to the transporter, Gelmatic or its local representative.



4. The packaged machine must be stored in a dry, sheltered location, protected from the elements and with a humidity level below 90%. The temperature should not be lower than +5°C (41°F) or higher than +50°C (122°F).



IMPORTANT

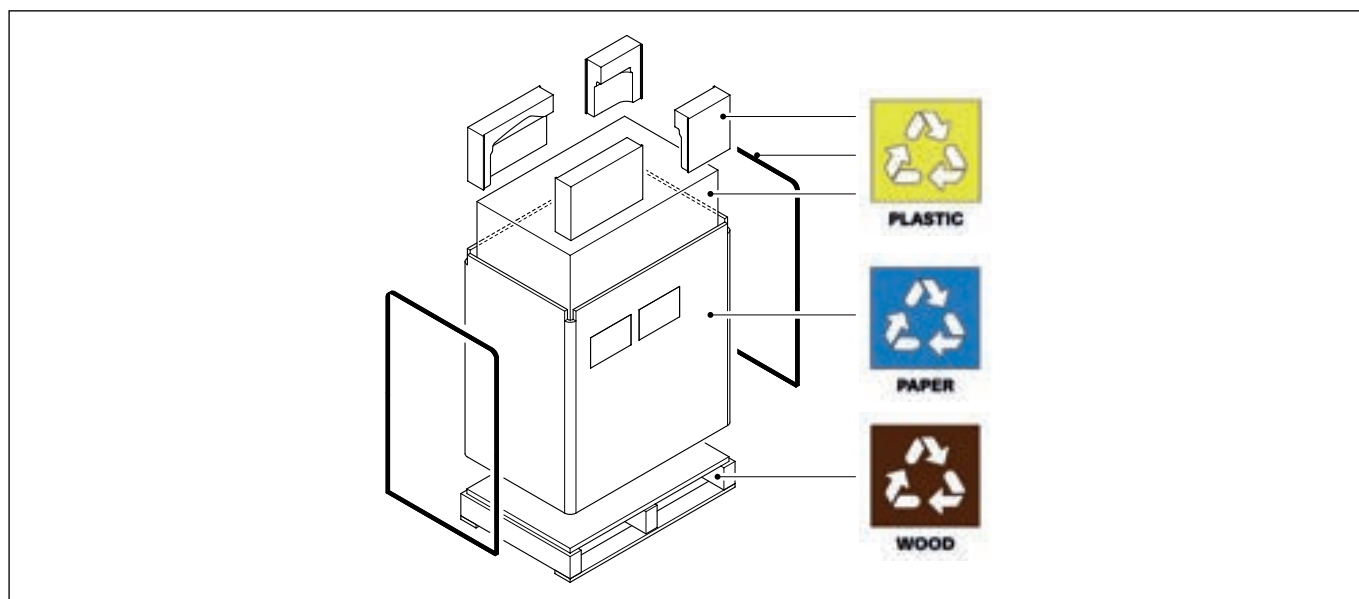
Failure to report damage or missing packages at the time of delivery will forfeit the right of recourse.

4.2. TRANSPORT TO INSTALLATION SITE

- Transport the machine only with the original packaging and handle the packaging using mechanical means such as pallet trucks or forklifts.
- Transport, store and handle the machine in an upright position, as indicated on the packaging.
- Always check the TILTWATCH device on the packaging, to verify that the machine was transported in an upright position. If the TILTWATCH device indicates improper maneuvering, report it immediately to the transporter, Gelmatic or its local representative.

4.3. UNPACKING

1. Cut the straps of the packaging.
2. Lift the protective cardboard.
3. Remove the protective film.
4. Dispose of the packaging materials in accordance with local regulations of your country.



4.4. PACKAGE CONTENTS CHECK

1. Make sure the packaging contains:
 - N°1 Giotto DR 14 GR machine
 - N°1 Blister - Assembly Kit
 - N°1 Blister - Emergency Kit
 - N°1 Blister - Cleaning Kit
 - N°1 Installation and Use Manual
2. Check the integrity of the power cord and any possible damage during transport.
3. Do not operate the machine if it is damaged.
4. If there are missing parts or damage, report it in writing to Gelmatic or its local representative immediately. Attach a photo of the damaged items to your report. Reports made more than 5 days after the installation date are not valid.

4.5. REMOVAL OF PROTECTIVE FILM

Remove the protective film without using blades or other tools that could damage the surfaces.

Removal should be done before the first start-up to prevent exposure of the film to light and heat which may make its removal difficult.

4.6. POSITIONING

4.6.1. PREMISES FOR THE INSTALLATION SITE

- Install the machine in rooms with adequate ventilation and protected from other atmospheric conditions.
- Ensure that the support base is horizontal, stable and can withstand a weight of at least 200 kg (440 lbs).
- It is recommended NOT to place the machine on a support base higher than 90 cm (35.5") (height from the ground).
- Position the machine keeping a minimum clearance of approximately 4 cm (1.5") per side.
- For indoor use only: at room temperatures between 10°C and 40°C (50°F-104°F) and humidity less than 90%, with good ventilation and air circulation.
- Do not place the machine in direct sunlight.
- Place the machine away from heat sources such as fryers, ovens, stoves or heaters.
- Do not install the machine in any other manner than described.

4.6.2. MACHINE HANDLING AND POSITIONING

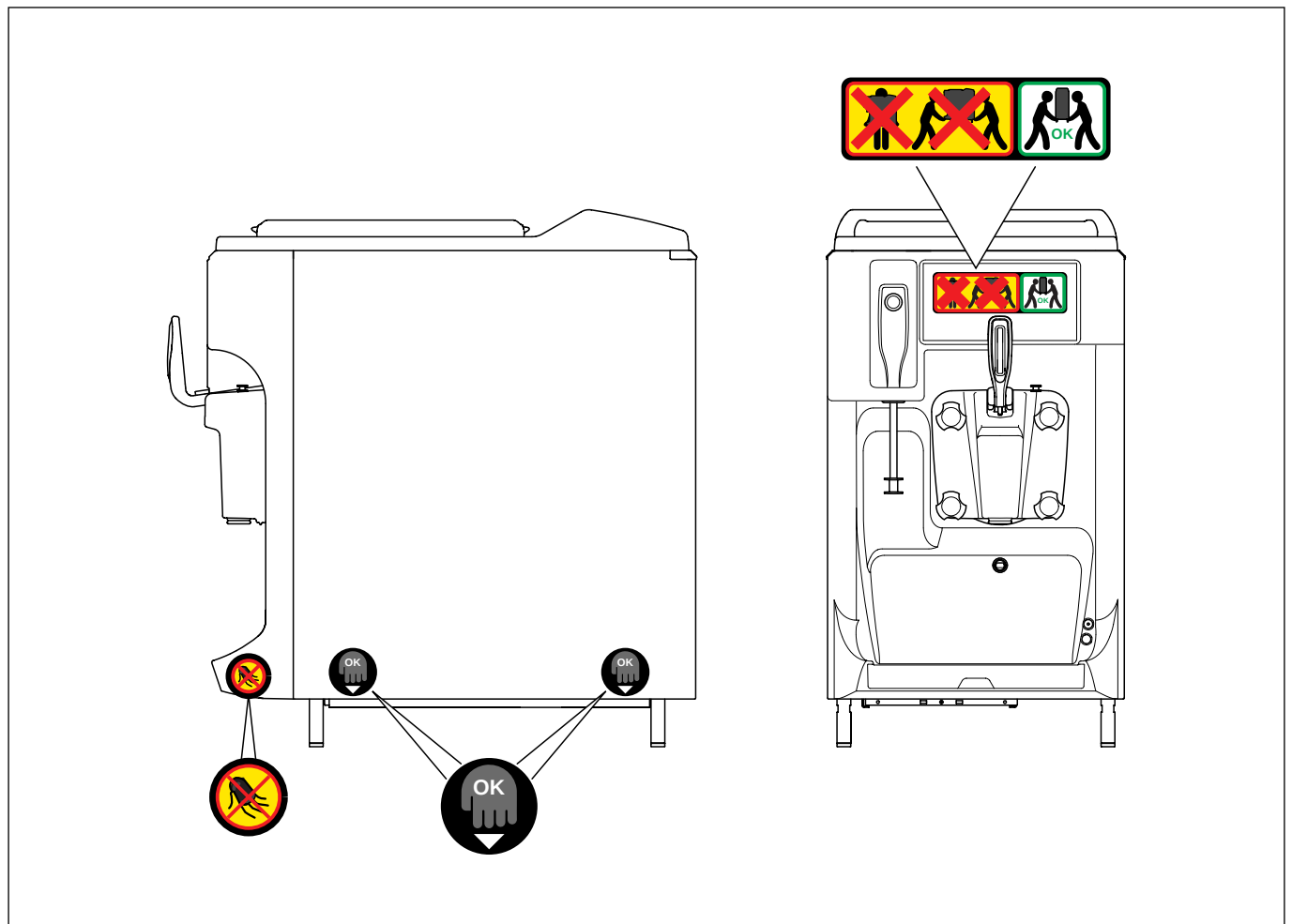
WARNING

Risk of tipping during installation.

Risk of crushing due to tipping.



- Ensure that the supporting surface can withstand a weight of at least 200 Kg (440 lbs).
- Four people are required to safely lift and handle the machine.
- Use the supporting feet and metal base for lifting and handling on the work surface. Never use the plastic front panel as shown in the figure below.



4.7. ELECTRICAL CONNECTION

DANGER

Risk of electric shock



Connecting the machine to an unsuitable power supply and improper use can cause damage to the machine and harm the Operator.

- The power supply connection and electrical installations must be in compliance with local government regulations of your country and be done by a Qualified Technician.
- Never unplug the machine by pulling the cord.
- If the power cord is damaged, it must be replaced by a Qualified Technician.
- Some parts stay electrically charged even when the power switch is in the OFF position. Before doing any maintenance or repairs, unplug the machine.
- Avoid using adapters or multiple sockets as they may cause overheating, burns or incorrectly power the machine, leading to damage.

-
1. Before connecting the machine to the power supply, check:
 - the voltage and frequency values of the power supply match those on the machine data label on the rear panel.
 - the location of the socket is near the machine, maximum 2 m (79") and is easy to reach.
 - the socket complies with the information on the machine data label.
 2. The machine is not supplied with a plug. It is the responsibility of the qualified technician to install a plug of the same type as the socket; both must comply with local electrical installation regulations.
 3. Perform the electrical connection.

5. FIRST START-UP

At first start-up, perform the following steps:

- 1) Using the "Blister - Assembly Kit" supplied with the machine, assemble the missing parts of the beater and dispensing door (*see sections 8.1.1. Beater Assembly and 8.1.2. Dispensing Door Assembly*).
- 2) Make sure the machine is electrically connected and turn it on with the power switch located under the left side.
- 3) Wait for the display to turn on and proceed to configure the basic machine settings shown below:
 - Language
 - Privacy
 - Connection to a WiFi o GSM network
 - Date and time format
 - Units of measurement
 - Heat Treatment (HT) function programming
 - Health Protocol programming
- 4) Before pouring the mixture and starting production, clean the machine (*see section 8.5. Cleaning*).
- 5) Sanitize the machine (*see section 8.1.6. Sanitizing*).
- 6) Proceed with priming (*see section 8.2. Priming*).



IMPORTANT

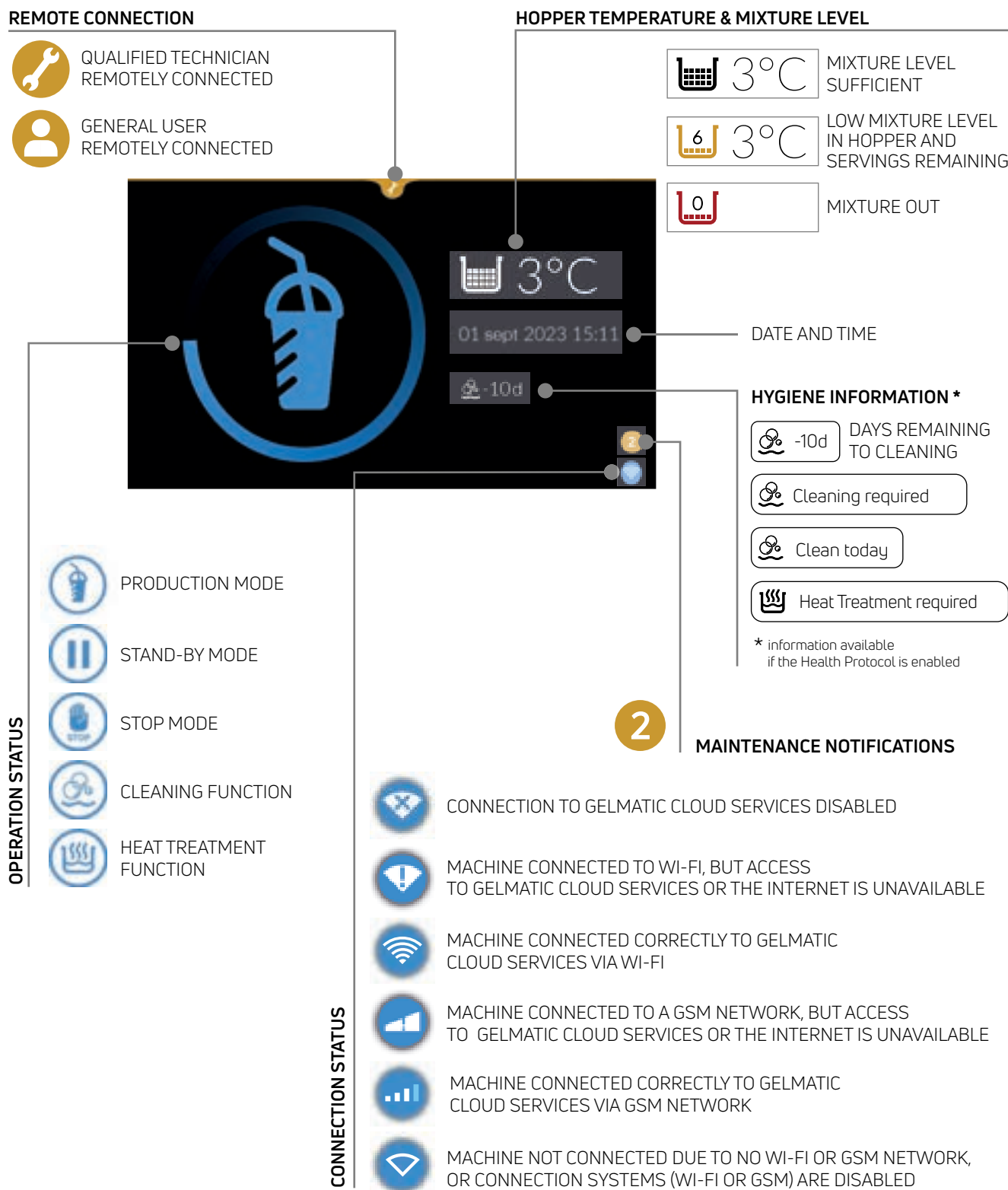
The warranty is considered activated after completing the configuration operations stated in point 3.

6. QUICK GUIDE TO THE USER INTERFACE

The advanced In.Co.Di.S. (Interactive Control & Diagnosis System) allows easy communication with the machine at any stage of operating.

6.1. HOME PAGE

The homepage shows essential information about the status of the machine.



6.2. SELECTING THE OPERATION MODE

- Different operating modes are available and can be selected by swiping downward on the screen:



	PRODUCTION: Select this mode at the beginning of the work shift, for dispensing the frozen beverage. The machine automatically runs the production of the frozen beverage and allows dispensing.
	STAND-BY: Select this mode at the end of the work shift, when frozen beverage dispensing is not scheduled. The machine does not produce the frozen beverage and does not allow dispensing; it keeps the product refrigerated, resulting in significant energy savings.
	STOP: Select this mode to completely shut down the machine. All functions are disabled; and the mixture is not kept refrigerated.

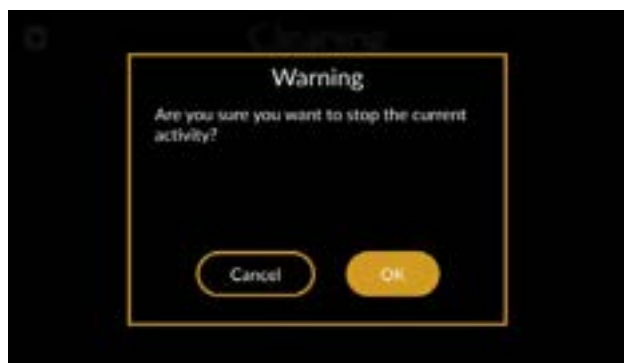
6.3. MACHINE MENU

- Swipe upward to view the 3 menu sections available: Functions, Settings and Utilities (*see section 10. Machine Menu*).



6.4. POP-UP

A notification system alerts the user to any malfunctions or provides simple suggestions for improving machine management. Notifications appear and the border of the pop-up color indicates its specific category.



SUCCESS

A green border confirms that an action has been completed successfully.

INFO

A blue border provides information. It may contain control functions or questions for the user to respond to.

WARNING

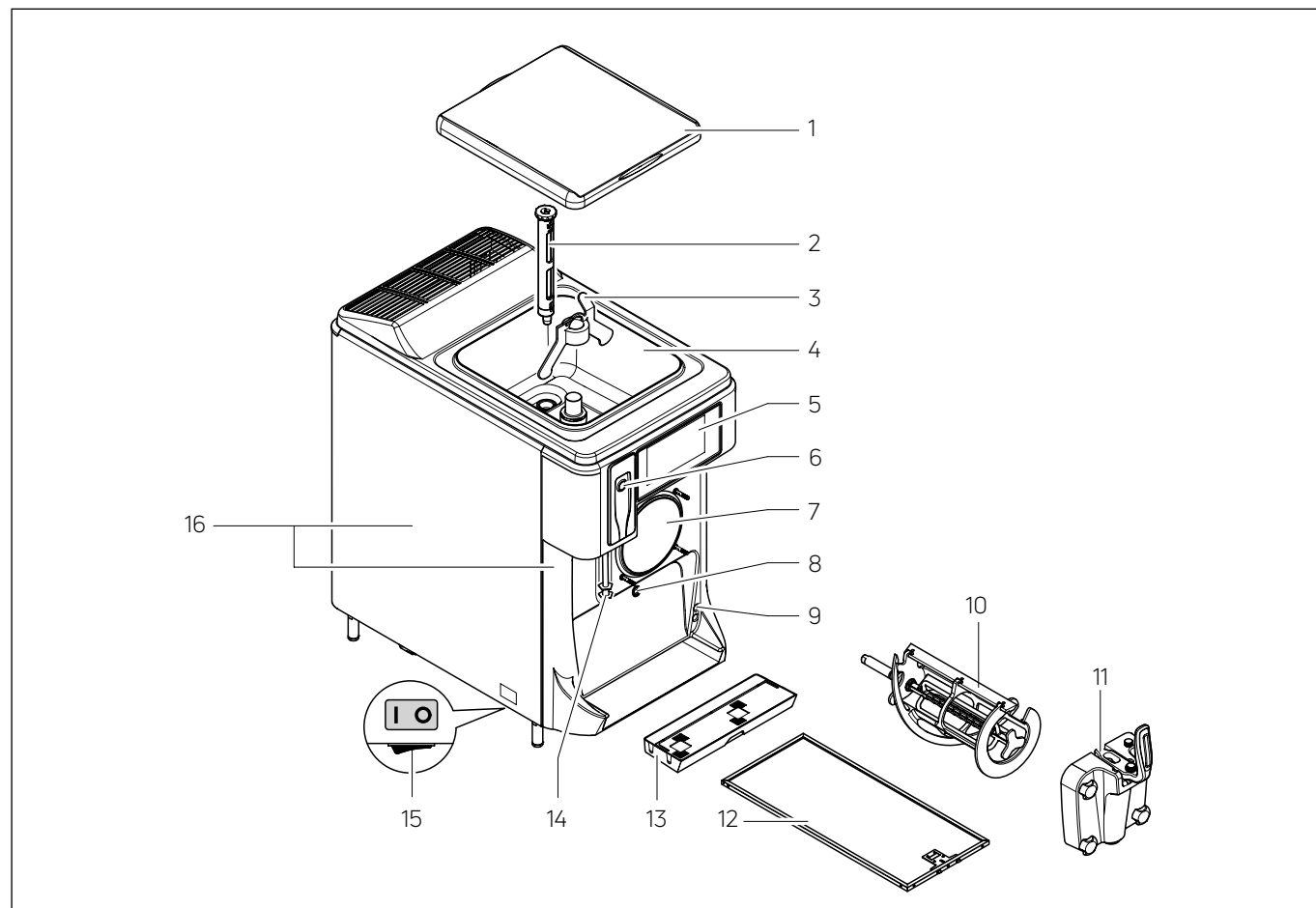
A yellow border indicates a warning. The user is advised to take the action that is described in the pop-up.

ALARM

A red border represents an alarm status. The user is advised to perform the action described in the pop-up.

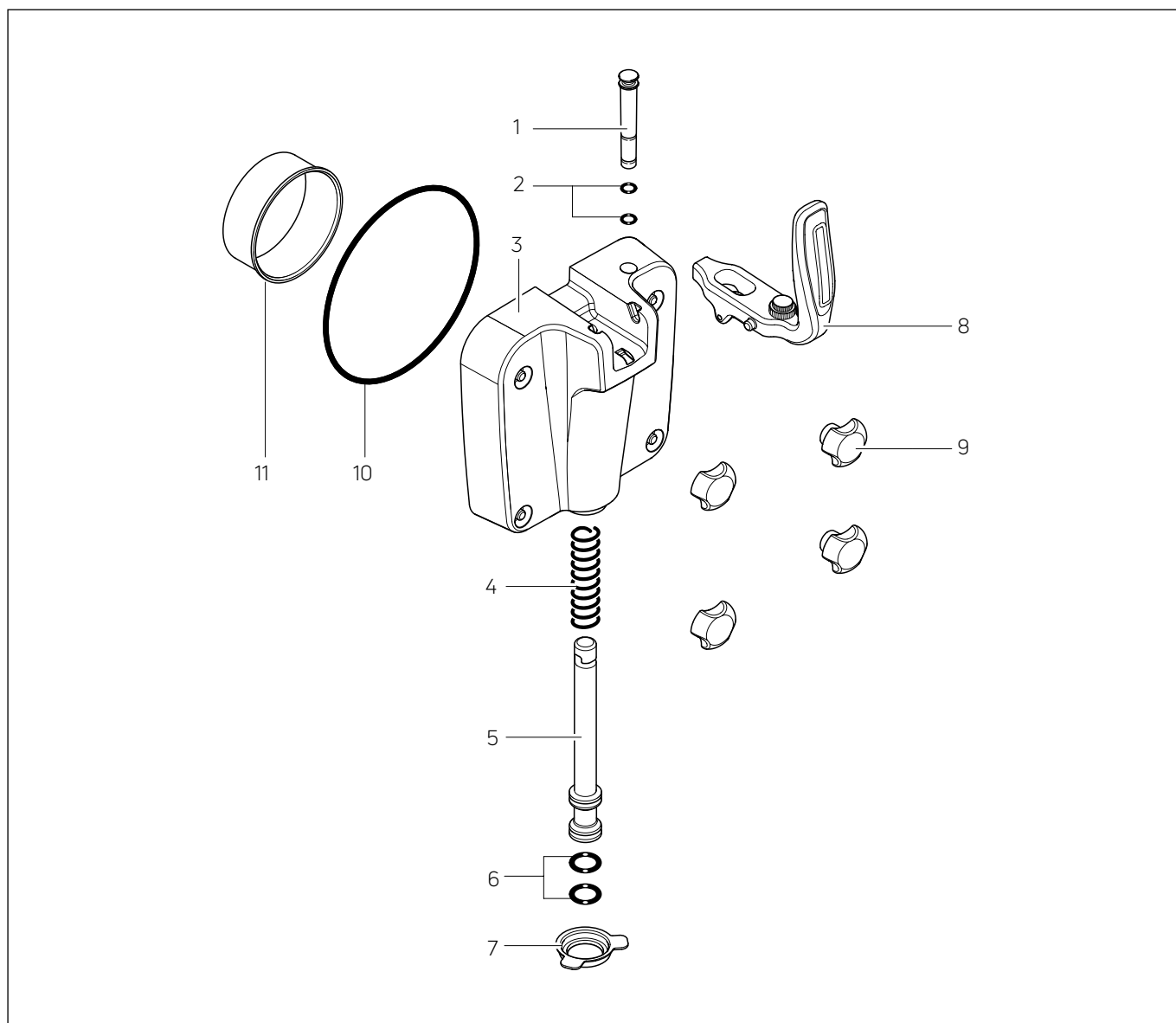
7. PART NAMES AND FUNCTIONS

7.1. MACHINE LAYOUT



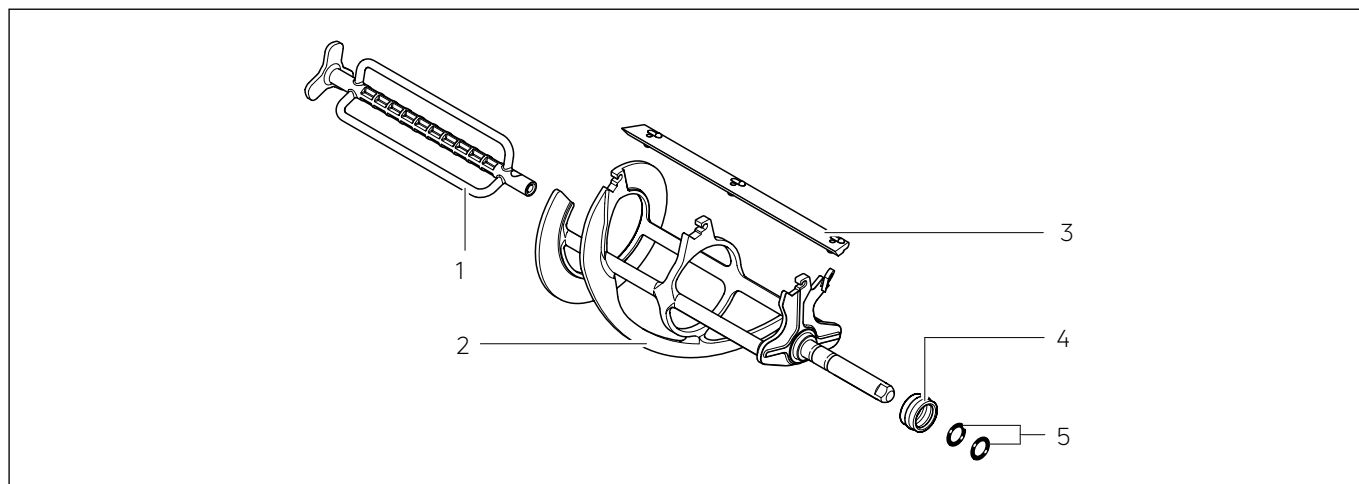
No	Name	Function
1	Hopper cover	Closes the hopper to prevent contamination of the mixture
2	Feed tube	Feeds the freezing cylinder with mix and air. The adjustment varies depending on the viscosity of the mix (see section 9.2.2. Identification and adjustment of the feed tube) and the frequency of product dispensing
3	Hopper agitator	Keeps the mixture moving for consistent and uniform temperature and texture
4	Hopper	Stores the mixture in a liquid state at a temperature of 2°C to 4°C (35°F/39°F)
5	Control panel	Allows activation of the various operating modes, displays their status, and enables adjustments
6	Mixer button	Runs the mixer motor
7	Freezing cylinder	Produces the product and maintains a supply ready for dispensing
8	Photocell dispensing	Sensor that detects the presence of a cup or cone and prepares the machine for dispensing
9	Front drain hole	Drains the product out of the freezing cylinder when the beater seal is damaged
10	Beater	Rotates in the freezing cylinder, blending air and mixture and dispenses the product
11	Dispensing door	Closes the freezing cylinder and allows product dispensing
12	Air filter	Filters impurities in the air drawn in from the cooling circuit
13	Drip-tray	Collects product residue from the dispensing door
14	Mixer	Allows you to mix the dispensed drinks
15	ON/OFF switch	Turns machine on and off
16	Carter	Front, side and rear panels. Can only be removed by Qualified Technician

7.2. DISPENSING DOOR



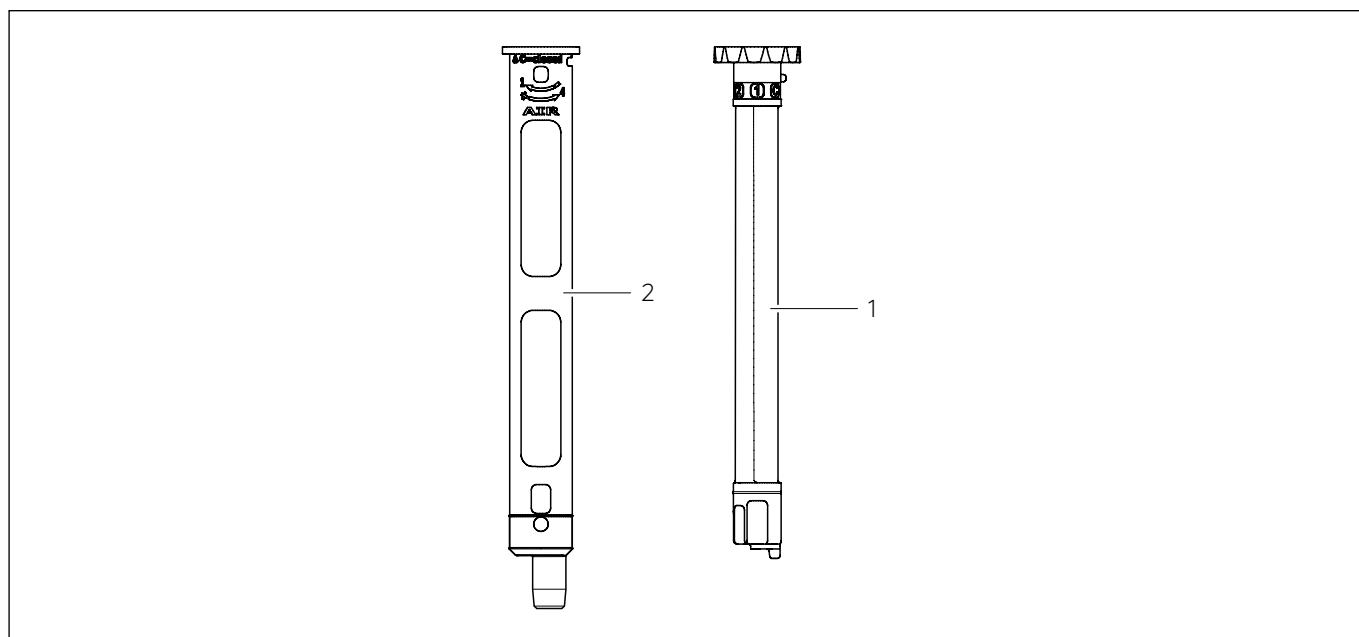
No	Name	Function
1	Prime plug	Allows excess air to be released from the freezing cylinder during the priming phase
2	Prime plug O-ring	Sealing gasket (Must be lubricated)
3	Dispensing door	Closes the freezing cylinder and allows product dispensing
4	Spring	Automatically closes the piston when the user releases the handle
5	Piston	Opens and closes the product opening, allowing dispensing
6	Piston o-ring	Prevents product leakage from piston chamber (Must be lubricated)
7	Shaped nozzle	Gives a specific shape to the dispensed product
8	Dispensing handle	Starts and stops product dispensing
9	Fastening knob	Secures the dispensing door to the freezing cylinder
10	Dispensing door seal	Prevents leakage from the dispensing door
11	Slide bushing	Aligns and allows the beater body to slide on the dispensing door

7.3. BEATER



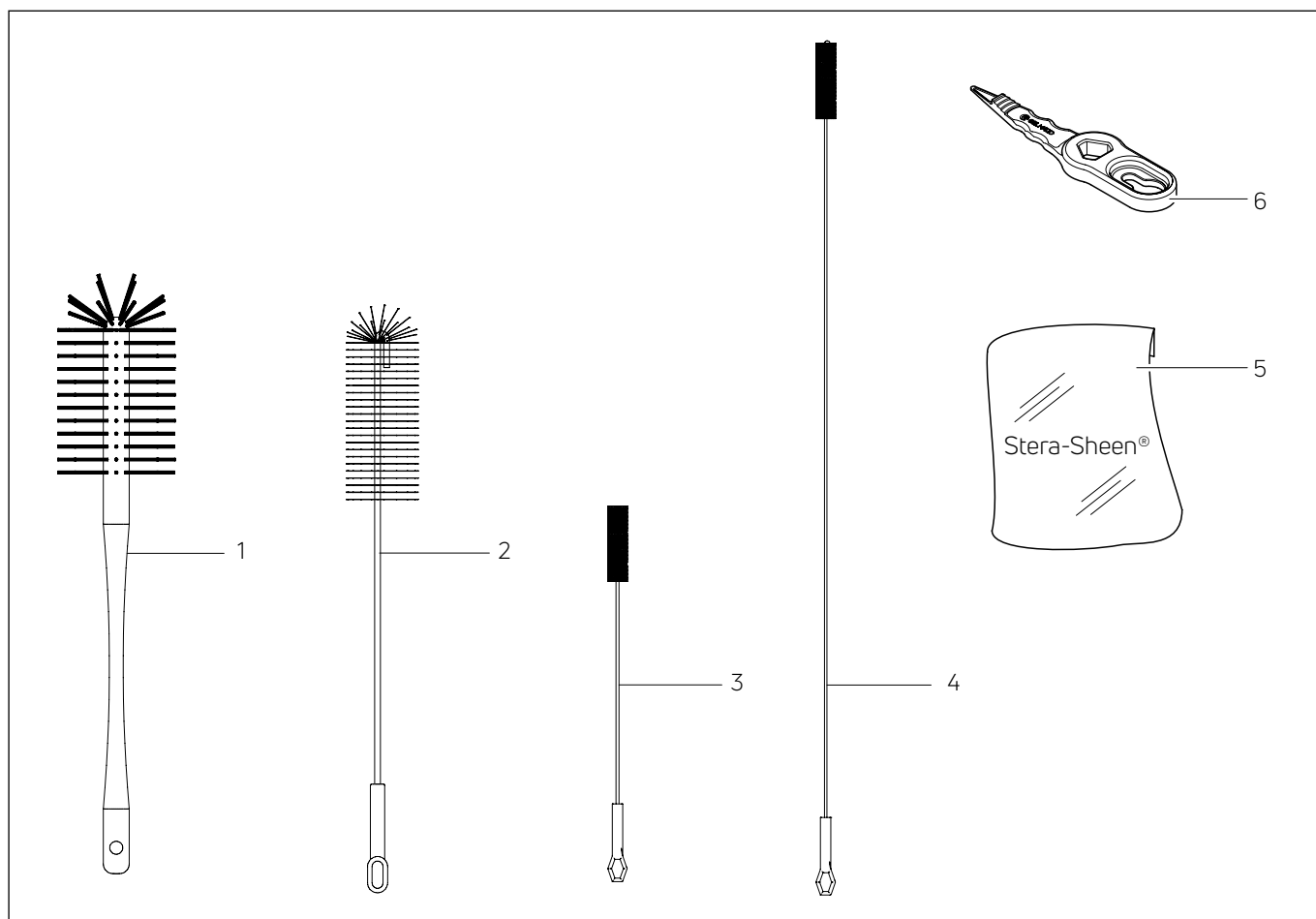
No	Name	Function
1	Counter-rotating shaft	Helps in blending air and product within the freezing cylinder, thereby preventing the formation of ice blocks
2	Beater body	Rotating within the freezing cylinder, it blends air and mixture while dispensing the product
3	Beater scraper blade	Prevents ice from forming on the freezing cylinder walls
4	Beater seal	Prevents leakage from the bottom of the freezing cylinder (Must be lubricated carefully and replaced regularly)
5	Beater O-ring	Safety O-ring prevents product leakage from the bottom of the freezing cylinder (Must be lubricated carefully and replaced regularly)

7.4. FEED TUBE



No	Name	Function
1	Feed tube body	Feeds the freezing cylinder with mix and air. The adjustment varies depending on the viscosity of the mix (see section 9.2.2. Identification and adjustment of the feed tube) and the frequency of product dispensing
2	Overrun carburetor	

7.5. CLEANING TOOLS



No	Name	Function
1	Hopper and freezing cylinder brush	Brush for cleaning and sanitizing the hopper and freezing cylinder
2	Dispensing door and feed tube brush	Brush for cleaning and sanitizing the dispensing door and feed tube
3	Inlet hole brush	Brush for cleaning and sanitizing the mixture inlet hole
4	Drain pipe brush	Brush for cleaning and sanitizing the product drain pipe
5	Detergent and sanitizer	Product for the preparation of a cleaning and sanitizing solution
6	Multipurpose tool	To aid in removal of O-rings and disassembly of beater parts

8. OPERATING PROCEDURES



WARNING

Danger of Contamination

Failure to comply with sanitary regulations may compromise the product and cause serious health damage.

- The user must abide by the current national or federal health regulations.

The following instructions refer to when the parts have already been disassembled, cleaned and air-dried from the previous cleaning. The following procedures show how to assemble the disassembled parts of the machine, sanitize and prime the machine with the new mixture to produce and dispense your first portion.

If you have to disassemble the machine or perform the cleaning procedure for the first time, refer to *Section 8.5. Cleaning*.

8.1. ASSEMBLY

Correctly assembling the machine is important to prevent product leakage and machine damage. Make sure all parts have been cleaned and sanitized before assembly.



WARNING

Danger of contamination

Using improper lubricants may cause serious health damage.

- To lubricate the indicated parts, use a food-safe lubricant such as Lubri-Film® or similar NSF H1-certified product.
- Be sure your hands are clean.

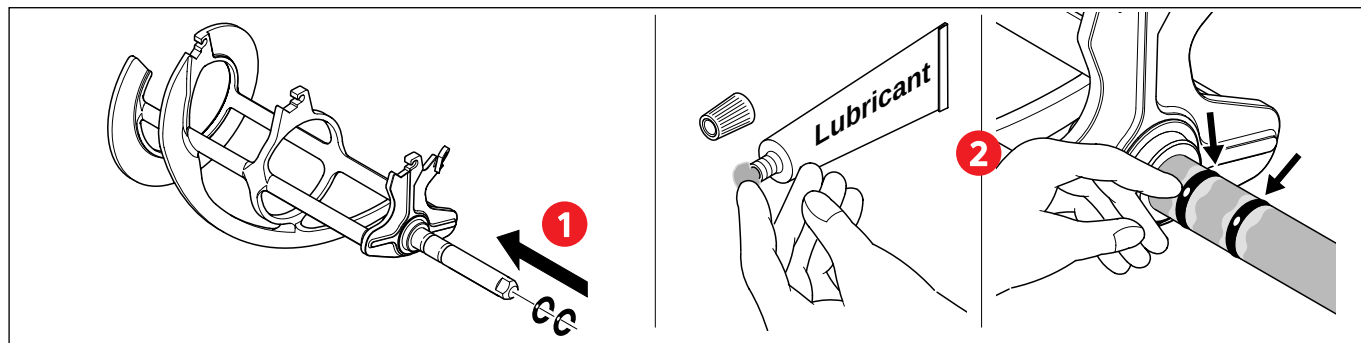
8.1.1. BEATER ASSEMBLY



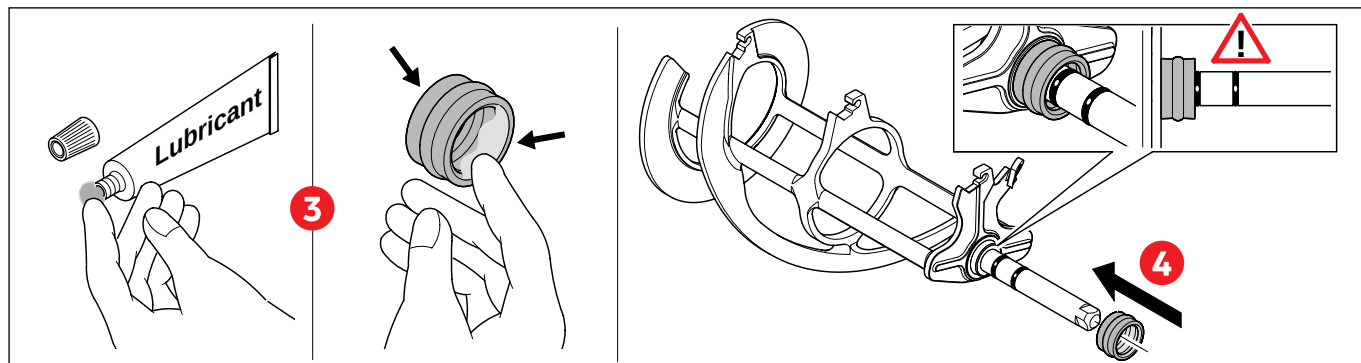
IMPORTANT

If the seals or scraper blades show signs of wear, cracks or cuts, replace them.

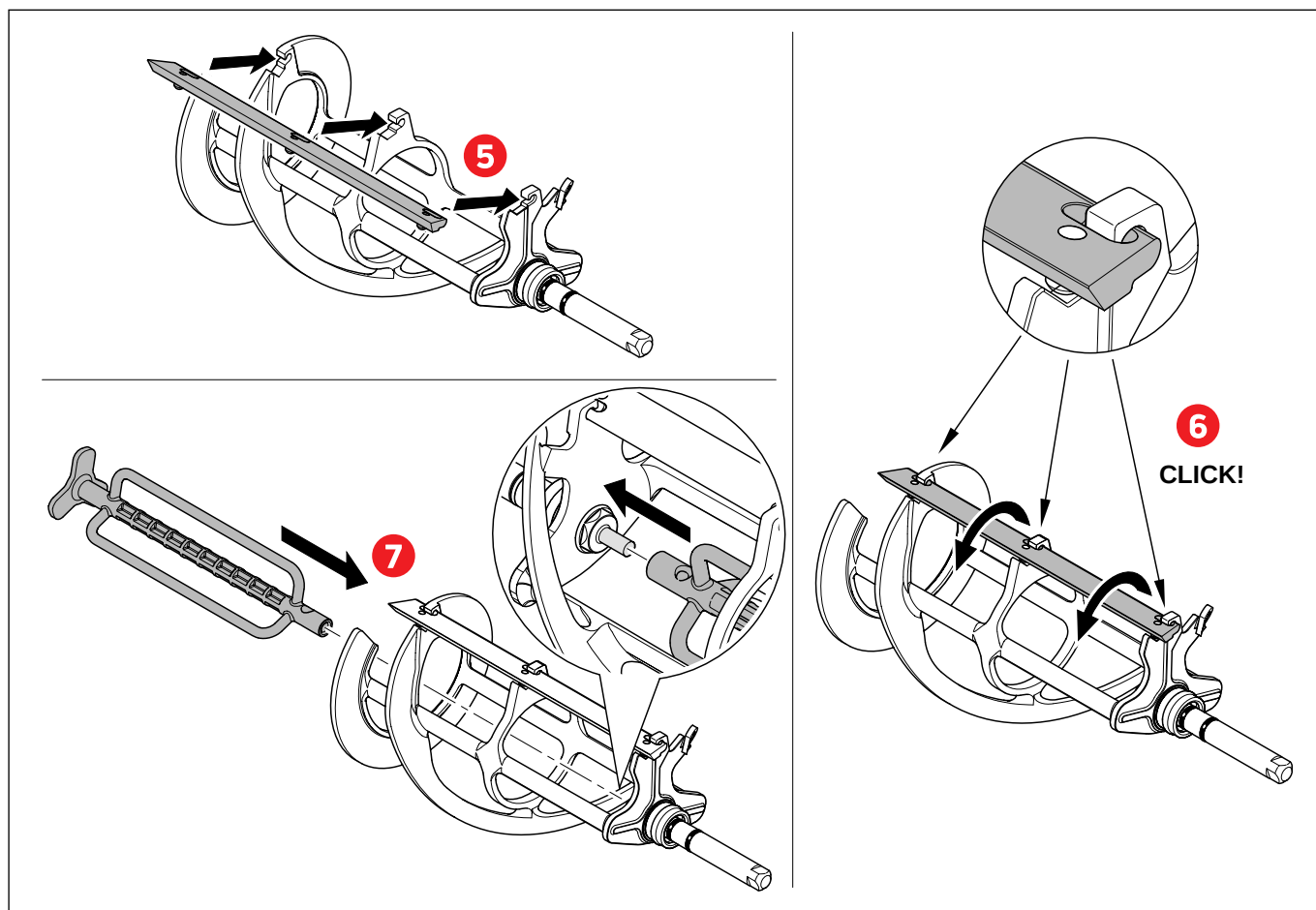
1. Slide the O-rings into the grooves and lubricate.



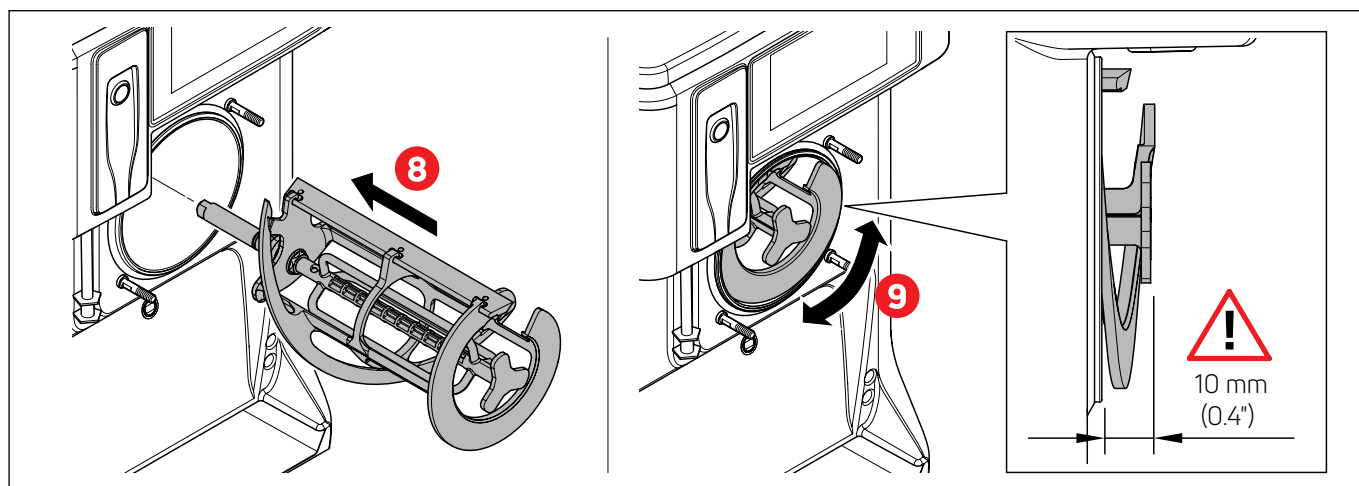
2. Lubricate and place the beater seal.



3. Place the scraper blade, rotate it to hook it onto the beater body, and ensure they are properly locked into the three slots.
4. Insert the counter-rotating shaft into the beater body.

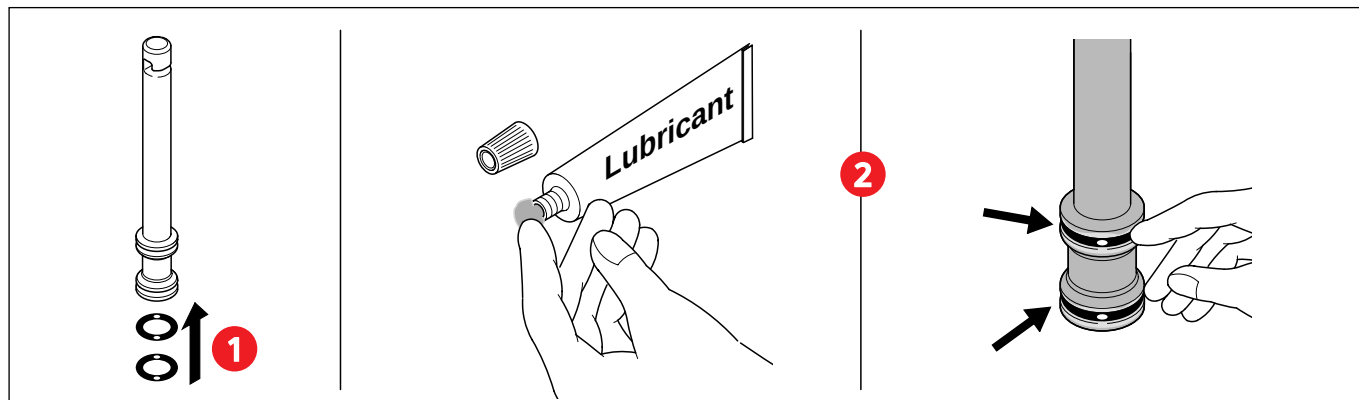


5. Insert the assembled beater into the freezing cylinder and check for proper alignment.

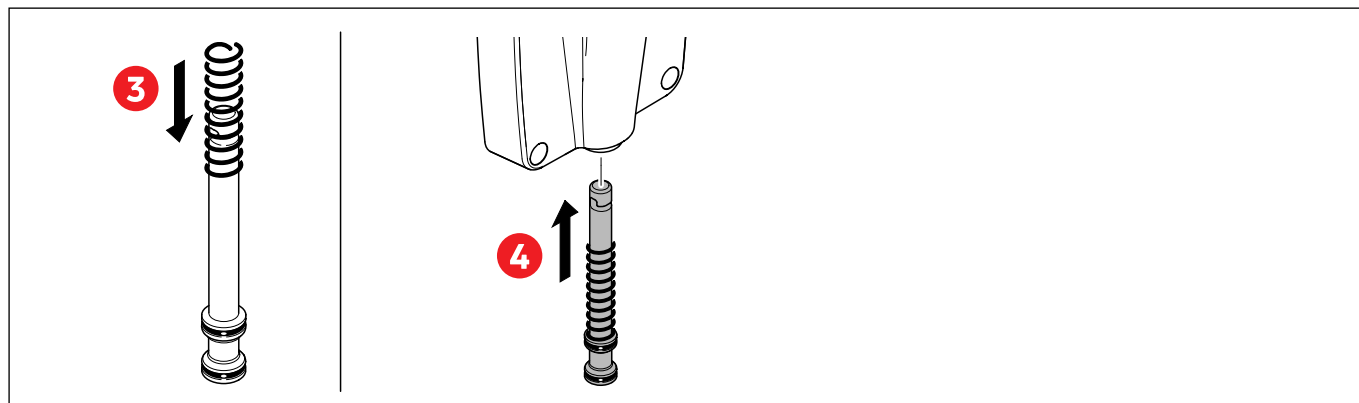


8.1.2. DISPENSING DOOR ASSEMBLY

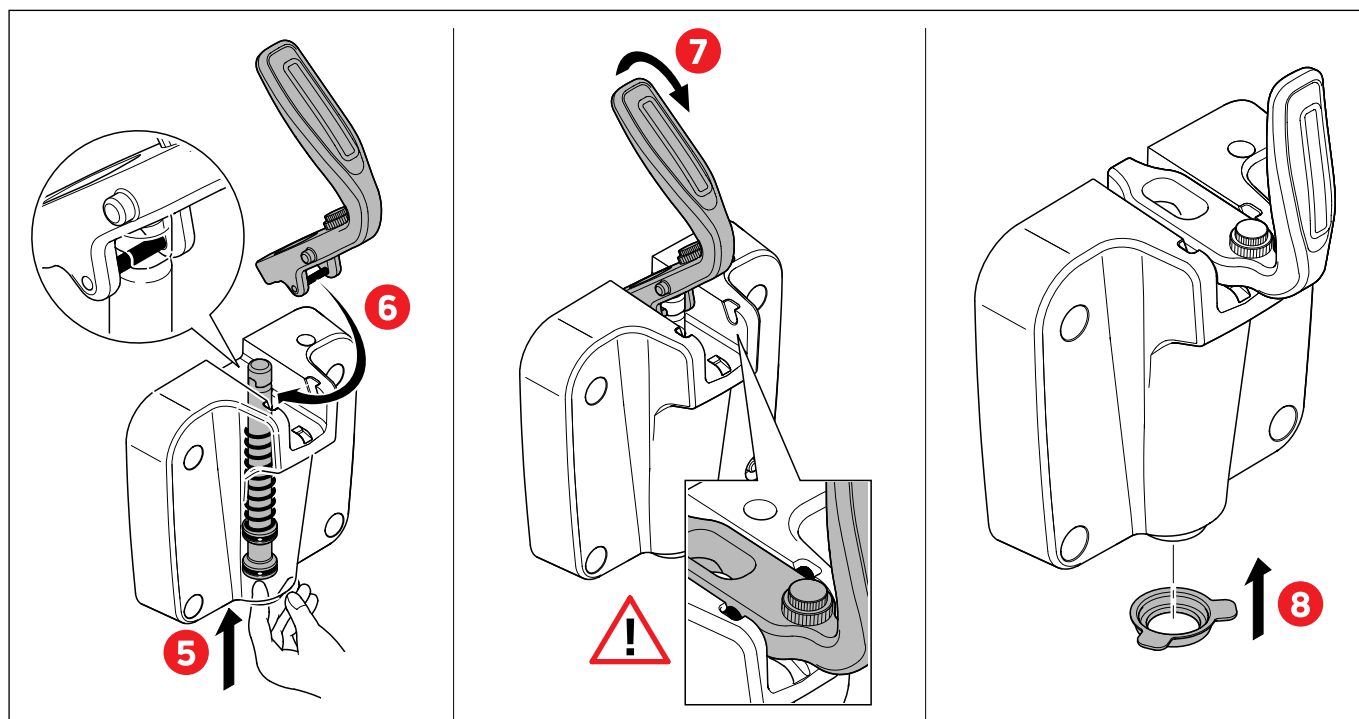
1. Slide the O-rings into the grooves of the piston and lubricate.
2. Place the spring on the piston.



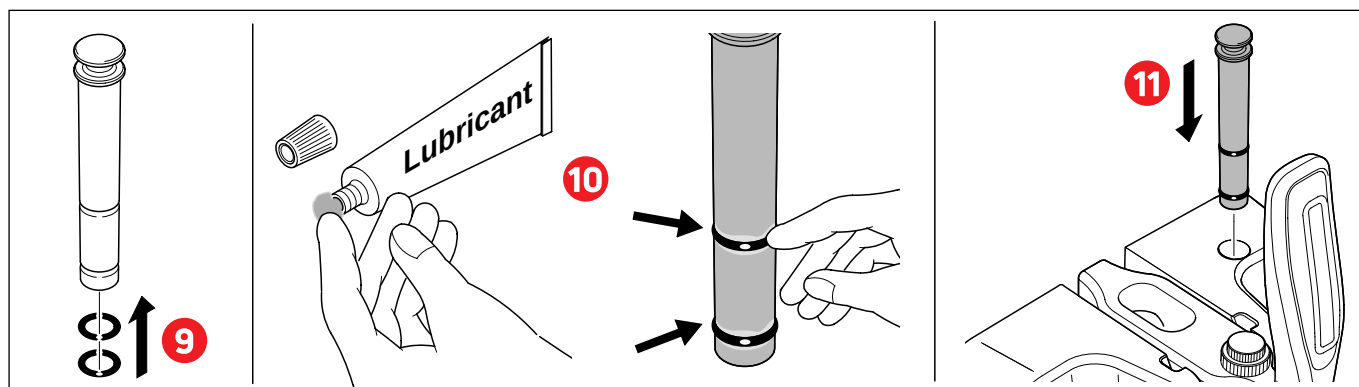
3. Install the piston with its spring.



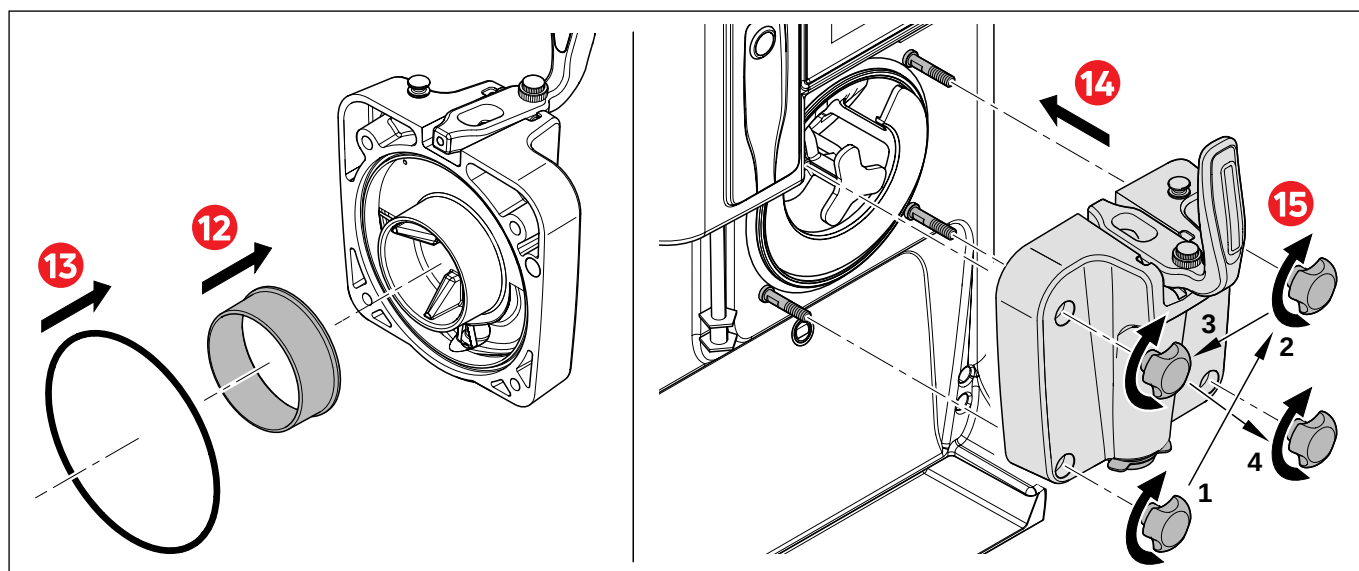
4. Position the dispensing handle.
5. Install the shaped nozzle.



6. Slide the O-rings into the grooves of the prime plug and lubricate.
7. Insert the prime plug into the dispensing door.

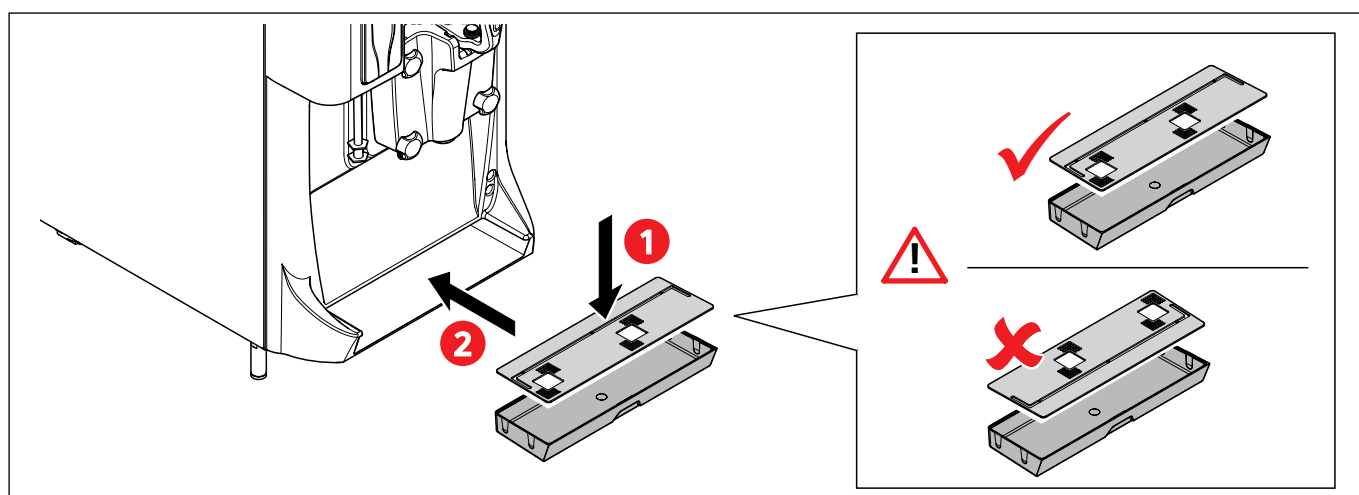


8. Fit in place the slide bushing and dispensing door body seal.
9. Fit in place the dispensing door and tighten the fastening knobs to ensure the door is secured.



8.1.3. DRIP TRAY ASSEMBLY

1. Place the assembled drip tray in the appropriate slot on the front panel.



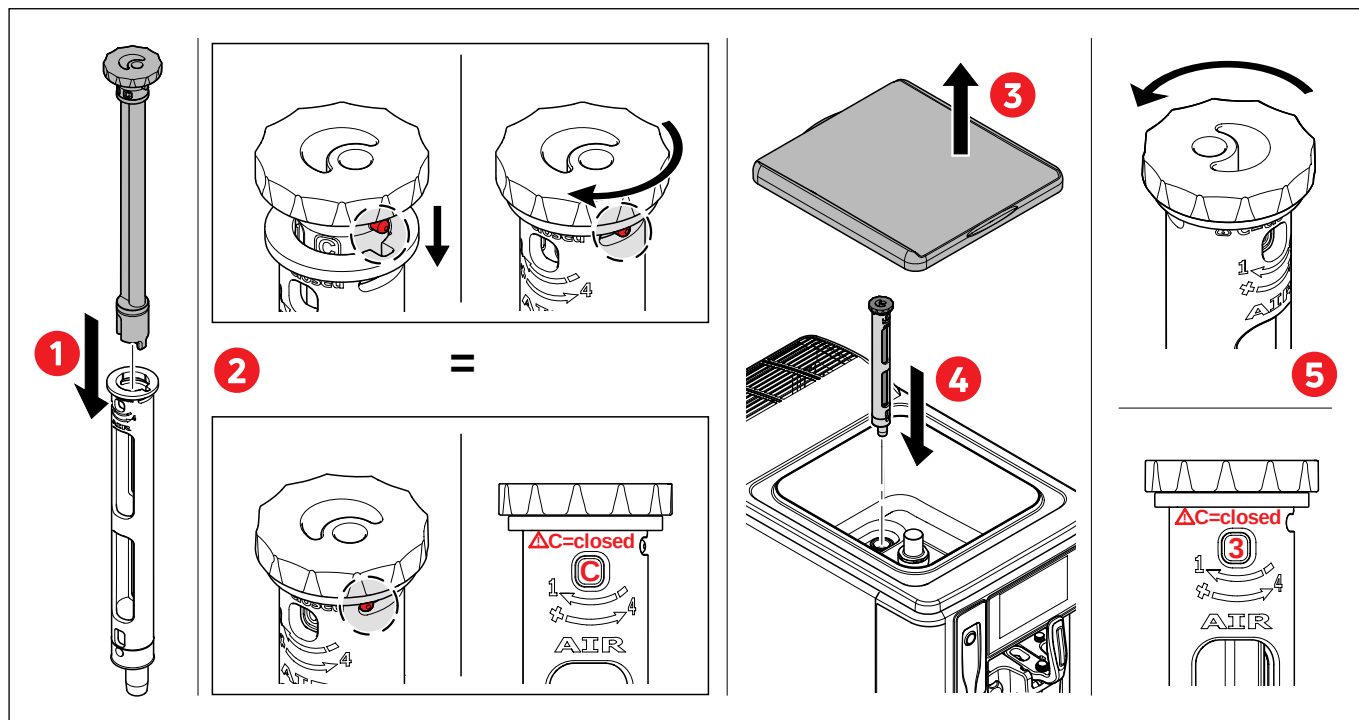
8.1.4. FEED TUBE ASSEMBLY

1. Align the two parts of the feed tube.
2. Insert the feed tube into the mix inlet hole from the hopper to the freezing cylinder.
3. For the first use, set the feed tube adjustment to number 3.
4. For a different setting, refer to *section 9.2. Feed tube adjustment*



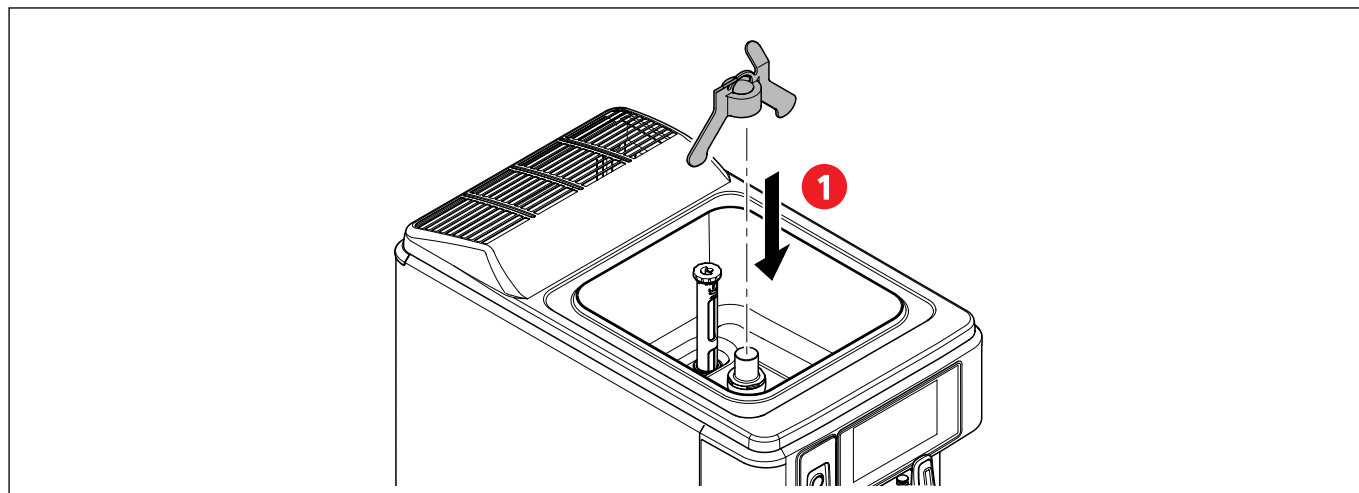
IMPORTANT

For slush products that do not contain thickeners and emulsifiers and do not require overrun (i.e., incorporating air), it is recommended not to use the feed tube.



8.1.5. HOPPER AGITATOR POSITIONING

1. Install the hopper agitator in its housing.



8.1.6. SANITIZING

WARNING

Danger of contamination

Using improper products can cause serious health damage.

- Sanitize with chlorine-containing solutions of 100 PPM to 200 PPM, prepared according to the manufacturer's specifications (e.g. Kay-5® or Stera-Sheen®).

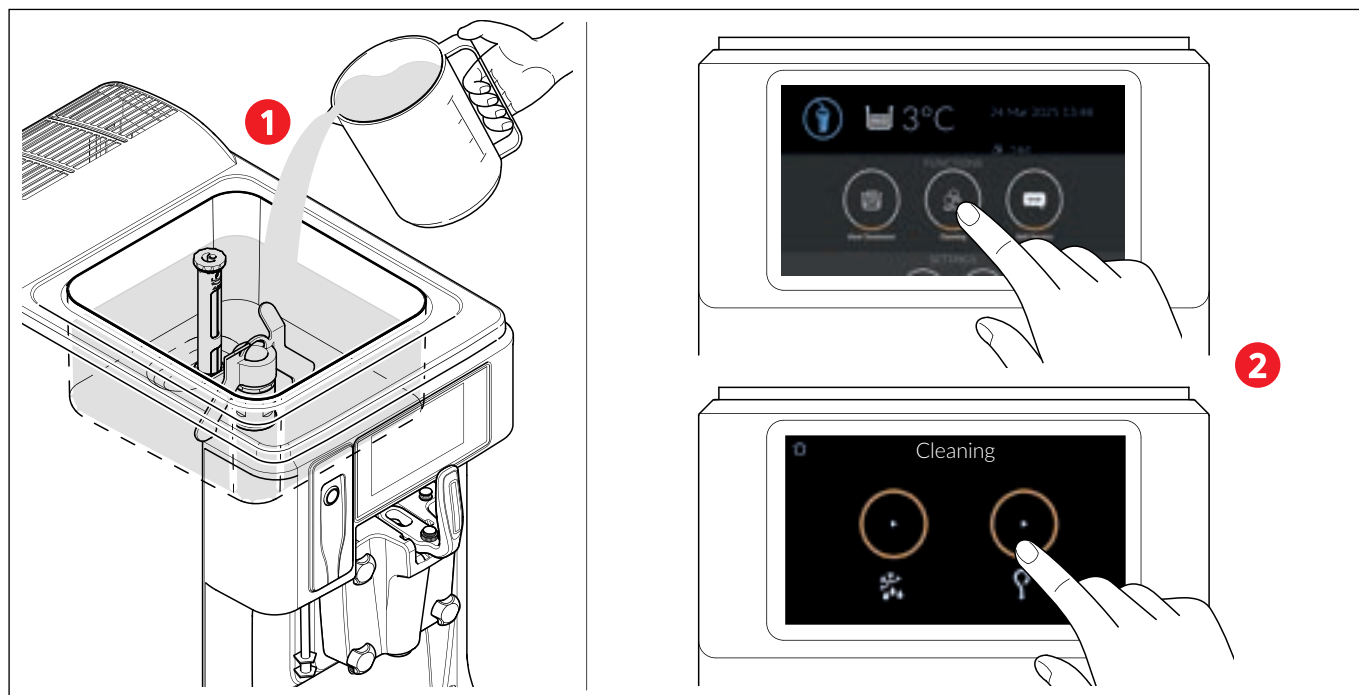
Entanglement hazard

Sanitizing the hopper with the machine in motion can severely damage the machine.

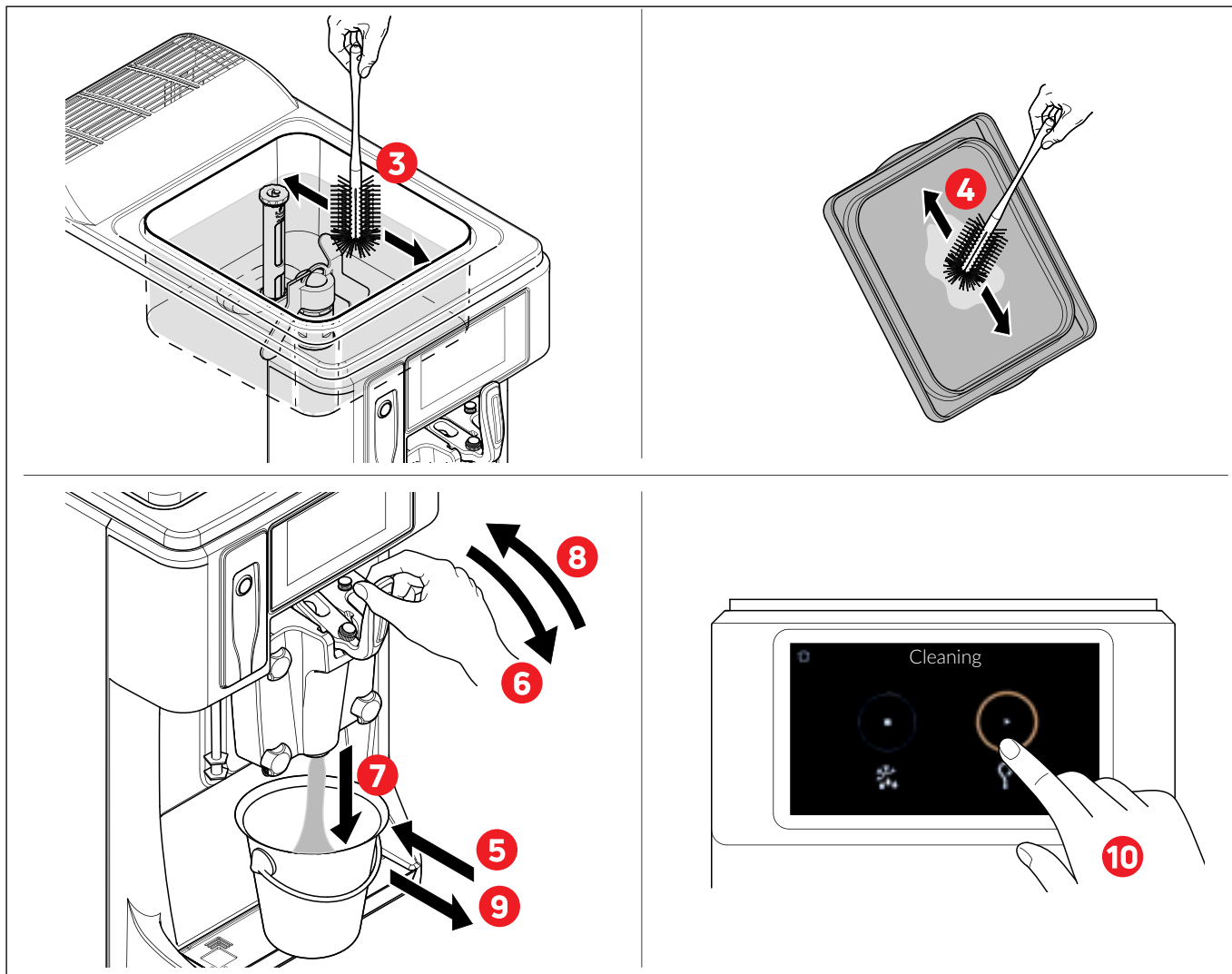
- Do not put brushes into the mix inlet hole while the beater is running.



1. Prepare a sanitizing solution and put 10 l (2.6 gals) of it into the hopper.
2. Start the  mode.



3. Wait at least 3 minutes; while waiting, brush the parts and walls of the hopper and the bottom of the hopper cover.
4. Pull down the handle to remove the sanitizing solution.
5. Stop the  mode.



8.2. PRIMING

WARNING

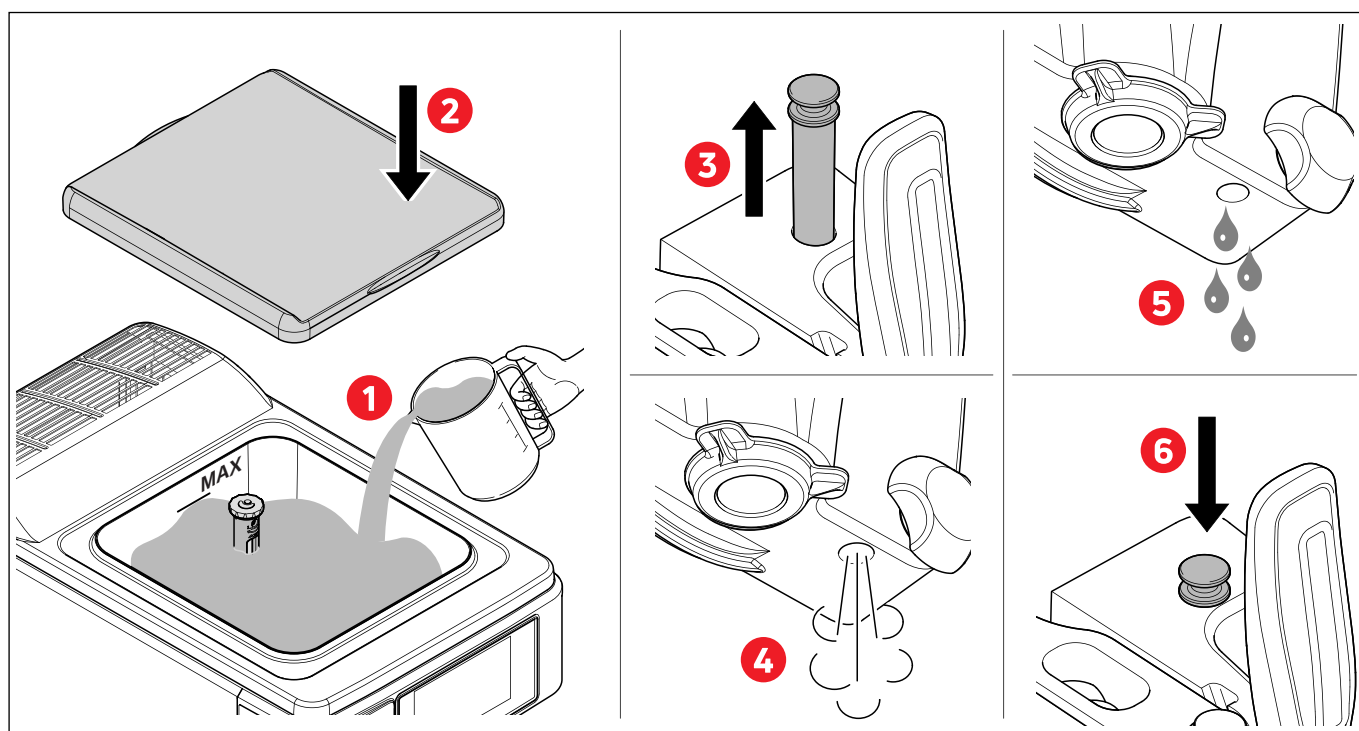


Danger of contamination

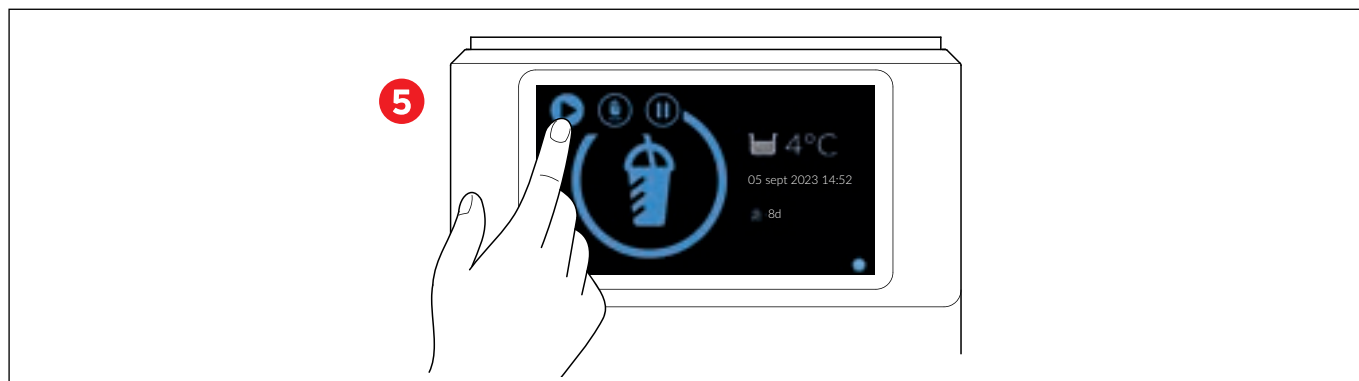
Using poorly stored products can cause serious health damage.

- Use only freshly prepared mixture following the manufacturer's instructions and using sterile tools.
- Insert the prepared mixture at a temperature of 4°C (39°F).
- Perform the following priming procedures only after sanitization.

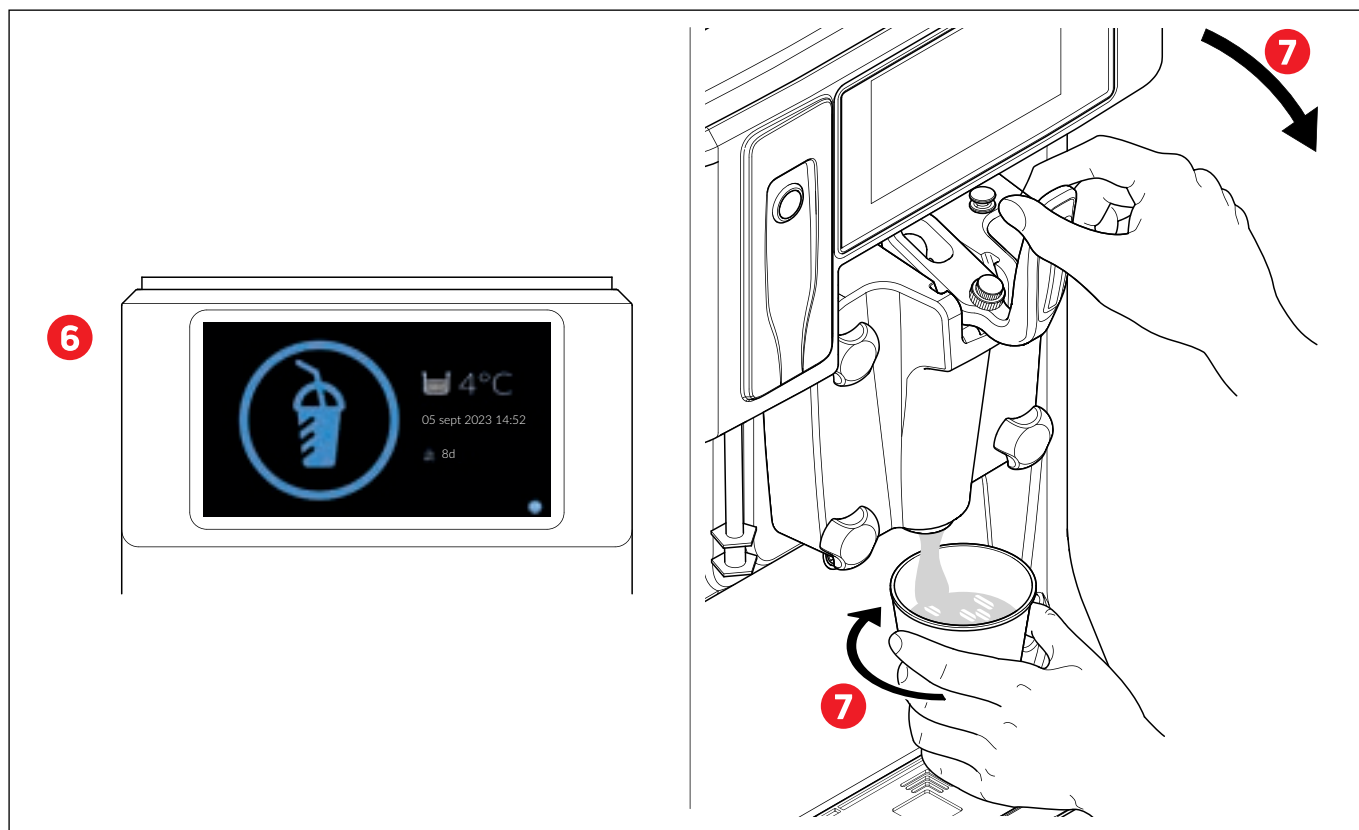
1. Pour the mixture into the hopper: minimum 7,5 l (2 gals) and maximum 18 l (4.8 gals), at a temperature of 4°C (39°F). Be careful never to exceed the maximum level and place the hopper cover on.
2. Raise the prime plug to release excess air from the freezing cylinder.
3. When the product begins to come out of the drain hole, lower the prime plug.



4. Return to the HOME PAGE and select the  mode.



5. Wait until the end of the first production cycle before dispensing a serving.
If the quality of the product dispensed needs adjustment, refer to *sections 9.1. Viscosity adjustment and product type selection and 9.2. Feed tube adjustment.*



8.3. DAILY CLOSING PROCEDURE



WARNING

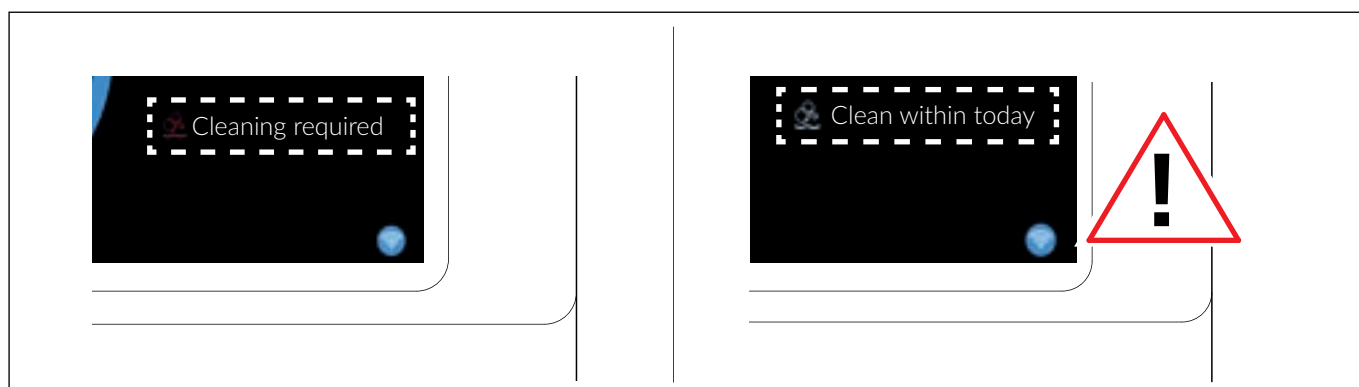
Danger of contamination

L'Using unsuitable products can cause serious health damage.

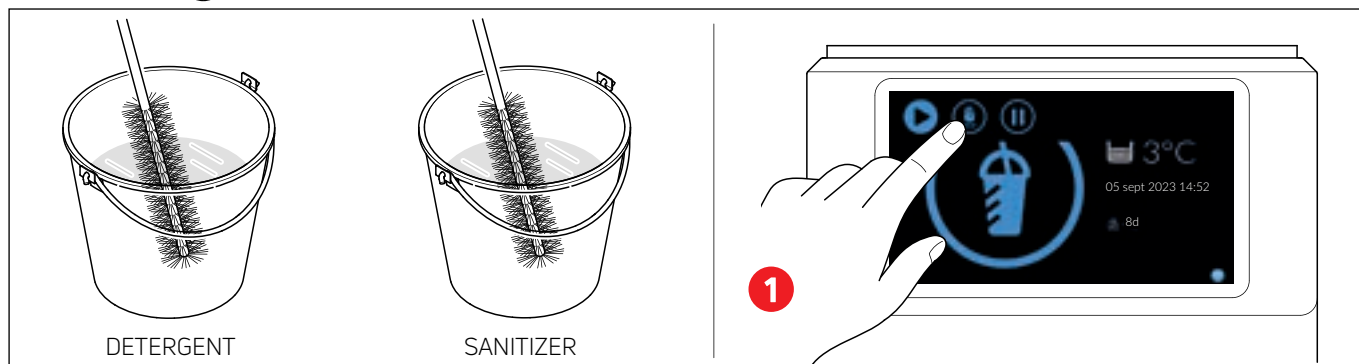
- Clean and sanitize with solutions containing 100 PPM to 200 PPM chlorine, prepared according to the manufacturer's specifications (e.g. Kay-5® or Stera-Sheen®).

Perform daily closing procedure every day

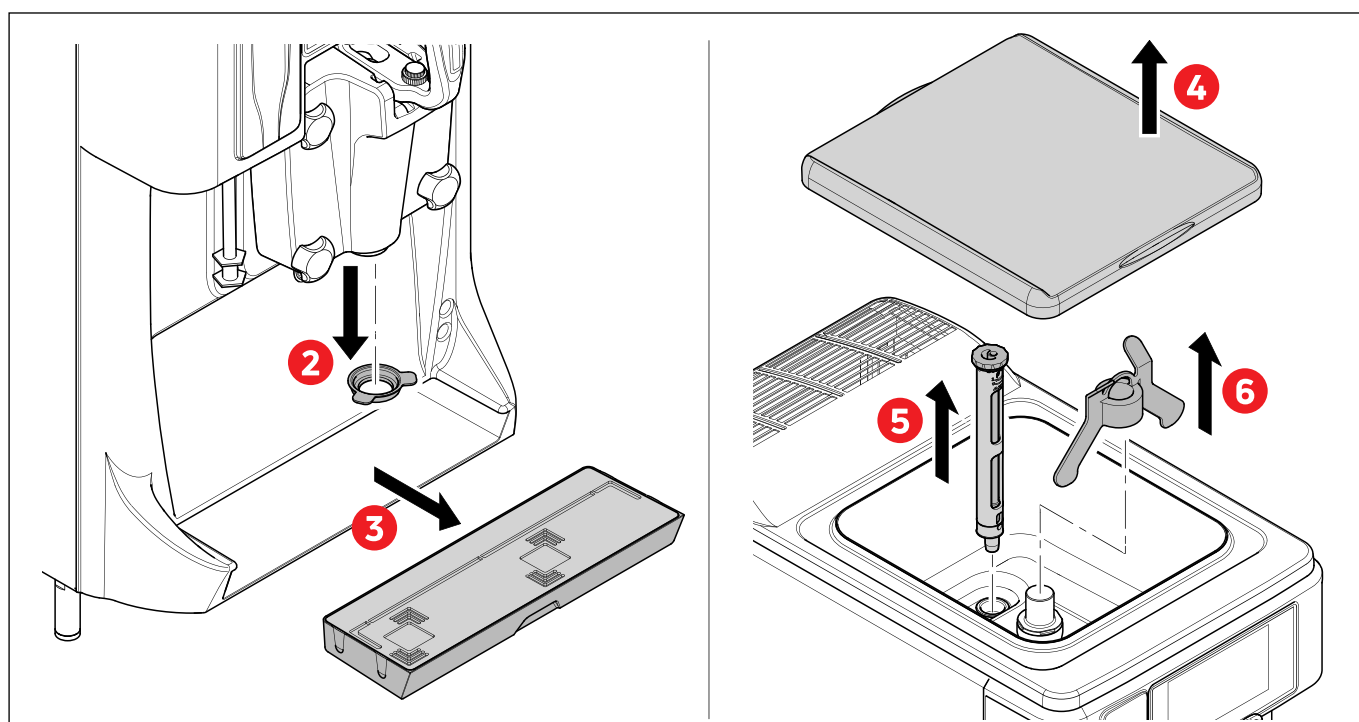
1. Check the display to see if the Health Protocol function indicates that cleaning is required. If yes, perform it (*section 8.5. Cleaning*). If not, continue with the procedures outlined below.



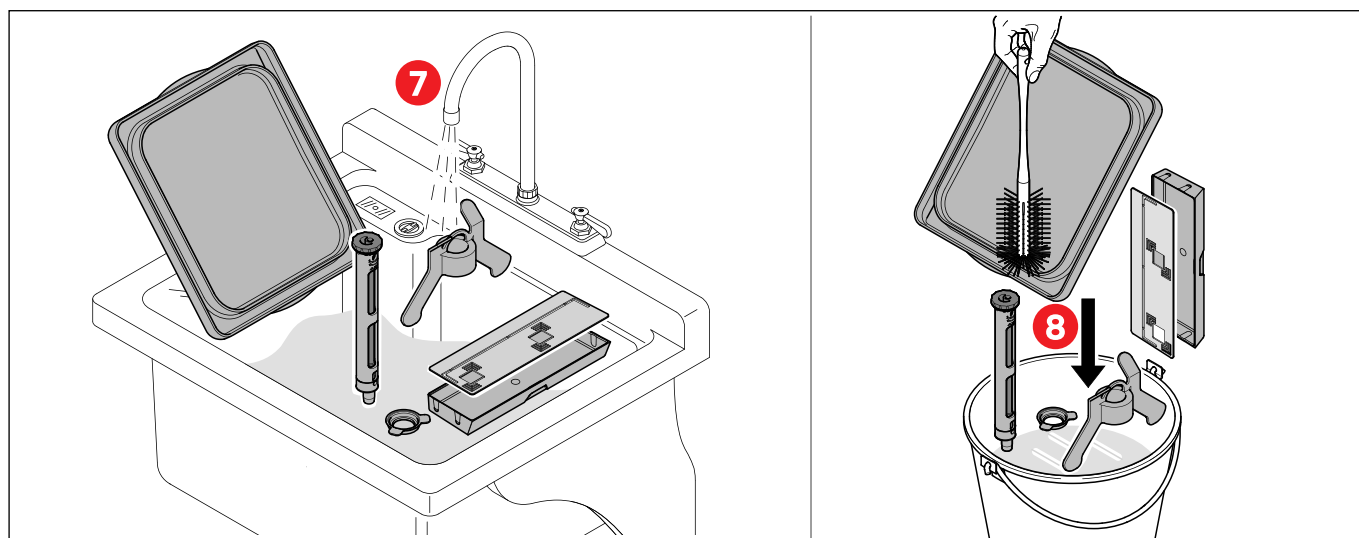
2. Prepare a detergent & sanitizing solution and fill two buckets, one for washing and one for sanitizing.
3. Select the  mode.



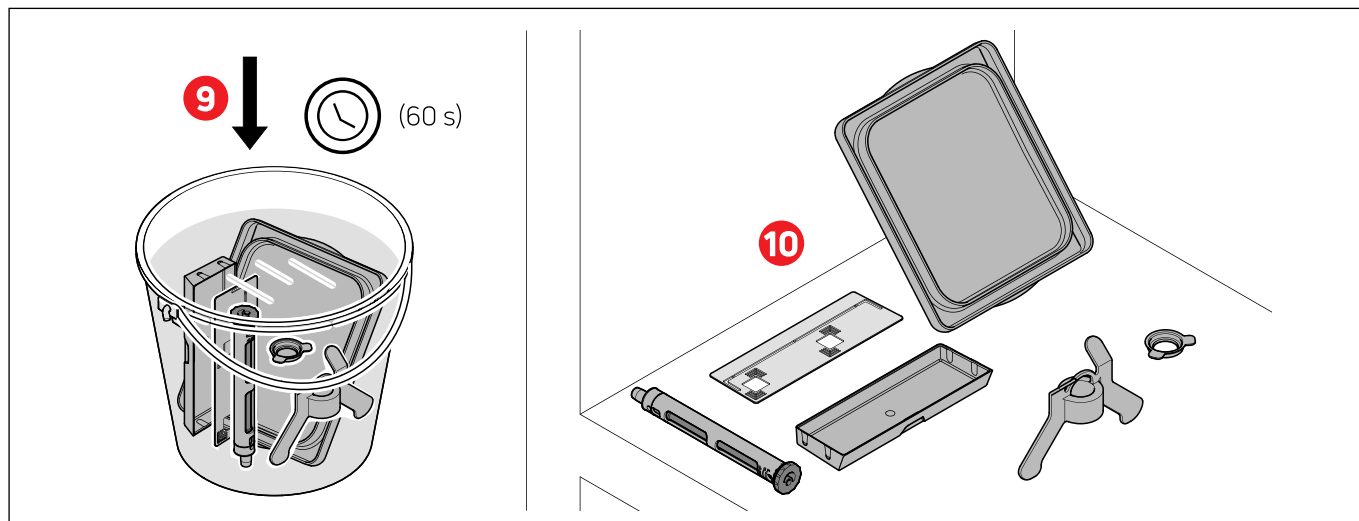
4. With clean hands, remove the shaped nozzle, drip tray, hopper cover, feed tube and hopper agitator.



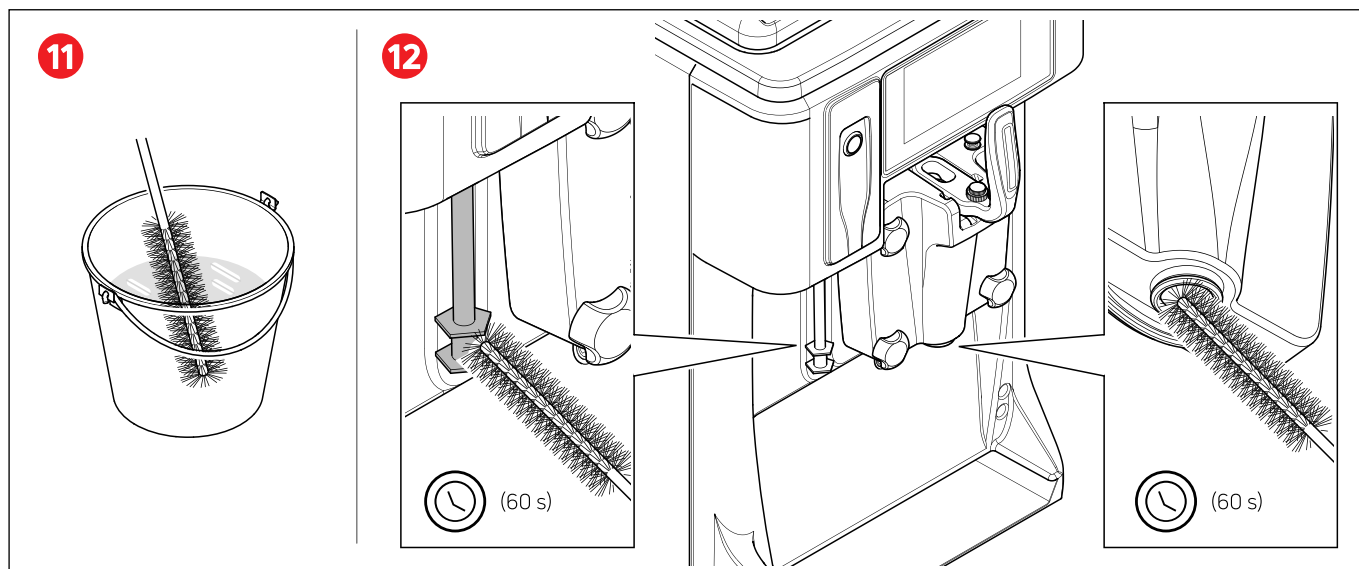
5. In the sink, rinse and brush the parts.
6. To remove product residue, soak the parts in a bucket with the cleaning solution and brush to clean.



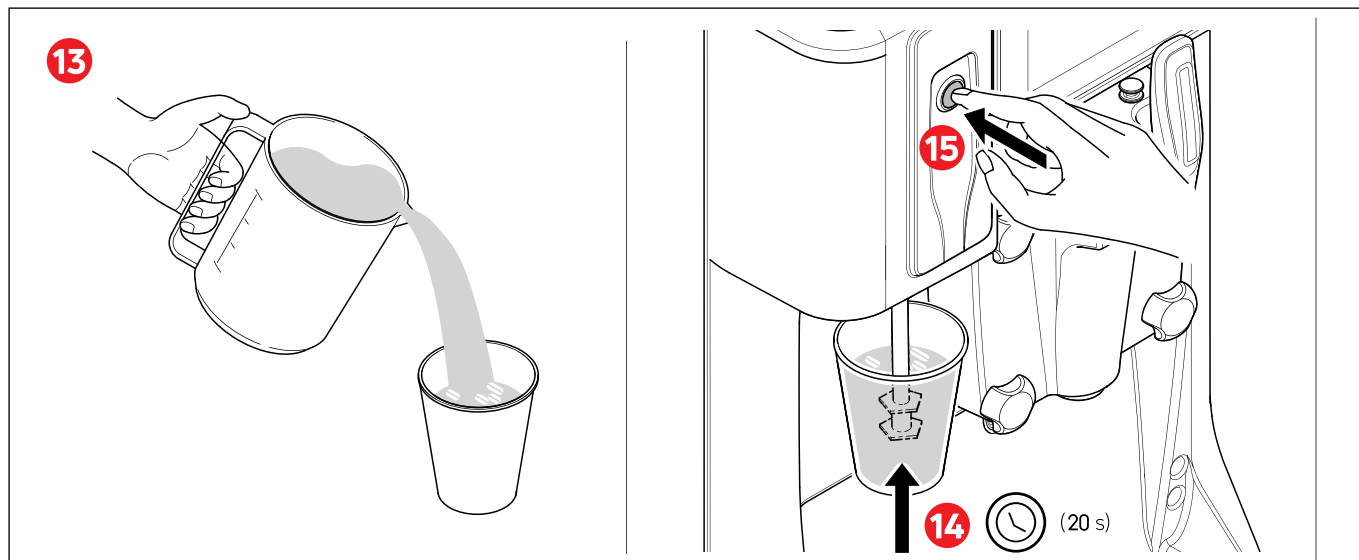
7. Soak the parts in sanitizing solution for 60 seconds.



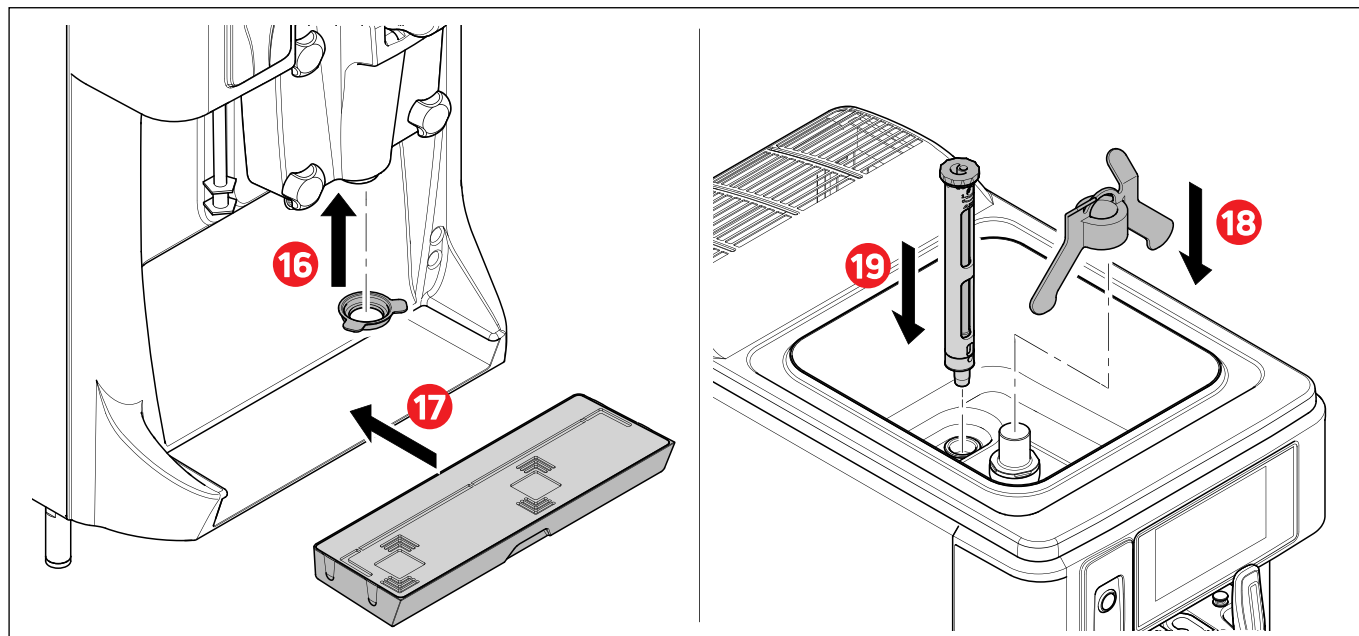
8. With the brush soaked in the sanitizing solution, brush the mixer and dispensing door at the Product outlet hole, removing all residue. Repeat the operation several times for at least 60 seconds.



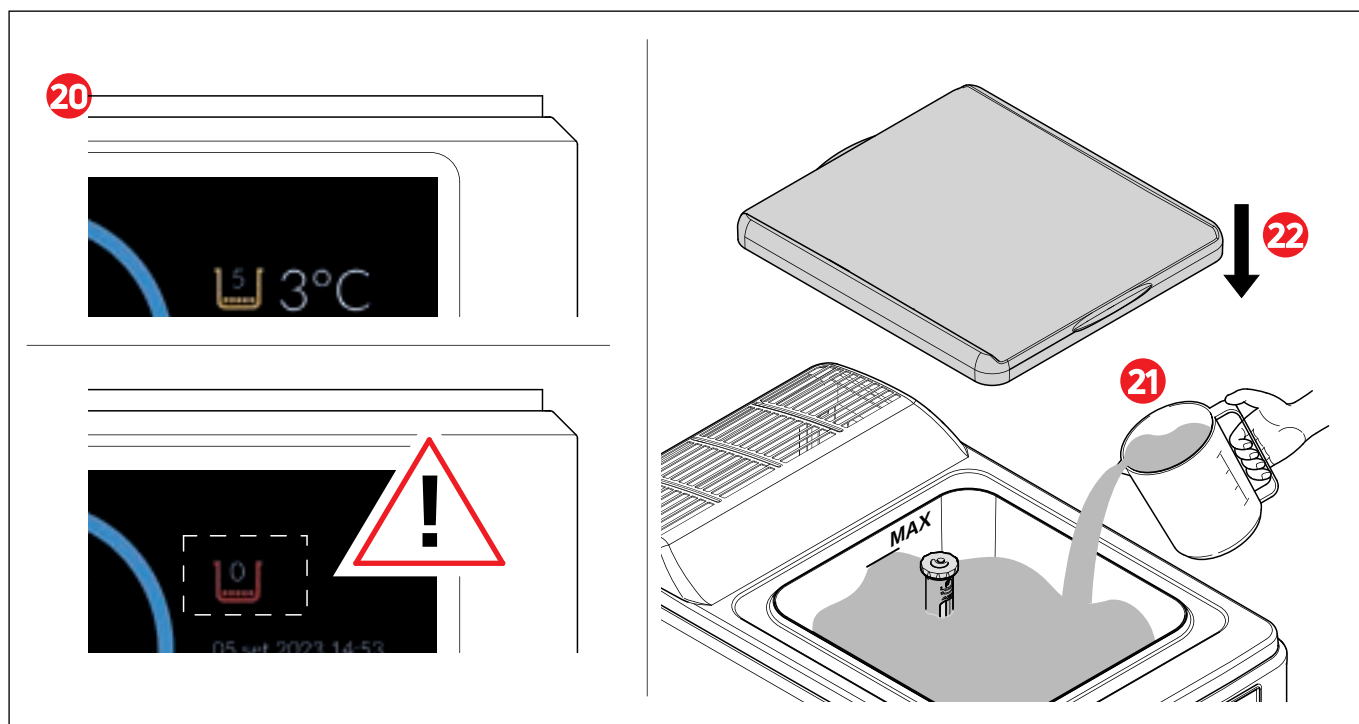
9. Pour some sanitizing solution into a glass with a high rim and run the mixer for at least 20 seconds



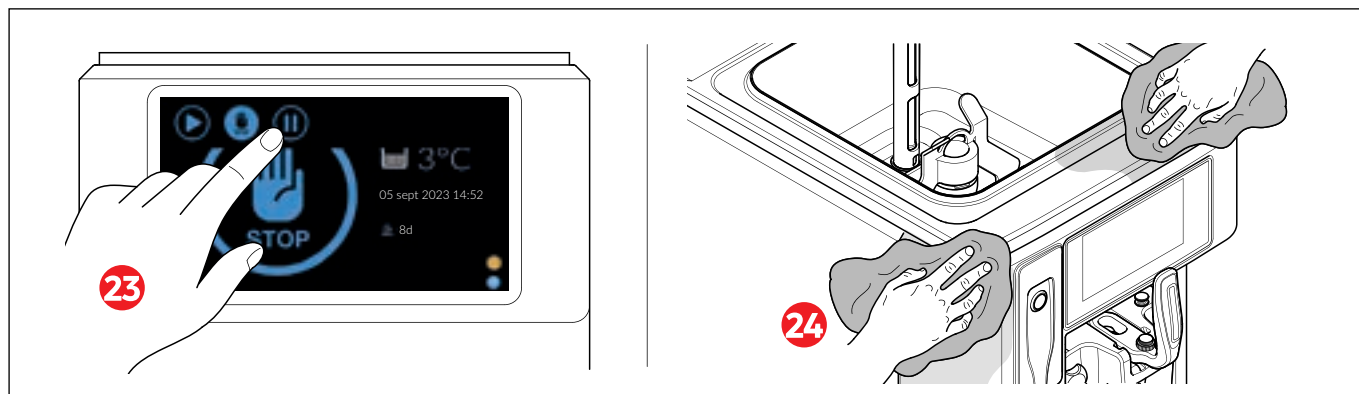
10. Be sure to have clean hands or wear sterile gloves and place the previously disassembled, washed and sanitized parts.



11. If the level sensor indicates that the mixture level in the hopper is running low or empty, pour the mixture in (minimum recommended amount 7,5 l - 2 gals), being careful not to exceed the maximum level indicated.



12. Select the  mode. □
13. Dip a clean cloth into the sanitizing solution and wipe the front panel, dispensing door, and top of the machine.
14. Using a clean, sterile cloth, dry the dispensing door, the front panel, and top of the machine.



8.4. DAILY OPENING PROCEDURES

WARNING



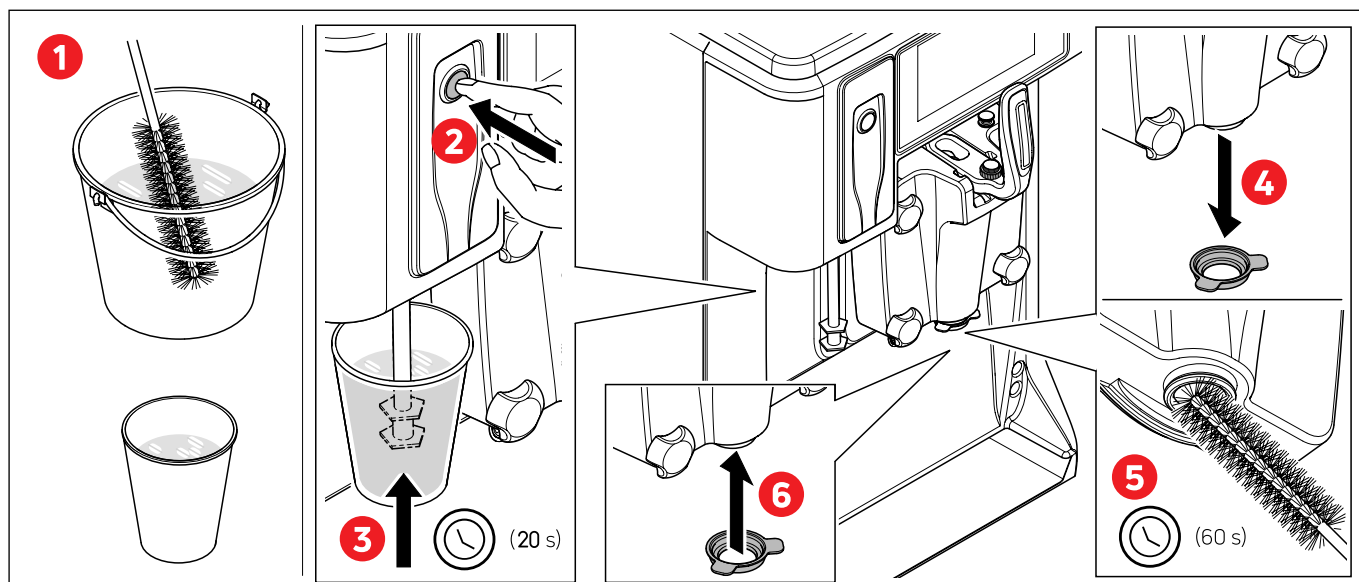
Danger of contamination

Using incorrect products can cause serious health damage.

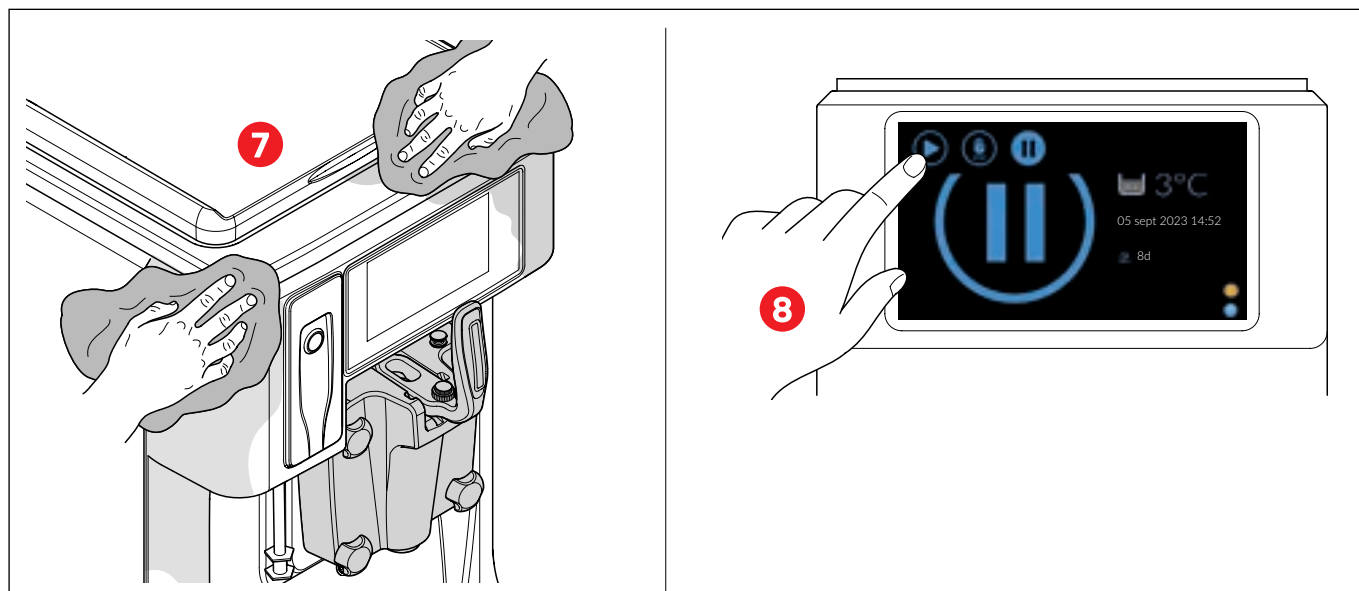
- Clean and sanitize with solutions containing 100 PPM to 200 PPM chlorine, prepared according to manufacturer's specifications (e.g. Kay-5® or Stera-Sheen®)

Before starting the daily opening procedure, check if the display shows any pop-ups. If present, follow the instructions displayed.

1. Prepare 1 l (0.26 gals) of sanitizing solution.
2. Pour some sanitizing solution into a glass with a high rim and run the mixer for at least 20 seconds.
3. Remove the shaped nozzle and immerse it in the sanitizing solution.
4. Soak the brush in the sanitizing solution and clean any of the product remaining in the product output hole and repeat for at least 60 seconds.
5. Make sure your hands are clean or wear sterile gloves and position the shaped nozzle.



6. Using a clean, sterile cloth, wipe the dispensing door, the front panel, and top of the machine.
7. Select  mode.



8.5. CLEANING

WARNING

Danger of contamination

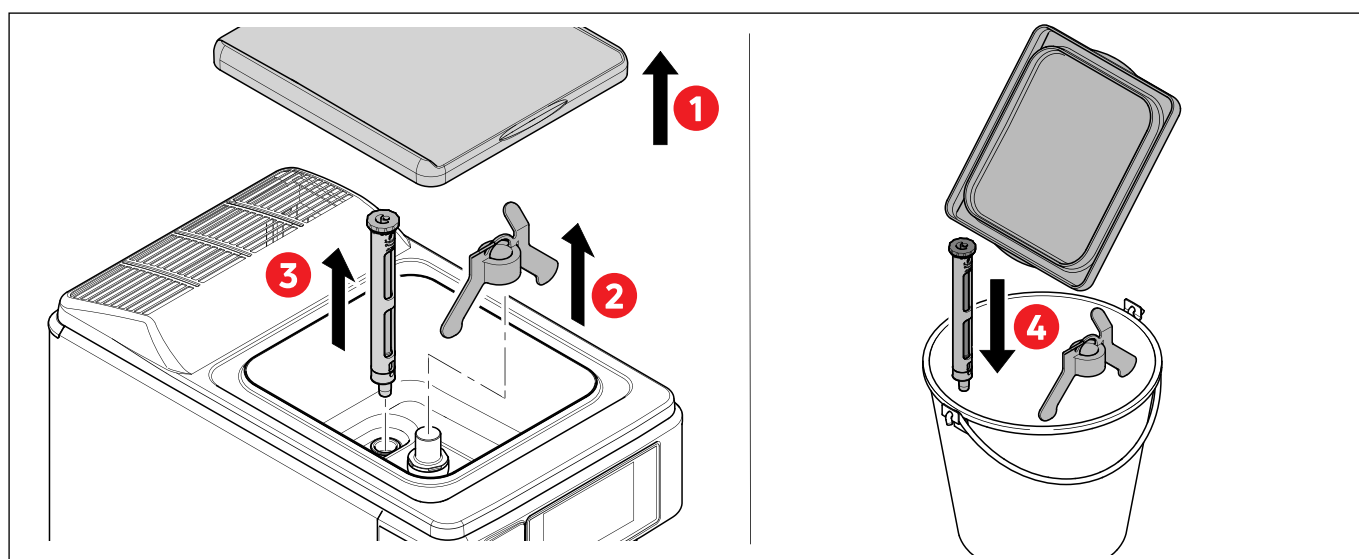
Failure to comply with hygiene regulations may result in serious damage to health.



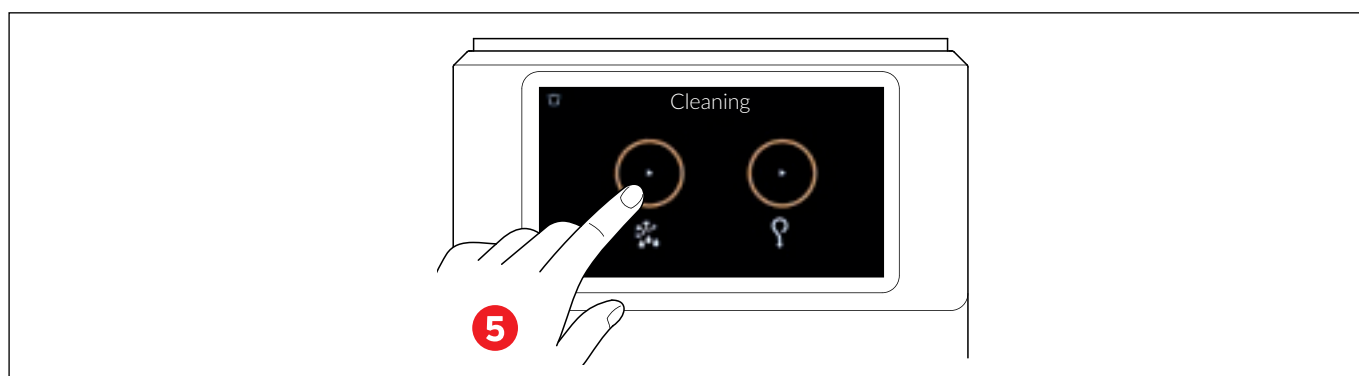
- Cleaning and sanitizing schedules are governed by your federal, state, or local regulatory agencies and must be followed accordingly. Please consult your governing food code to determine the maximum number of days allowed between brush-clean cycles. Failure to comply with the regulations may result in health hazards.
- Performing the washing procedure correctly and with the right frequency is essential to ensure proper operation, the best quality of the product dispensed, and compliance with hygiene regulations.

8.5.1. REMOVING THE PRODUCT FROM THE MACHINE

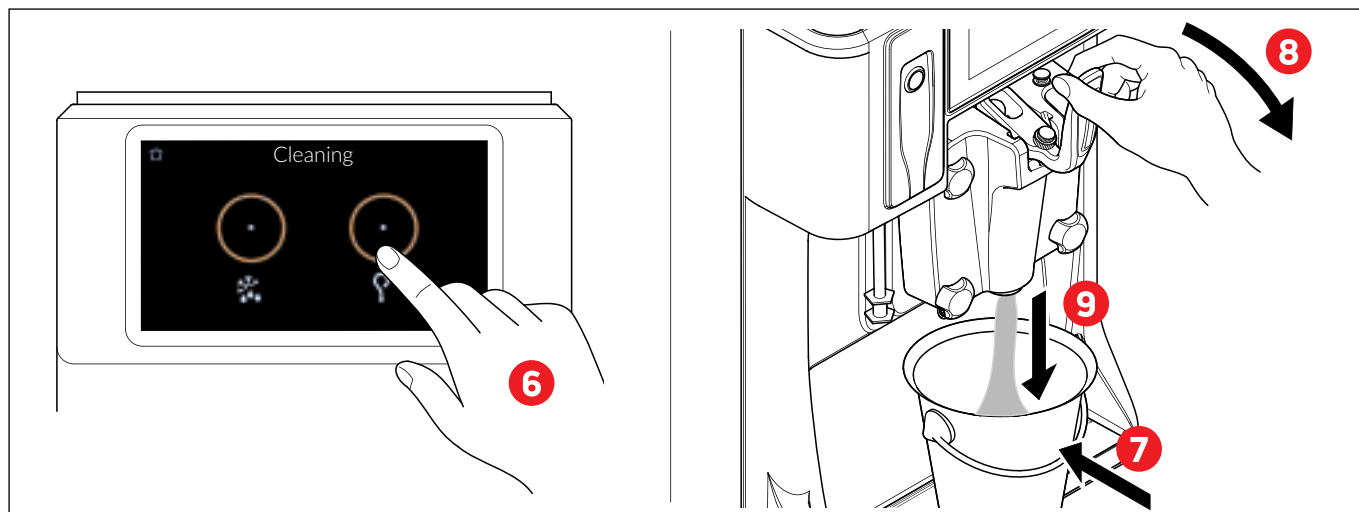
1. Remove the hopper cover, the hopper agitator, the feed tube and place them in a bucket for subsequent cleaning.



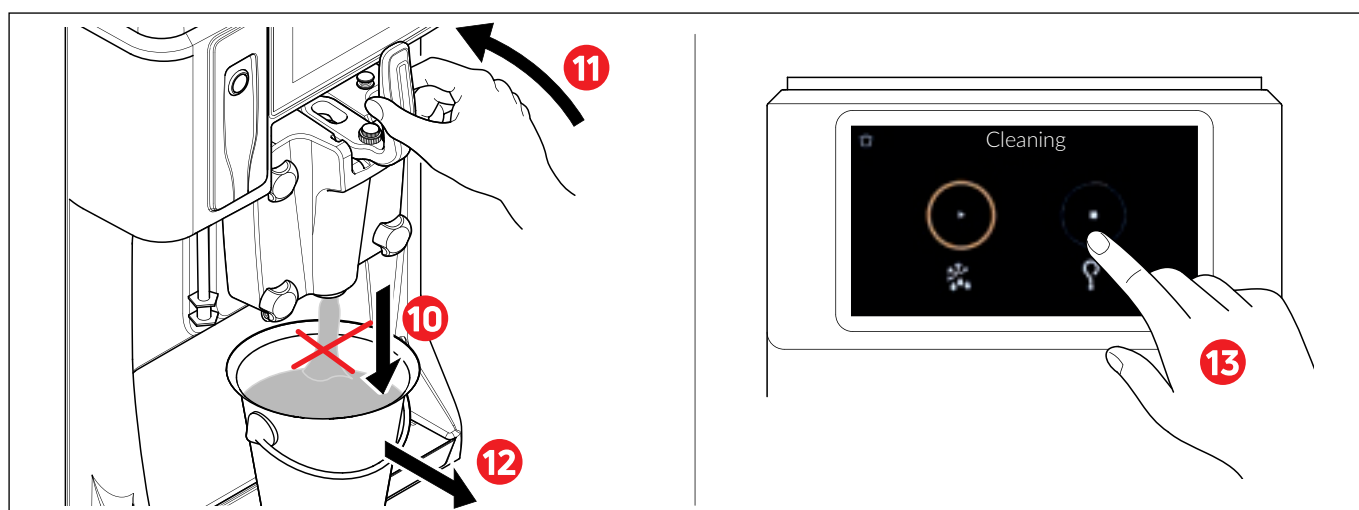
2. To melt the semi-frozen product and facilitate its extraction, start the  function and wait until the process is finished.



3. Place a bucket under the dispensing door and lower the handle to drain the product, beginning the  mode.



4. After the product extraction is finished, lift the handle and stop the  mode.

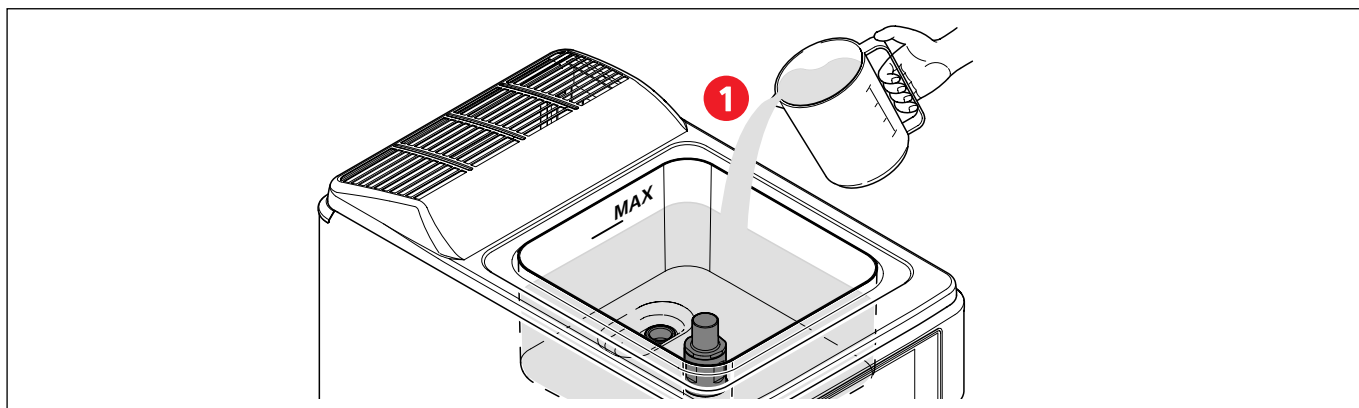


8.5.2. RINSING**WARNING****Entanglement hazard**

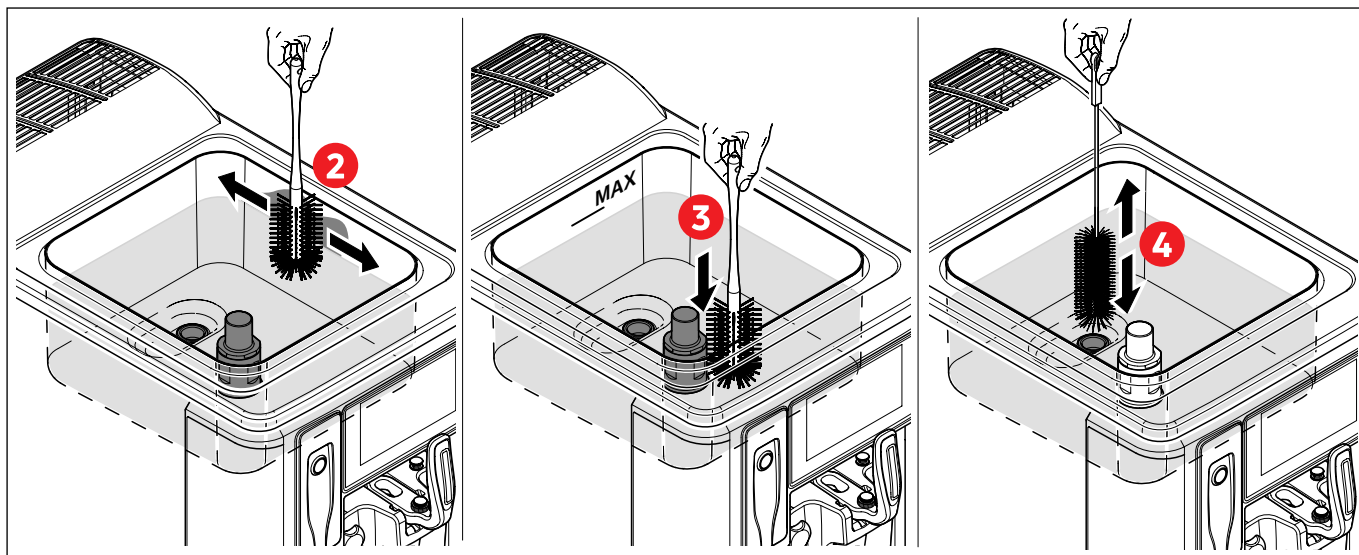
Performing hopper cleaning with the machine running can severely damage the machine.

- Do not brush-clean the mix inlet hole of the hopper to the freezing cylinder when the beater is running.

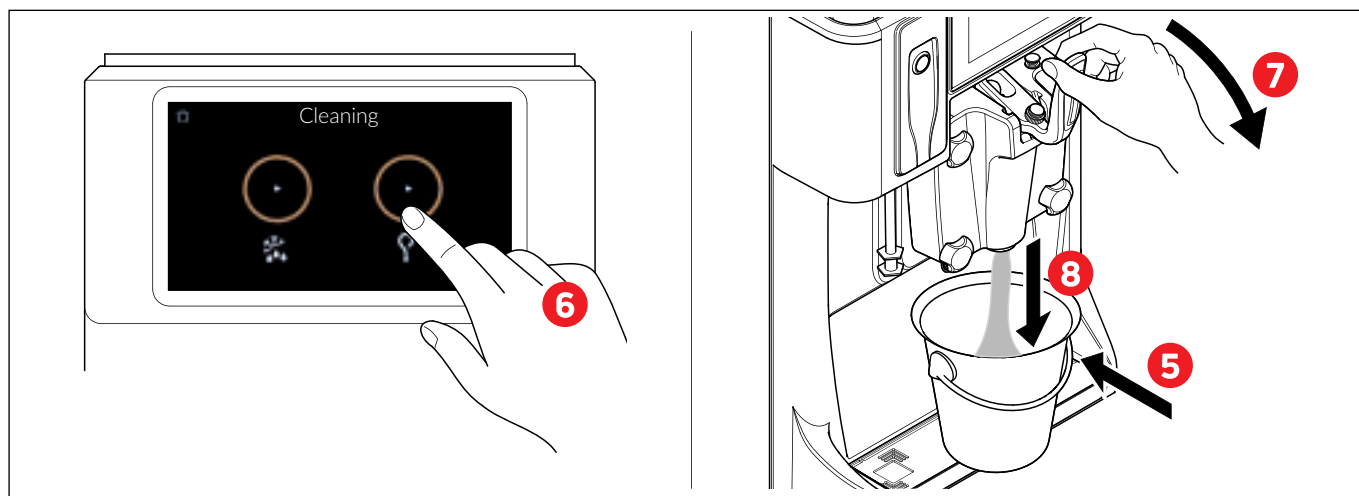
1. Pour 10 l (2.6 gals) of hot water into the hopper, not exceeding +40°C (104°F). Do not exceed the maximum level indicated.



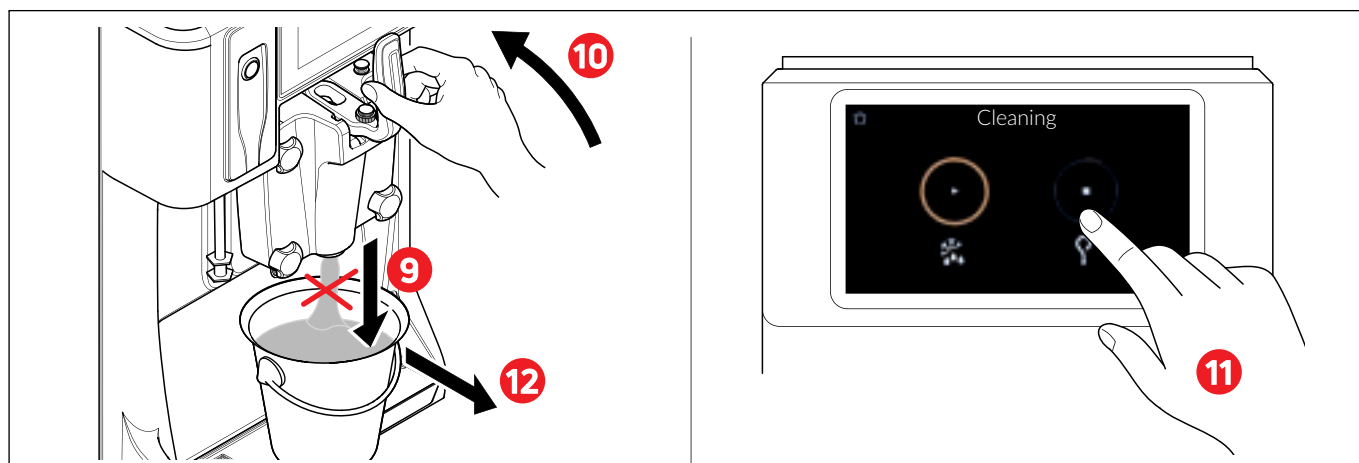
2. Brush the walls, the inside of the hopper and the freezing cylinder mix inlet hole to remove product residue.



3. Place a bucket under the dispensing door, start the  mode and lower the handle to remove the water from the machine.



4. When extraction is finished, raise the handle and stop the .



5. Repeat steps 1, 2, 3 using clean, hot water until the water being drained is completely free of product residue.

8.5.3. HOPPER CLEANING

WARNING

Danger of contamination

Using improper products can cause serious health damage.

- Clean with solutions containing chlorine from 100 PPM to 200 PPM, prepared according to the manufacturer's specifications (e.g. Kay-5® or Stera-Sheen®)

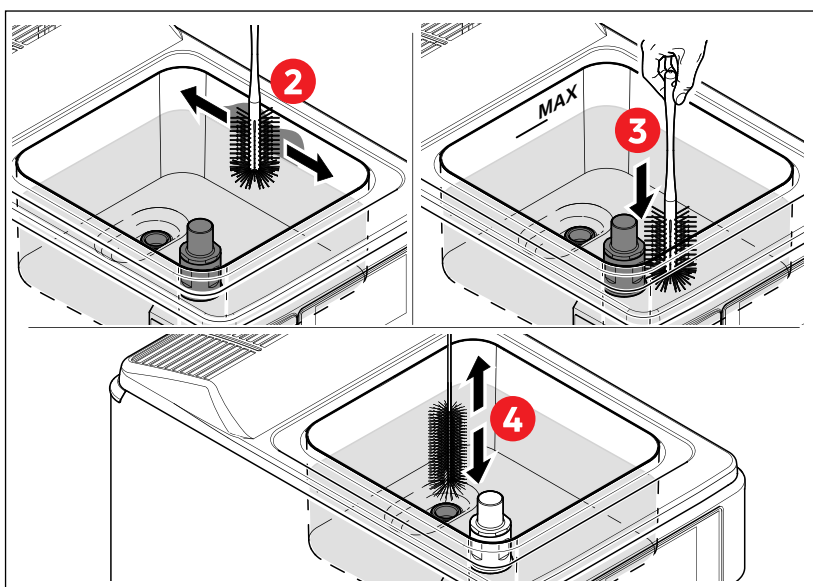
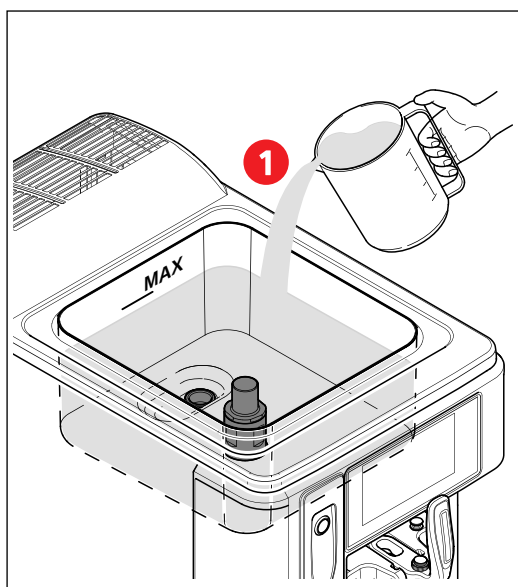
Entanglement hazard

Performing hopper cleaning with the machine running can severely damage the machine.

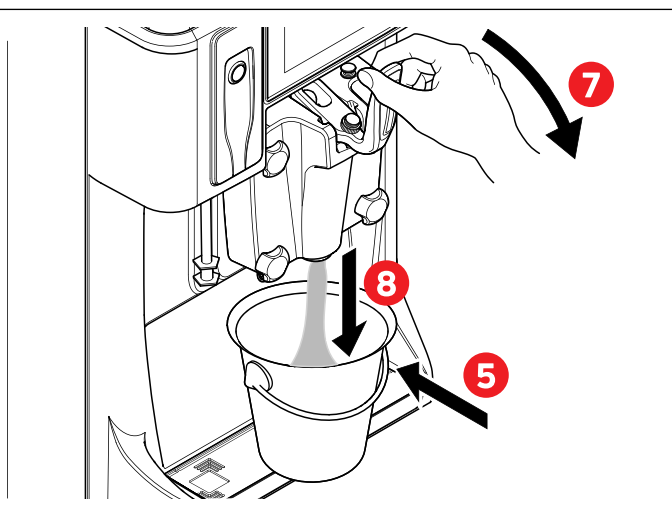
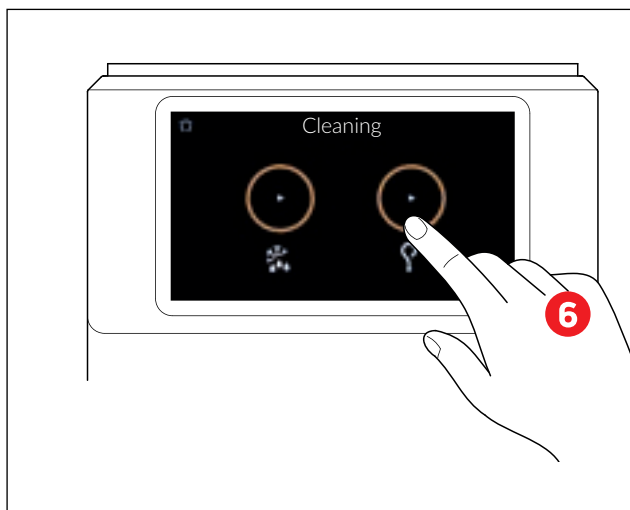
- Do not brush-clean the mix inlet hole of the hopper to the freezing cylinder when the beater is running.



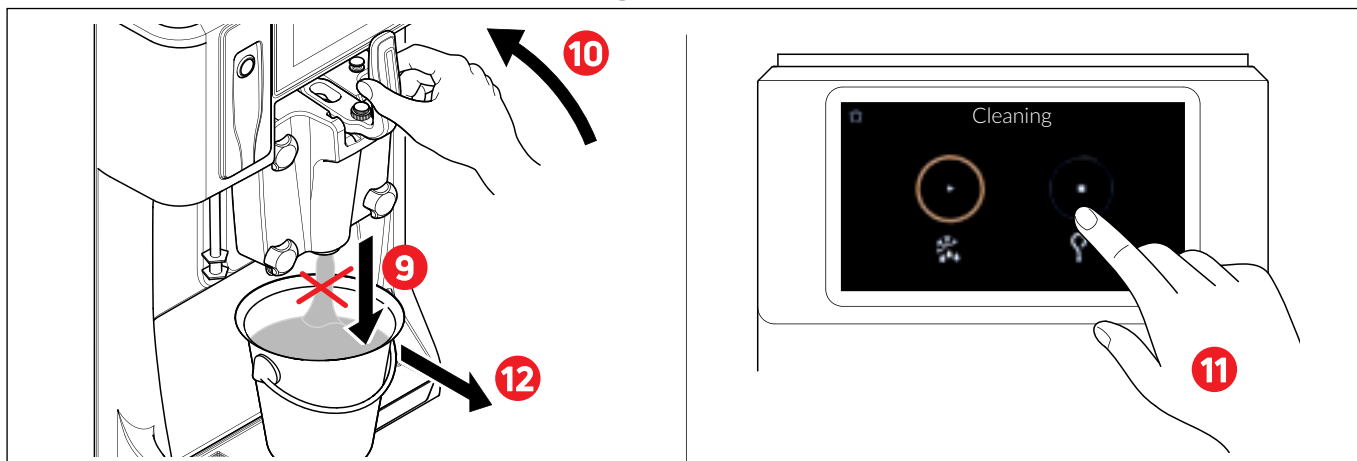
1. Prepare 10 l (2.6 gals) of cleaning solution and pour 8 l (2 gals) of solution into the hopper, without exceeding the maximum level.
2. Brush the inside walls of the hopper and the mix inlet hole that goes from the hopper to the freezing cylinder.



3. Place the bucket under the dispensing door, start the  mode and lower the handle to drain the cleaning solution from the machine.

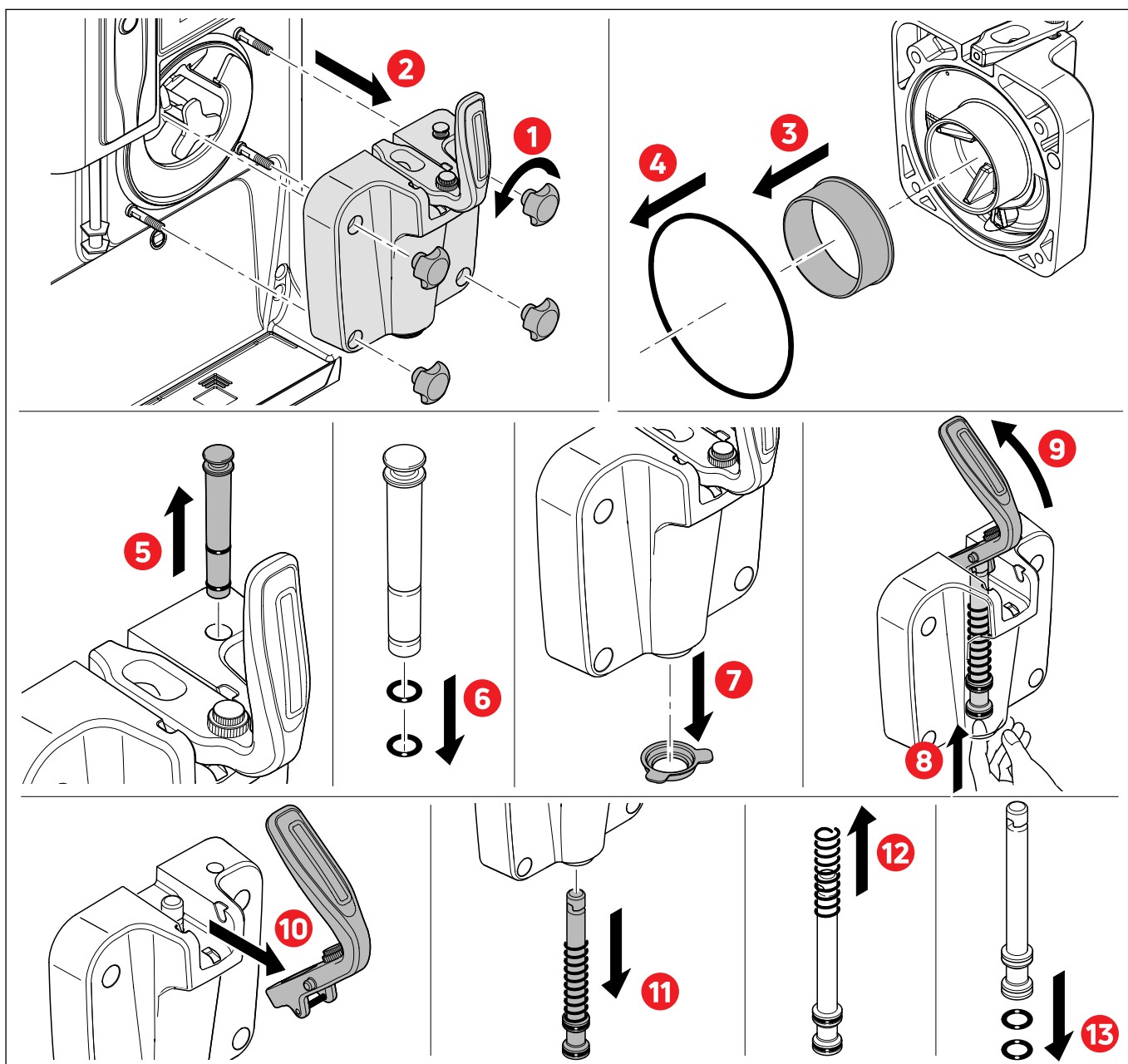


4. When completed, raise the handle and stop the .

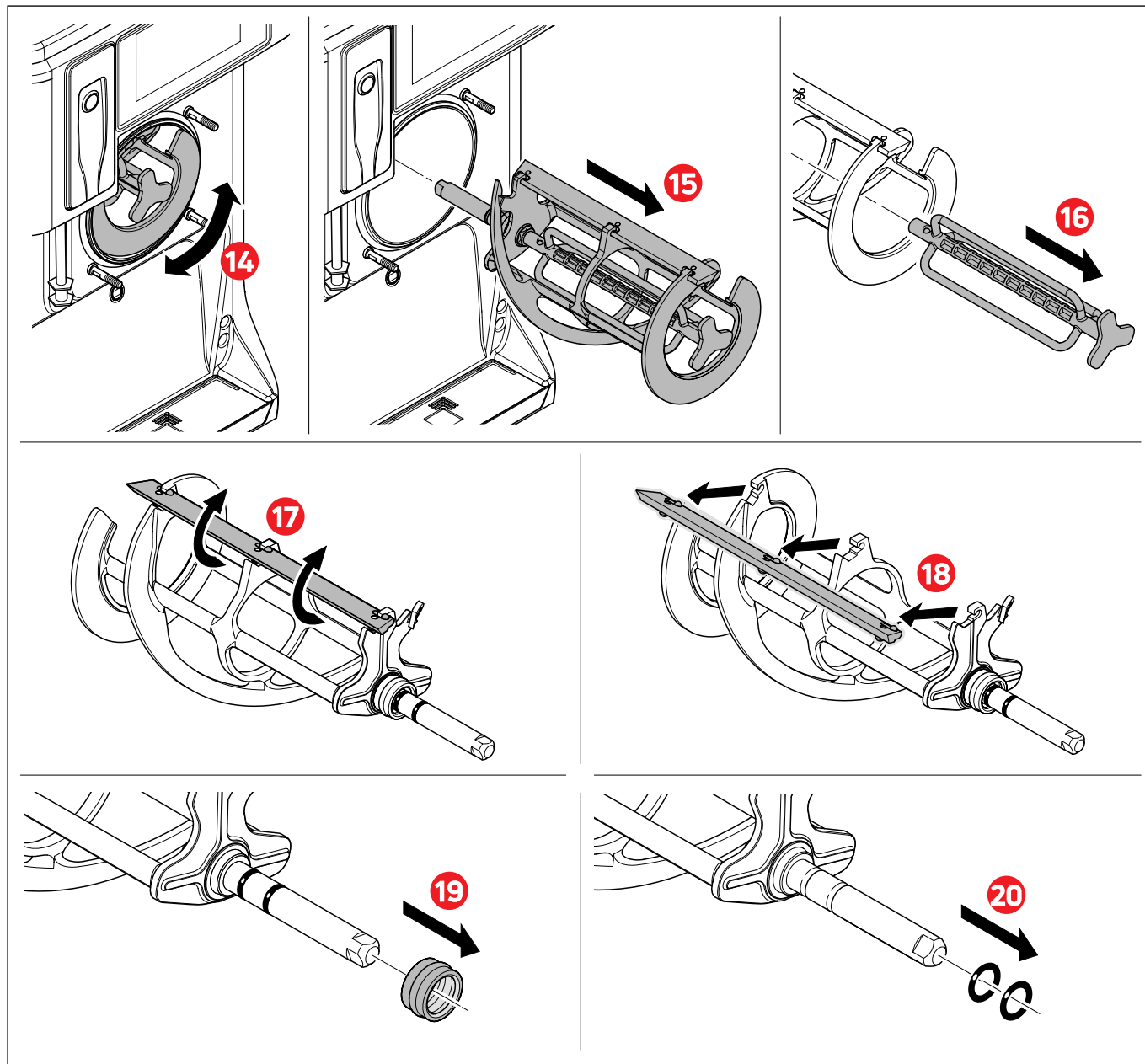


8.5.4. DISASSEMBLY

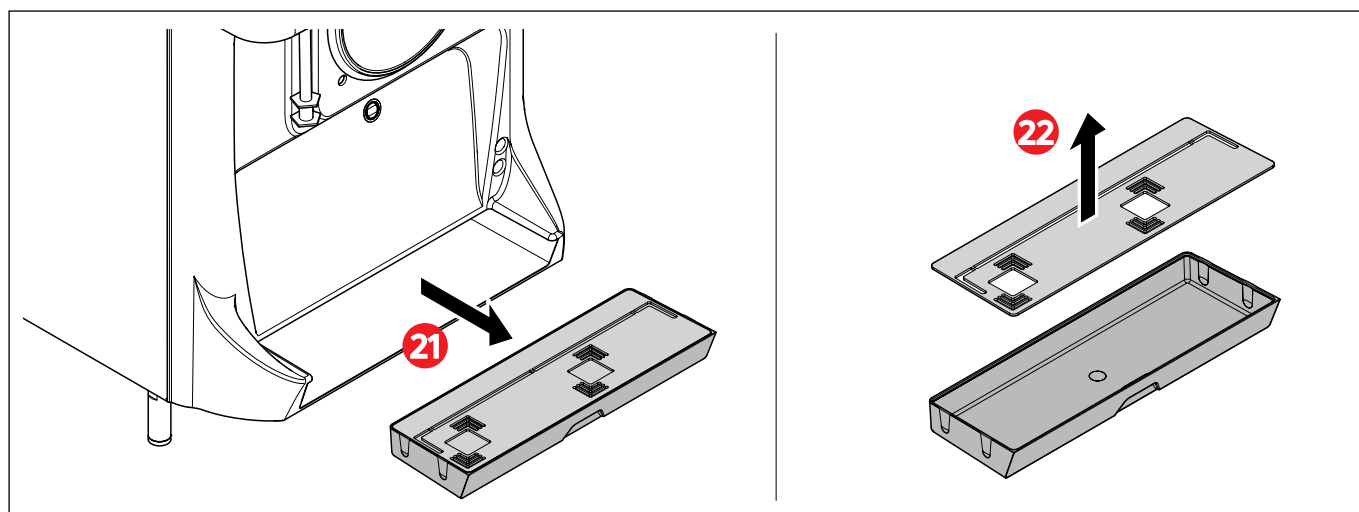
1. Remove the dispenser door, disassemble all of its parts and place them in a bucket for subsequent cleaning.



2. Remove the beater from freezing cylinder, disassembling its parts and place them in a bucket for subsequent cleaning.

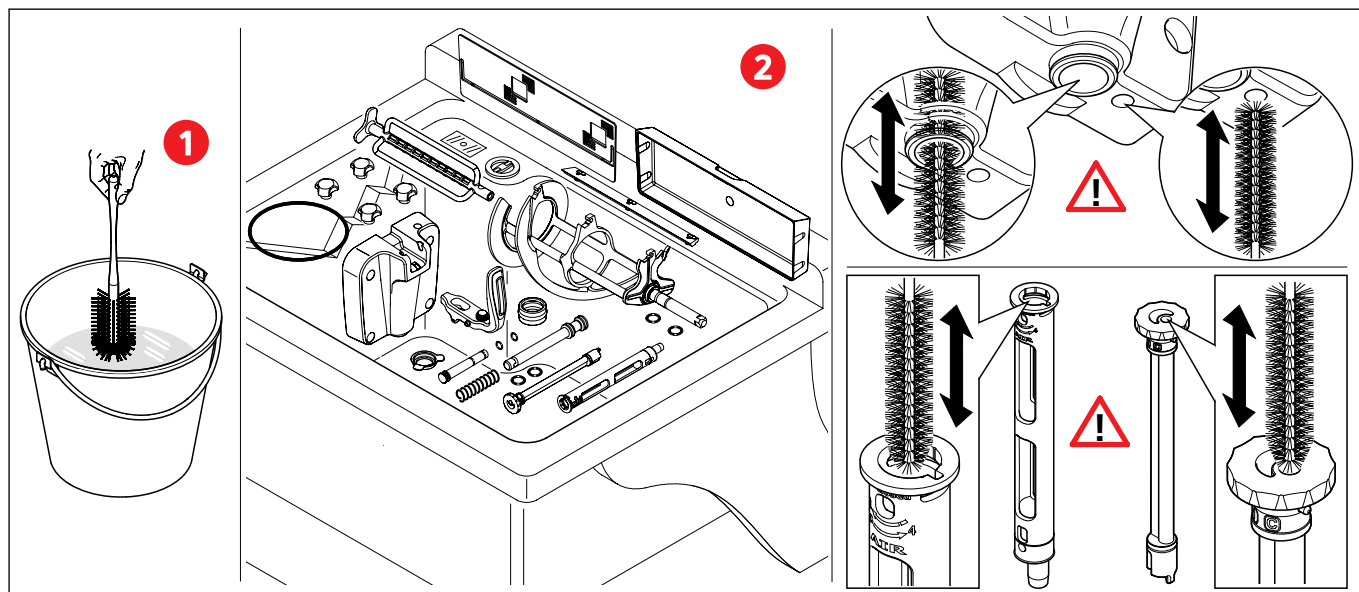


3. Remove and disassemble the drip tray, placing it in a bucket for subsequent cleaning.

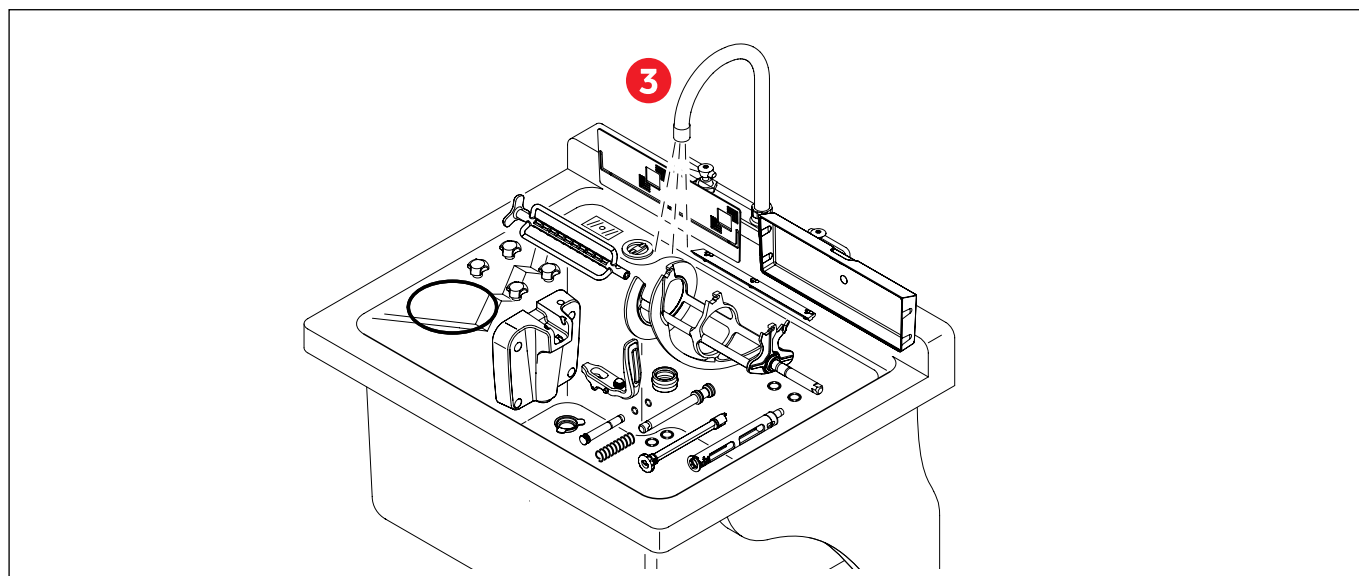


8.5.5. CLEANING THE PARTS

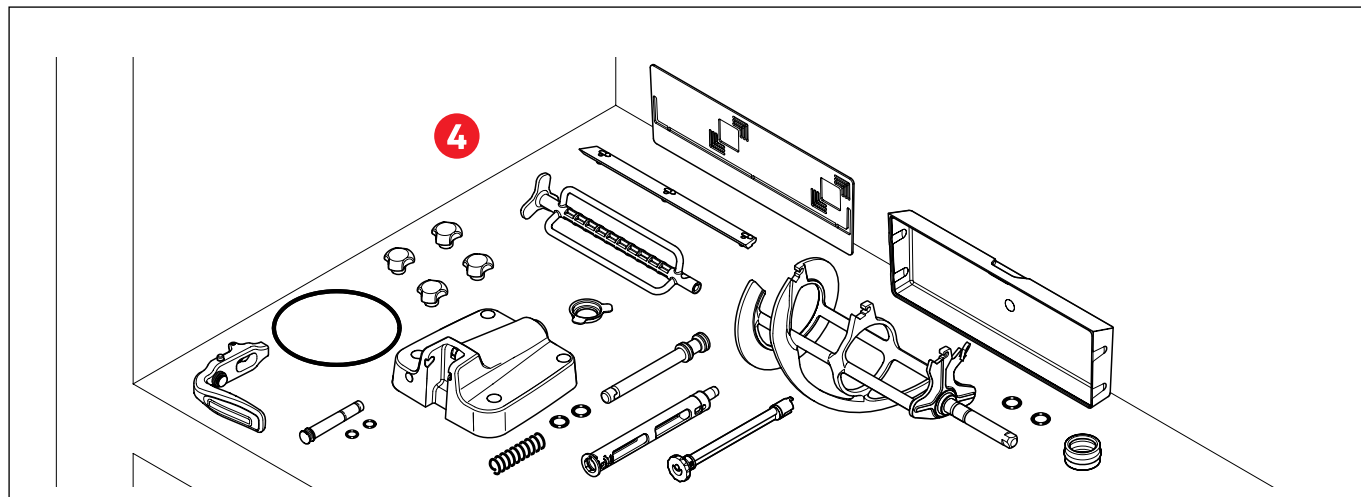
1. Prepare a cleaning solution for cleaning the parts and pour it into a bucket.
2. Immerse the various components in the solution.
3. Wash all the parts by brushing them with the appropriate brushes.
4. Thoroughly clean each hole in the feed tube and dispensing door.



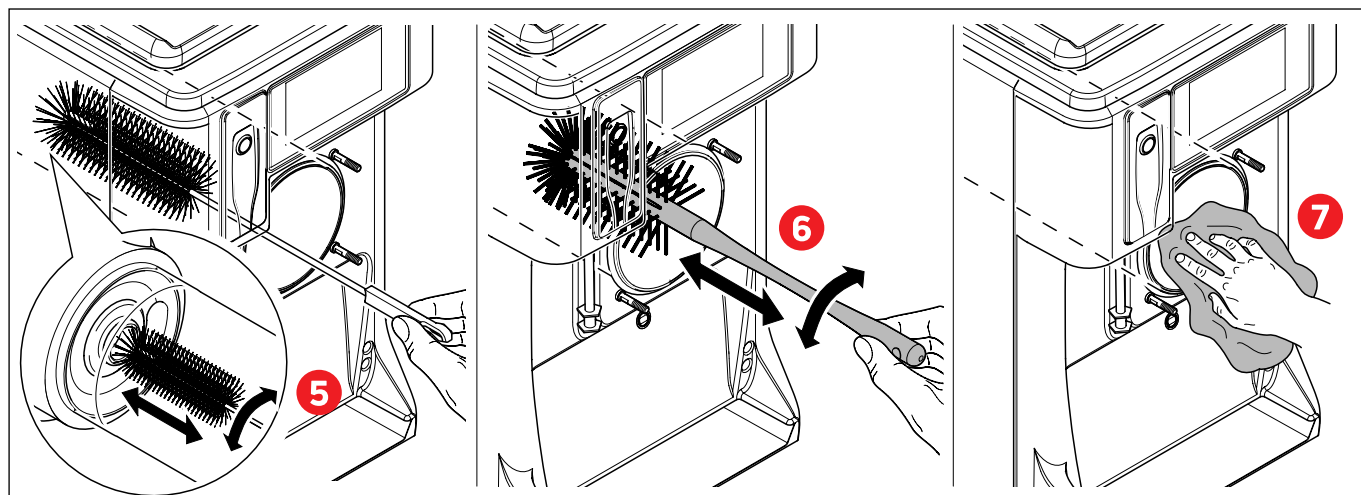
5. After washing, rinse everything with clean water.



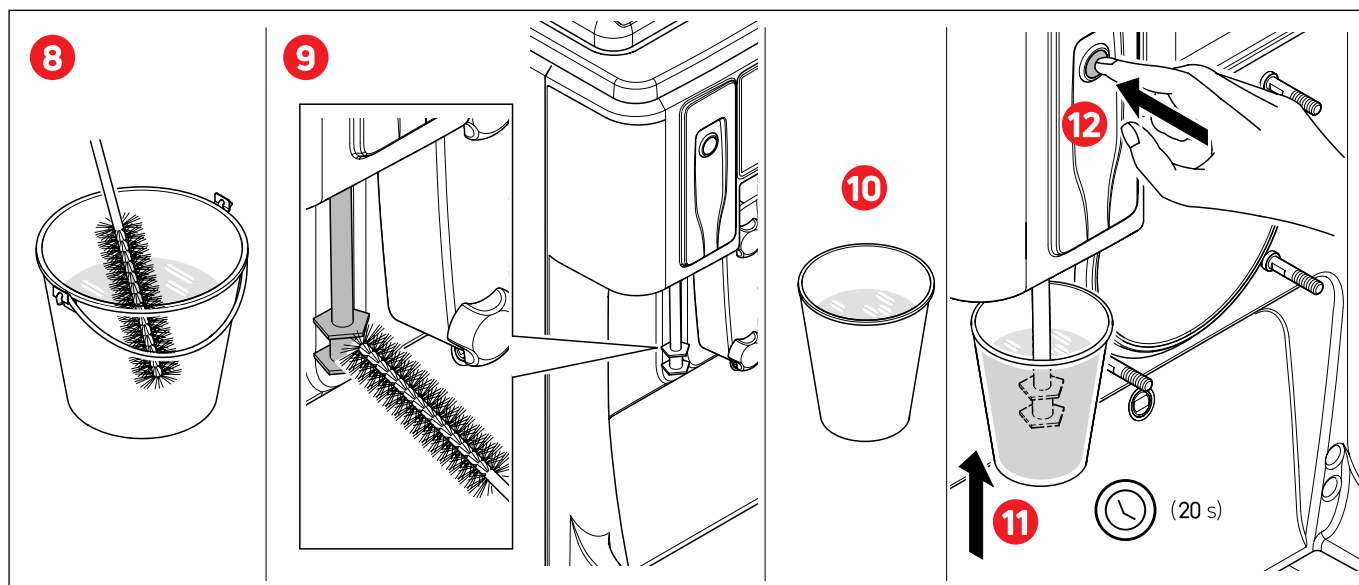
6. Place all washed parts on a clean, dry surface and air dry them until the next use.



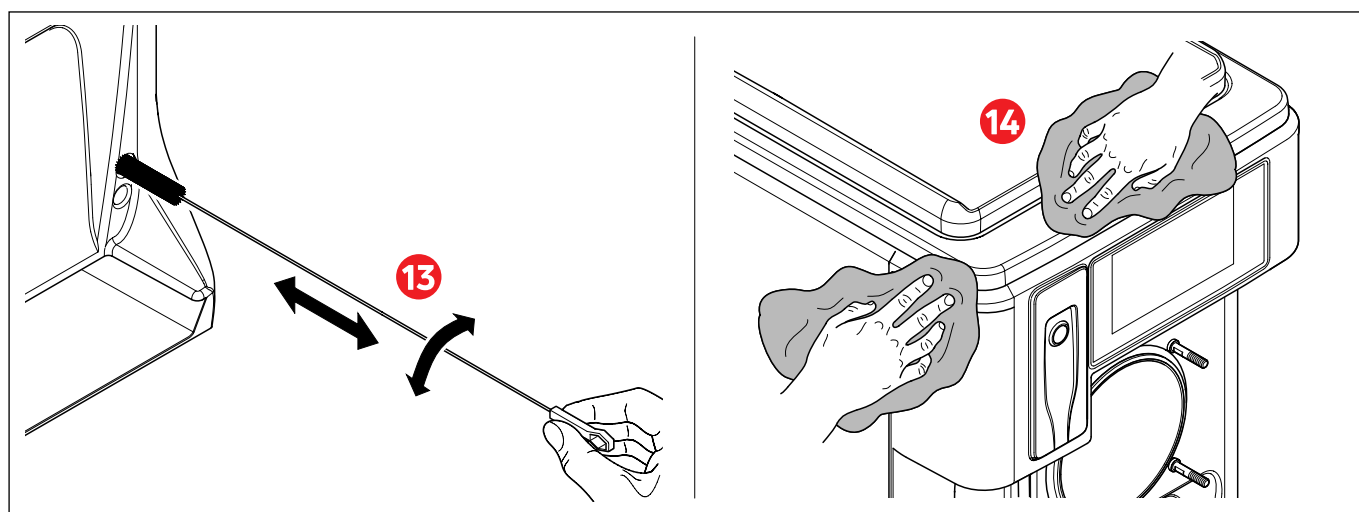
7. Dip the brush into the cleaning solution and clean the hole at the bottom of the freezing cylinder; repeat 3 times.
8. Dip the brush into the cleaning solution and clean the freezing cylinder; repeat 3 times.
9. Dry the inside of the freezing cylinder with a clean, sterile cloth.



10. With the brush soaked in the cleaning solution, brush the mixer shaft, to remove any possible product residue.
11. Pour some cleaning solution into a glass with a high rim and operate the mixer for at least 20 seconds.



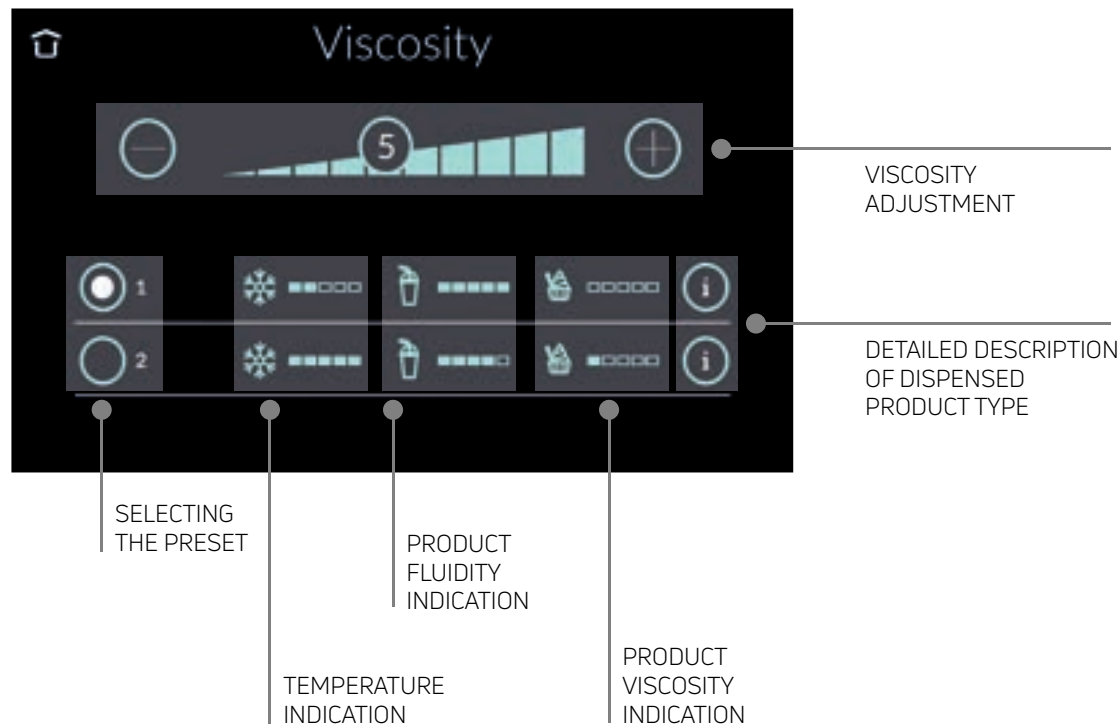
12. Dip the brush into the cleaning solution and clean the two drain pipes. Repeat 3 times.
13. Dip a cloth into the cleaning solution and wipe all external panels of the machine.
14. Dry the walls with a clean, sterile cloth.



9. ADJUSTMENTS

9.1. VISCOSITY ADJUSTMENT AND PRODUCT TYPE SELECTION

The consistency of the end product dispensed depends on the composition of the mixture used and the machine setting. The Giotto DR 14 GR machine offers two presets for producing and dispensing 2 types of products, each with its own viscosity and serving temperature. You can adjust the viscosity for each product type.



To adjust the desired viscosity of the dispensed product:

1. Select the type of product you want to produce and dispense.
2. Use  or  to increase or decrease the viscosity of the product.

IMPORTANT



- Wait at least 15 minutes and dispense at least 10 servings before assessing the newly adjusted viscosity.
- When you switch presets, make sure to empty the machine and add the new mixture suitable for the chosen product type.
- Consult the manufacturer of the mixture to ensure that it is suitable to achieve the desired result.

9.2. FEED TUBE ADJUSTMENT

The feed tube controls the flow of the mixture and air from the hopper to the freezing cylinder.

Depending on the viscosity of the mixture in the hopper and the amount of product to be dispensed, the feed tube can be adjusted to achieve the optimal overrun (air incorporation).

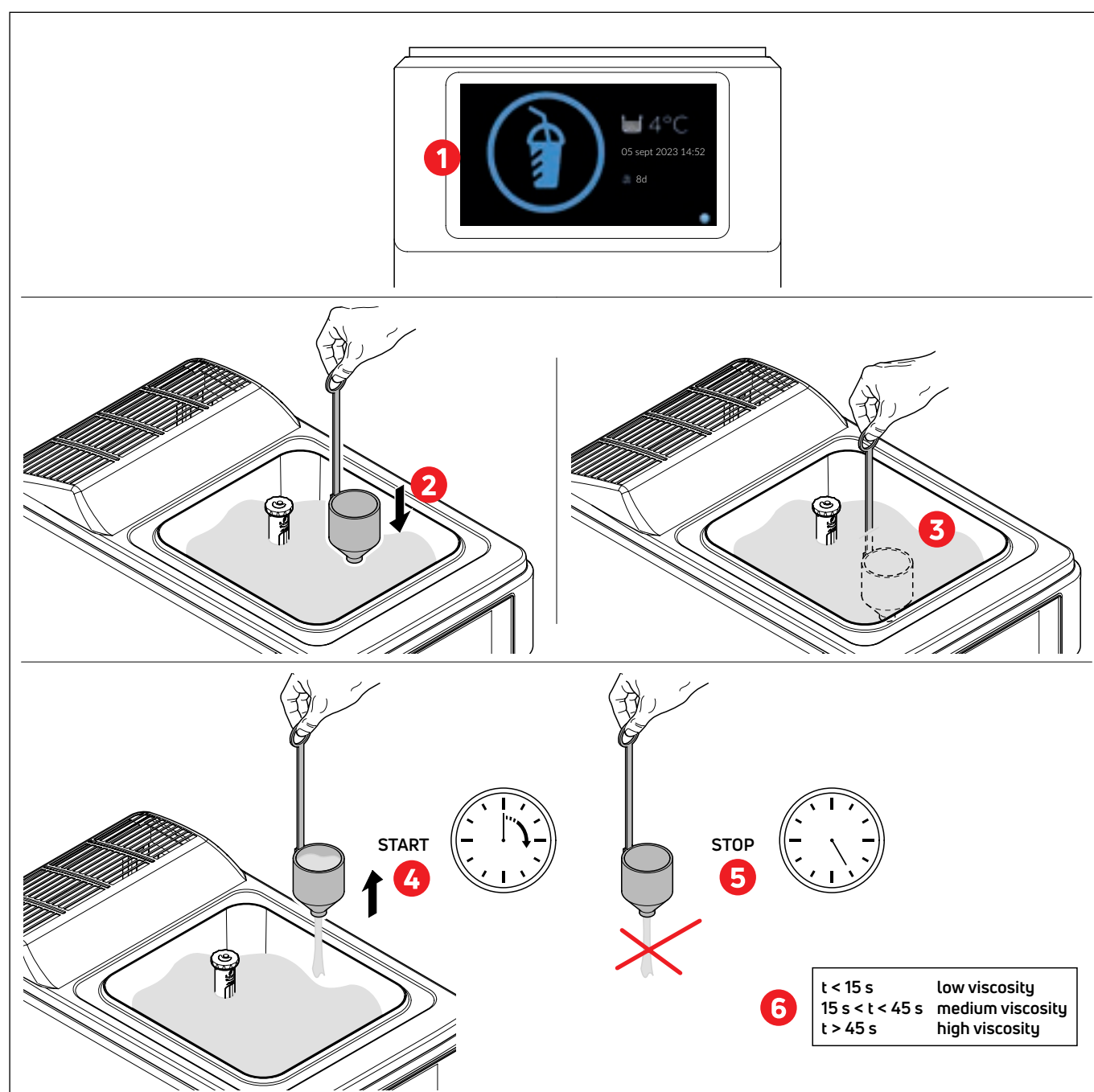
9.2.1. MEASURING THE MIXTURE VISCOSITY IN HOPPER

1. Ensure that the mixture, which has been in the hopper for at least 60 minutes, has a temperature of 4°C (39°F).
2. Immerse the provided viscometer in the hopper.
3. Remove the viscometer and note the time for emptying.
4. Identify the type of mixture viscosity in the hopper in the table below.



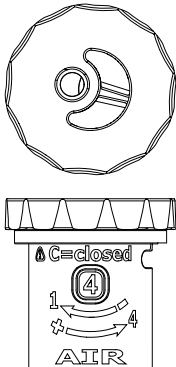
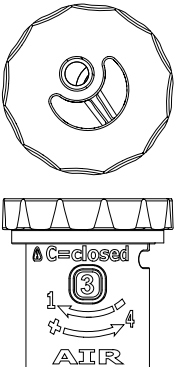
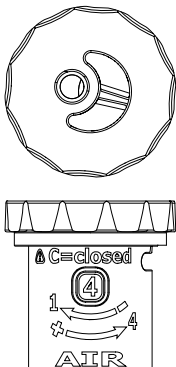
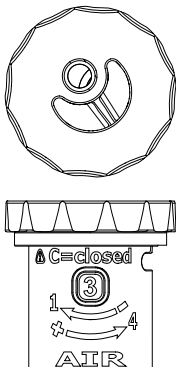
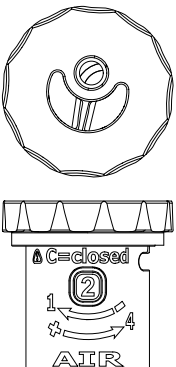
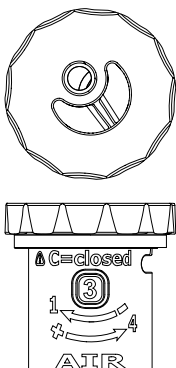
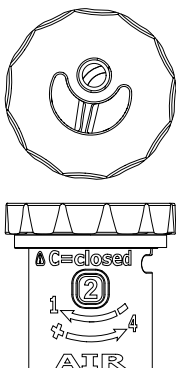
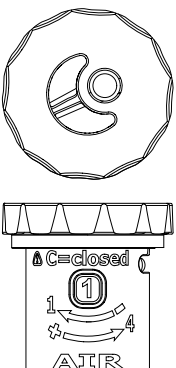
IMPORTANT

- The maximum time for draining the viscometer, when a product is considered suitable is 60 seconds.



9.2.2. IDENTIFICATION AND ADJUSTMENT OF THE FEED TUBE

Identify the adjustment based on the amount of product to be dispensed and viscosity of the mixture.

		PRODUCT QUANTITY DISPENSED		
		< 20 l/h	20-40 l/h	40 l/h
MIXTURE VISCOSITY	Low viscosity	/		
	Medium viscosity			
	High viscosity			

IMPORTANT



- The overrun percentage depends on both the feed tube adjustment and the recipe composition. If the feed tube adjustment does not achieve the desired result, consult the mixture manufacturer to modify the recipe.
- Dispense at least 10 servings before assessing the new overrun setting.
- For frozen drink type products that do not contain thickeners and emulsifiers and do not require overrun (air incorporation), it is recommended not to use the feed tube.
- Make sure the mixture has no solid or semi-solid parts.

10. MACHINE MENU

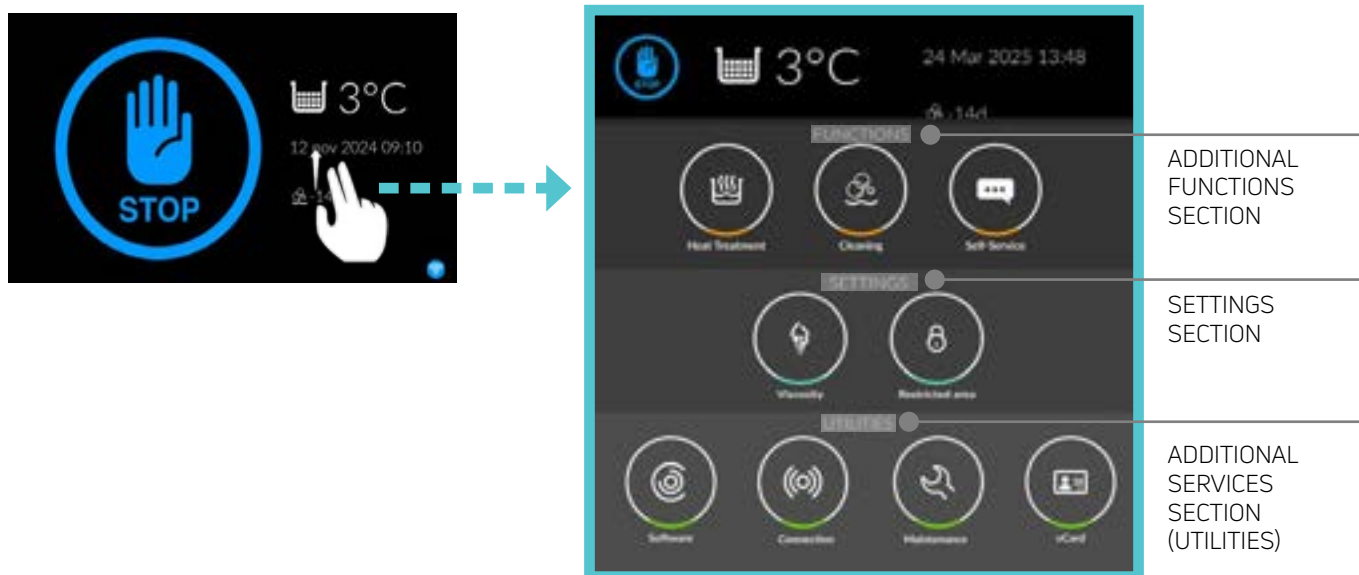
The machine menu consists of 3 sections that allow you to manage additional functions (Functions), settings (Settings) and additional services (Utilities).



IMPORTANT

- If there is an open padlock icon  in the upper right-hand corner of the display, it indicates that you are in a restricted access area only for technicians.

10.1. ACCESS MODE FOR OPERATOR



10.2. PASSWORD ACCESS MODE FOR SUPERVISOR

Use password 1111 to access the machine menu to view more in-depth information, settings, functions, and additional services.



10.3. FUNCTIONS

In addition to the Production, Stand-By and Stop modes of operation, the machine has the following additional functions:

- Heat Treatment
- Cleaning
- Self-Service.

10.3.1. HEAT TREATMENT (HT)

The Heat Treatment (HT) function, when performed every 24 hours, reduces the bacterial load and extends the machine's servicing periods before requiring cleaning.

The Heat Treatment (HT) function consists of 3 phases:

1. **HEATING:** The mixture in the hopper and freezing cylinder is heated to a temperature of 68°C (154°F).
Maximum duration: 70 minutes.
2. **HOLDING:** The mixture in the hopper and freezing cylinder is maintained at a temperature of 68°C (154°F).
Maximum duration: 30 minutes.
3. **COOLING:** The mixture in the hopper and freezing cylinder is cooled to a temperature of 4°C (39°F).
Maximum duration: 80 minutes.

After the three phases of the Heat Treatment (HT) function are completed, the machine automatically switches to Stand-By mode.



IMPORTANT

The times indicated may vary depending on the amount of mixture in the hopper, its type, or the environmental conditions.



CAUTION

Burn Hazard

Using the machine during the Heat Treatment (HT) function can cause serious injury to the operator.

- Do not attempt to dispense or disassemble the machine during the Heat Treatment (HT) function, as the mix is hot and under pressure.



IMPORTANT

- The Supervisor must verify the effectiveness of the Heat Treatment (HT) function for the mixture being used in consultation with the mixture supplier.
- The Supervisor must check the current hygiene regulations in their country and ensure that the Heat Treatment (HT) function is permitted for use.
- The Heat Treatment (HT) function cannot be used as a substitute for the proper cleaning and sanitizing procedures. The Supervisor must ensure that the cleaning and the sanitization of the machine are completed according to the frequency required by current hygiene regulations.
- It is recommended to use the Heat Treatment (HT) function every 24 hours during non-operational periods. For energy-saving purposes, it is advised to run the Heat Treatment (HT) function during nighttime hours.

10.3.1.1. Main Screen



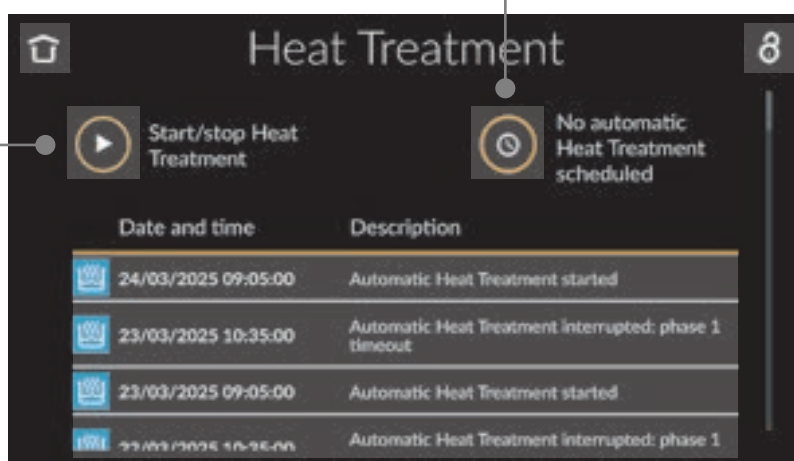
RETURN
TO HOME PAGE



START (OR STOP)
THE HEAT TREATMENT
(HT) FUNCTION
MANUALLY



PROGRAMMING HEAT TREATMENT
WITH AUTOMATIC START



ADVANCED SETTINGS -
RESTRICTED
ACCESS AREA

HEAT TREATMENT LOG

10.3.1.2. Manual Start and Stop

1. Push  to manually start the Heat Treatment (HT) function.
2. Push  to manually stop the Heat Treatment (HT) function.



10.3.1.3. Automatic Start Programming

1. Press  and enter the password 1111 to access programming.
2. Select the days you want to activate the automatic start. It is recommended that automatic start be programmed every day to minimize bacterial load.
3. Set the start time. It is recommended to choose nighttime hours when production and dispensing are not needed.



1

SELECT THE HOUR
AND THEN MOVE THE HAND
TO SET THE TIME

SELECT THE MINUTES
AND THEN MOVE THE HAND
TO SET THE MINUTES



2

3

CLICK TO CHANGE THE TIME
DISPLAY FROM "PM" TO "AM"
OR VICE VERSA

SELECT THE DAYS FOR THE
AUTOMATIC START

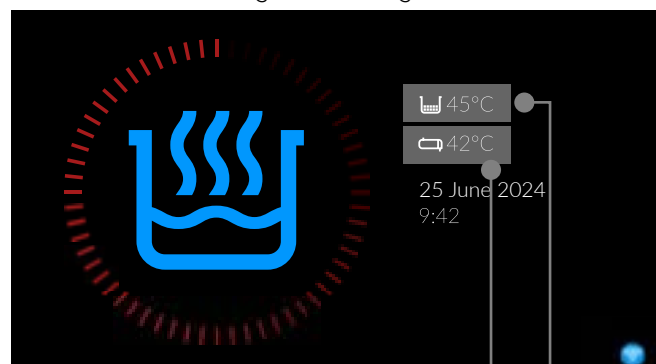
IMPORTANT



- When the 3 phases of the Heat Treatment (HT) function are completed, the machine automatically sets the Stand-by mode.
- Automatic start of the Heat Treatment (HT) function is not possible if the machine is in Stop mode, Cleaning mode, or if the mixture level in the hopper is insufficient.

10.3.1.4. Home Page Symbols

Phase 1 and 2: Heating and Holding



MIXTURE TEMPERATURE
IN FREEZING CYLINDER

MIXTURE TEMPERATURE
IN HOPPER

Phase 3: Cooling



10.3.1.5. Pop-up

During the Heat Treatment (HT) function, pop-ups will appear on the display to ensure proper operation and to notify users of any alarms or issues that could hinder successful completion. Follow the instructions displayed in these pop-ups.



10.3.1.6. Notifications

The machine may send the following notifications to users remotely:

- Heat Treatment (HT) function not completed successfully.
- Automatic Start of the Heat Treatment (HT) function failed.

See *section 11. Notifications* to activate the notifications.

10.3.2. CLEANING

Refer to *Sections 8.1.6. Sanitizing* and *8.5. Cleaning*.

10.3.3. SELF-SERVICE MODE

The Self-Service function allows you to reduce interaction with the home page screen and display images or videos selected by the user, including:

- Advertising messages.
- Instructions to guide consumers in correctly dispensing the product during Self-Service mode.



ACTIVATE
SELF-SERVICE
MODE

INSTRUCTIONS

SELECT
DISPLAY TYPE

QR CODE TO DOWNLOAD
GCARE CONNECT APP

10.3.3.1. Operating Modes

To accommodate different machine installation and display requirements, the home page allows you to choose from three different operating modes:

- SCREENSAVER: suitable when run by the Operator and used to display images or promotional videos.
- SCREENSAVER + SCREEN LOCK: Suitable for self-service dispensing. The display is password-locked to prevent consumer access to the machine menu or changes to the settings. It shows images or videos to promote or guide the consumer during dispensing.
- SCREEN LOCK: Suitable when it is necessary to prevent unauthorized access to the machine menu or changes to the operating mode.

10.3.3.2. Function Activation

Press  to activate the Self-Service function.

10.3.3.3. Stop Screen Lock Function

1. Scroll down (drag the screen down).
2. If the SCREEN LOCK is enabled, enter the unlock code 4444.



10.3.3.4. Select and Upload Media Files (Image or Video)

If the Self-Service function is enabled, the display shows 3 different images or videos depending on the operating status of the machine:

- READY: The machine is in Production mode and the product has the optimal viscosity to be dispensed correctly.
- WAIT: The machine is in Production mode and the product has not yet reached the optimal viscosity to be dispensed.
- OUT OF SERVICE: the machine is in a state that does not allow the product to be dispensed.

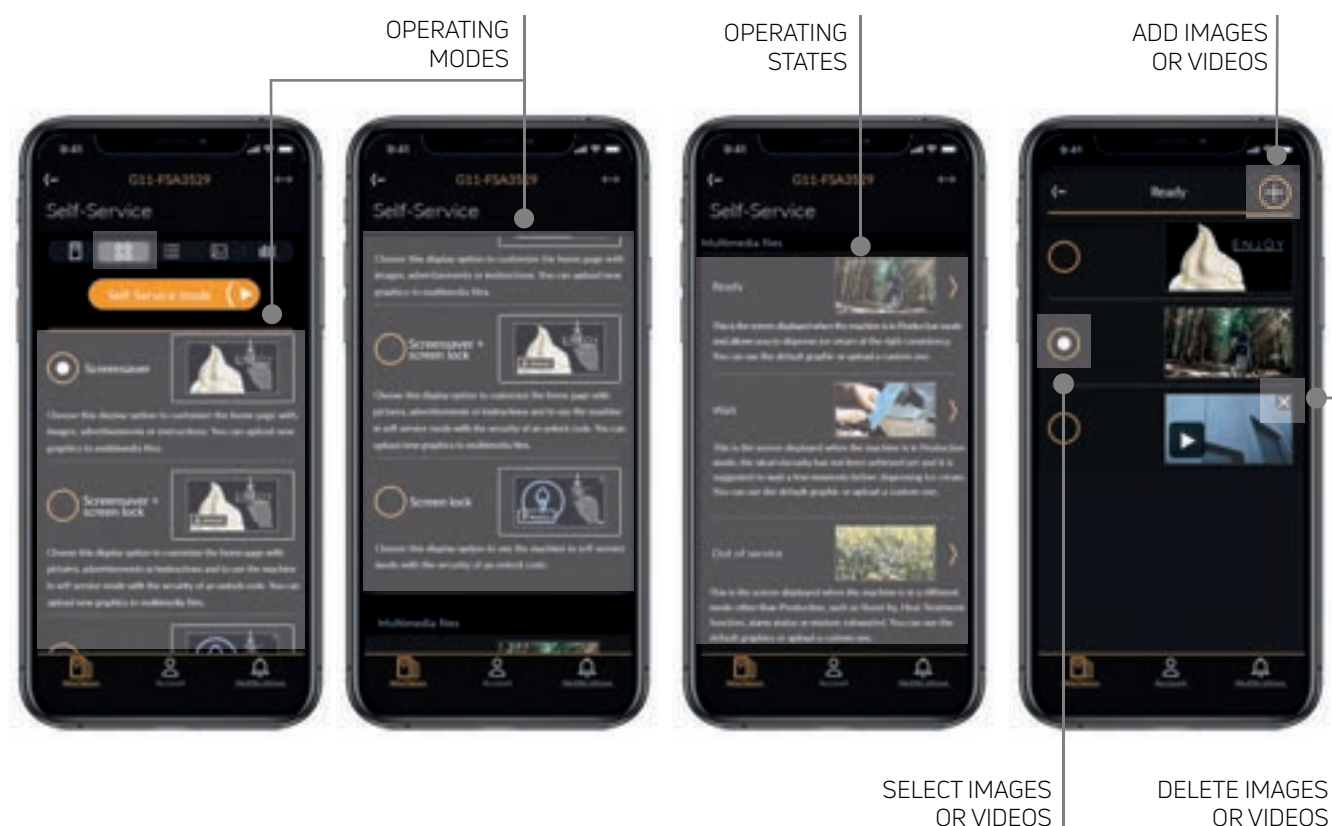
To upload images or videos, access the GCARE Connect app or the Galileo web portal:

1. Go to the main screen.
2. Go to the Self-Service function from GCARE Connect or Galileo.
3. Select an operating mode (screensaver, screensaver + screen lock, screen lock).
4. Select an operating state (Ready, Wait, Out of Service).
5. Select an image or video, or press  che appare sul display] to add new ones.



IMPORTANT

Modifying images or videos is possible only when the machine is online.



10.4. SETTINGS

Machine adjustments found in Settings:

- Viscosity
- Autoswitch
- General settings
- Restricted area
- Parameters
- Mixture temperature probes calibration.

10.4.1. VISCOSITY

Refer to *paragraph 9.1. Viscosity Adjustment and Product Type Selection.*

10.4.2. AUTOSWITCH

With Autoswitch you can program the automatic change of operating mode from:

- Production > Stand-By (at end of shift).
- Stand-By > Production (at beginning of shift).

To program the Autoswitch from Production to Stand-By:

1. Select .
2. Activate the Autoswitch by selecting the corresponding icon.
3. Set the time to run Autoswitch.

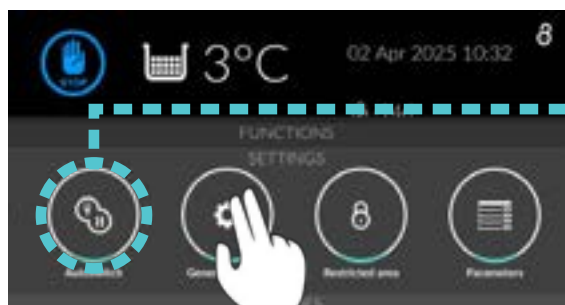
To program Autoswitch from Stand-By to Production:

1. Select .
2. Activate Autoswitch by selecting the corresponding icon.
3. Set the time to run Autoswitch.

IMPORTANT



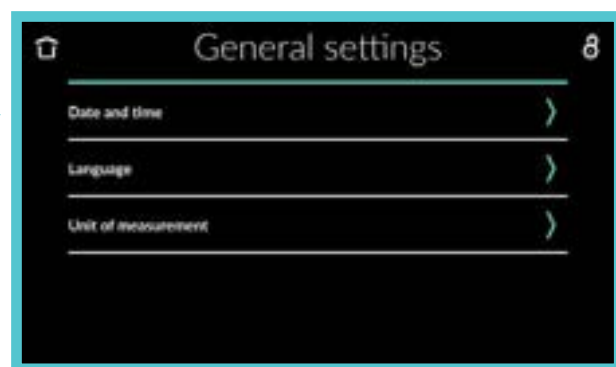
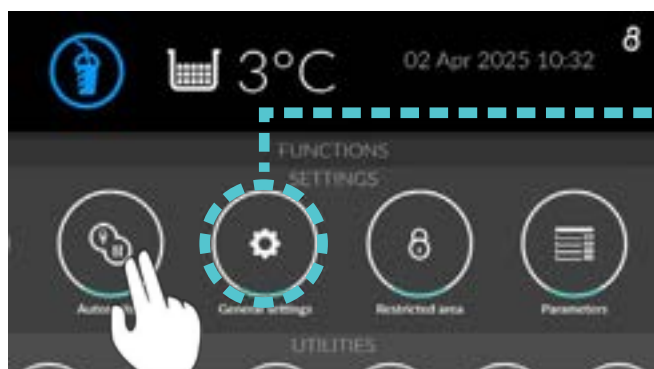
- The Autoswitch icon is visible in the menu under Settings when accessed with a password (see section 10.2. Password Access Mode for Supervisor).
- It is recommended to set the Autoswitch to activate 4 hours after the Heat Treatment (HT) function starts. If the set Autoswitch time overlaps with the HT function, the automatic change will not occur.



10.4.3. GENERAL SETTINGS

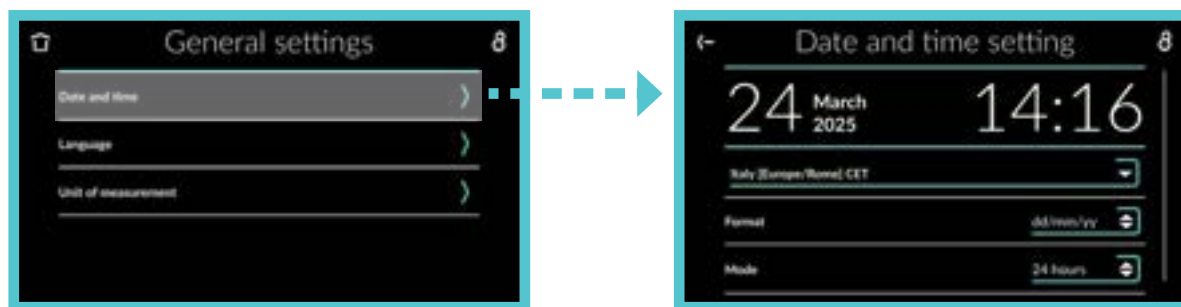
The General Settings section configures:

1. Date and time
2. Language
3. Units of measurement.



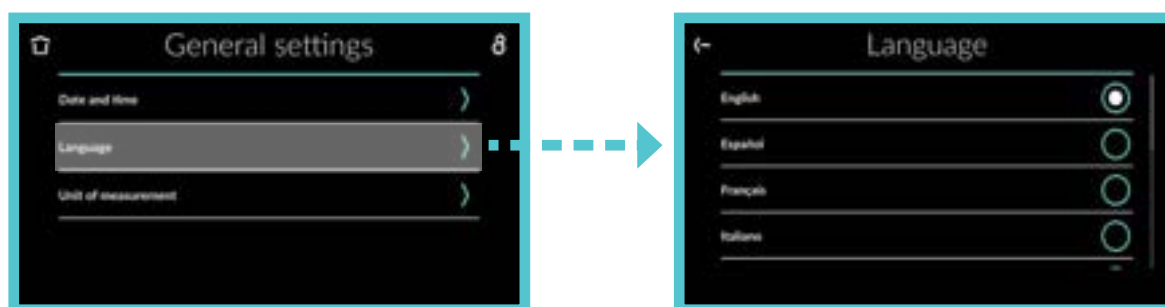
10.4.3.1. Date and Time

Set the time zone and your preferred date and time formats.



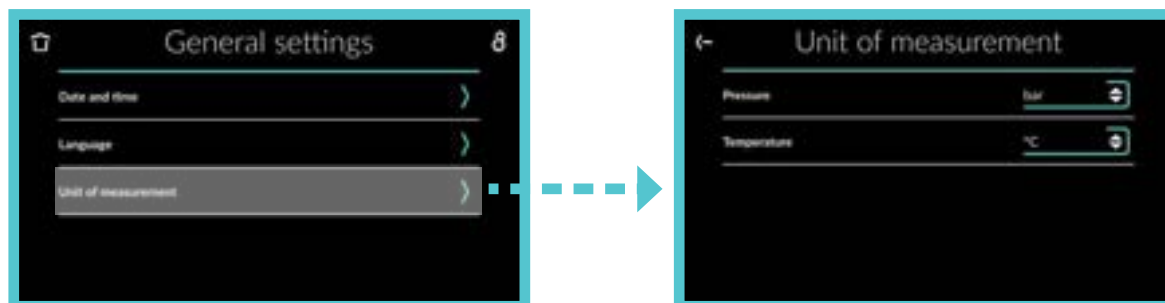
10.4.3.2. Language

Select your preferred language.



10.4.3.3. Units of Measurement

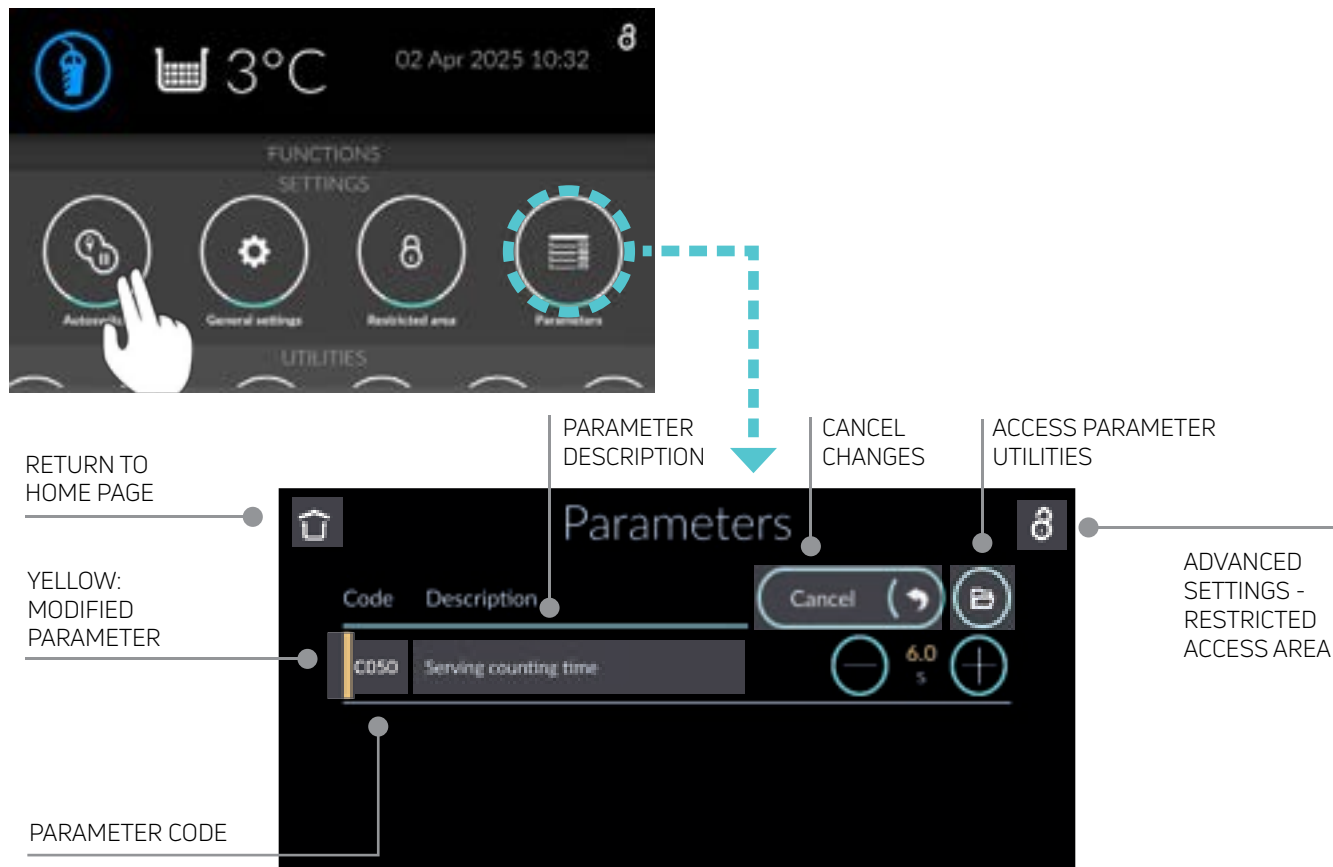
Select your preferred units of measurement.



IMPORTANT

The General Settings icon is visible in the Settings menu when accessed with a password (see section 10.2. Password Access Mode for Supervisor).

10.4.4. PARAMETERS



IMPORTANT

The parameter icon is visible in the Settings menu when accessed with a password (see section 10.2. Password Access Mode for Supervisor).

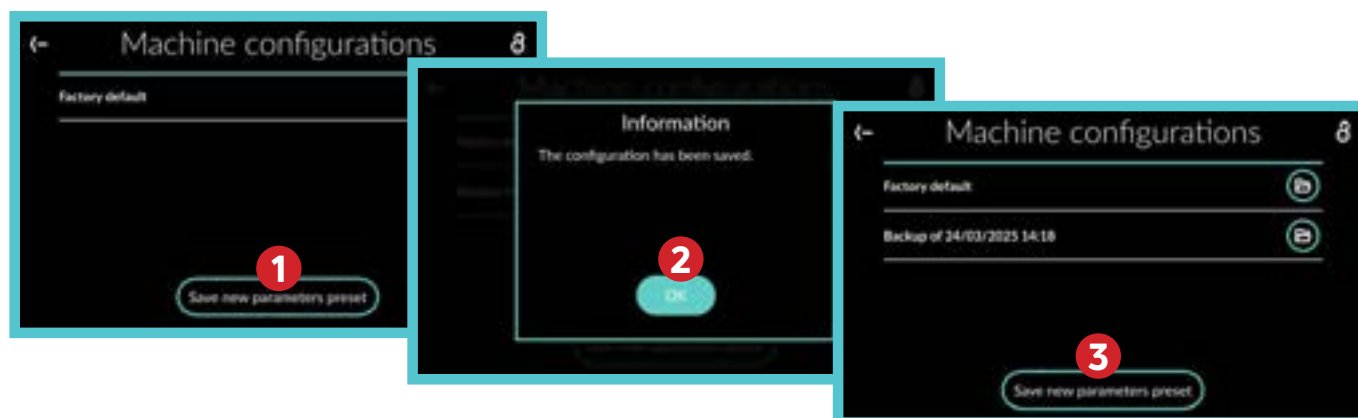
10.4.4.1. Modify Parameters

1. Press $\oplus$ or $\ominus$ to select the desired parameter value. Modified parameters are highlighted in yellow.
2. Press $\square$ **Cancel** $\leftarrow$ to cancel changes.

10.4.4.2. Save Current Parameter Configuration

It is possible to save current settings for future resets.

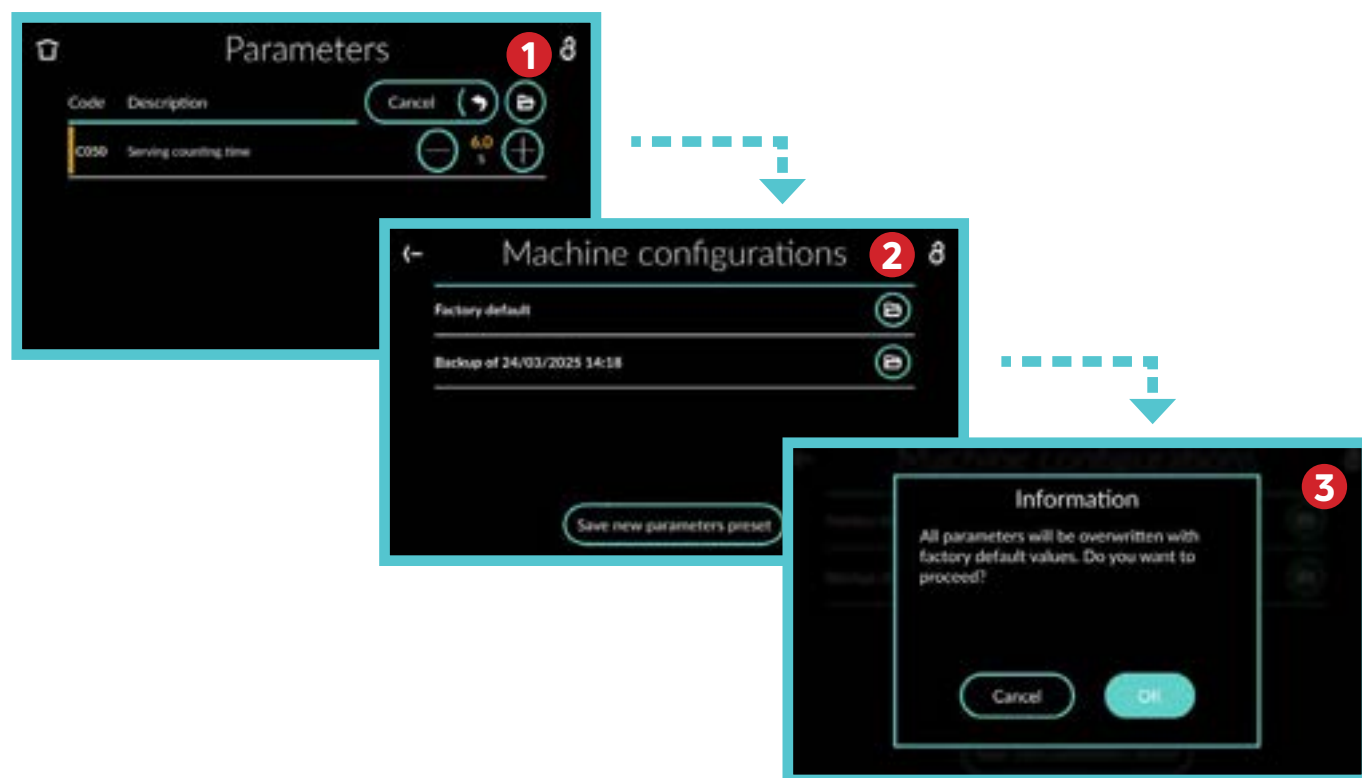
1. Press **Save configuration**
2. Press **OK** to confirm.



10.4.4.3. Restore a Parameter Configuration

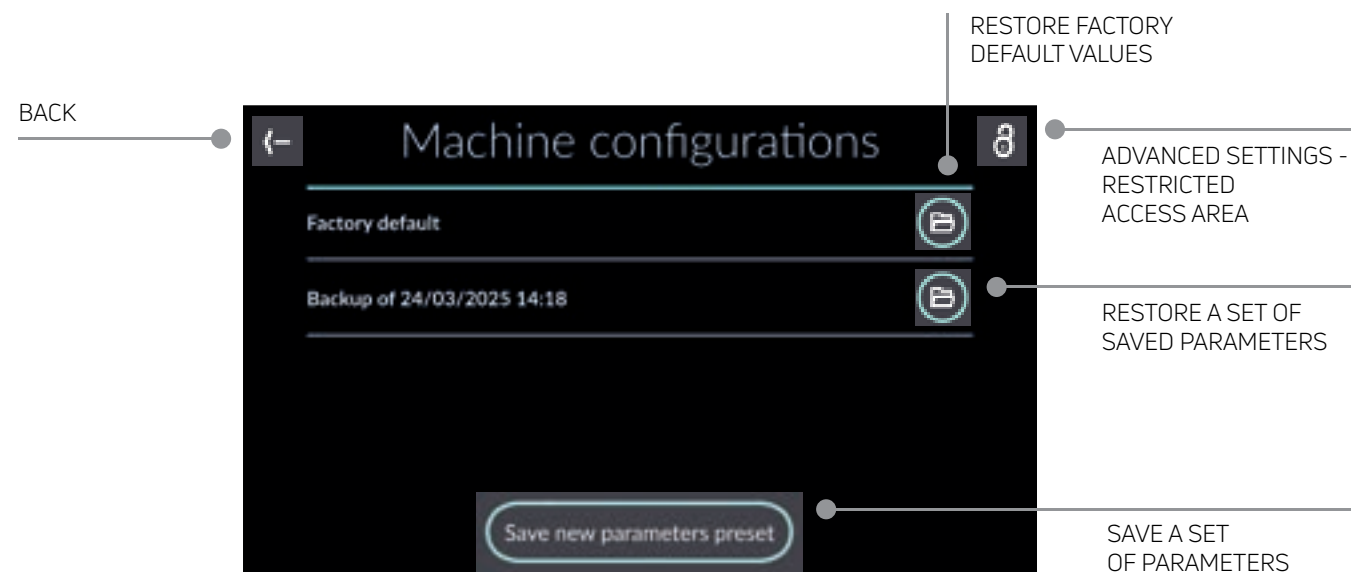
It is possible to restore previously saved values.

1. Press on the main screen of the Parameters section.
2. Press at the saved configuration you want to restore.
3. Press to confirm.



10.4.4.4. Restore factory defaults

1. Press in the main screen of the Parameters section.
2. Press at Factory Default.



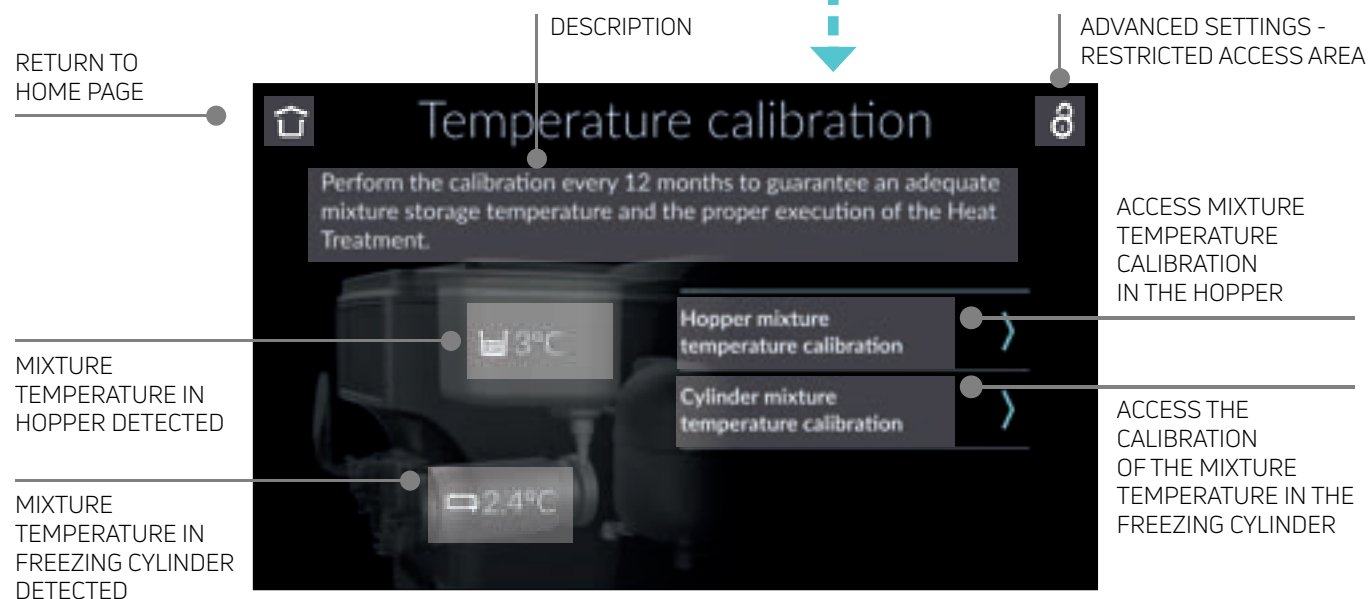
10.4.5. CALIBRATION OF MIXTURE TEMPERATURE READING

WARNING



Risk of contamination

- Incorrect temperature reading of the mixture in the hopper and freezing cylinder can cause serious health risks.
- Calibrate both the hopper and freezing cylinder temperature readings at least once every 12 months to maintain proper product hygiene.



To calibrate the mixture temperature reading in the hopper and in the freezing cylinder:

1. Select "Calibrating mixture temperature in the hopper" (right arrow icon).
2. Follow the instructions as indicated step by step.
3. Press (left arrow icon) to return to the previous page.
4. Select "Calibrating mixture temperature in freezing cylinder" (right arrow icon).
5. Follow the instructions as indicated step by step.
6. Press (left arrow icon) to return to the previous page.



IMPORTANT

The temperature Calibration icon is visible in the menu under the Settings section when accessed with a password (see section 10.2. Password Access Mode for Supervisor).

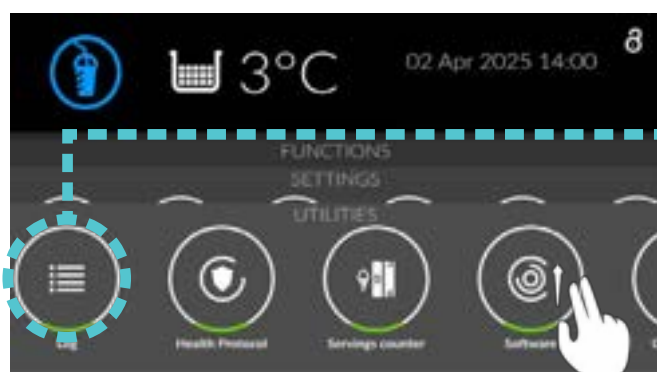
10.5. UTILITIES

The Utilities menu section contains functions and information that help optimize the machine's performance.



10.5.1. LOG

Each event is recorded chronologically, from most to least recent. Different colors and icons identify the type of event.



IMPORTANT

The Log icon is visible in the menu under the Utilities section when accessed with a password (see section 10.2. Password Access Mode for Supervisor).

10.5.2. HEALTH PROTOCOL

Health Protocol, if enabled, controls hygiene management to ensure quality and safety of the dispensed product. During machine operation, it checks:

- Storage temperature of the product in the hopper and freezing cylinder.
- Proper execution of the Heat Treatment (HT) cycle every 24h.
- Mixture Temperature during power outages
- Frequency of cleaning.

If any management anomalies are detected, Health Protocol prevents production and dispensing of the product.

Depending on the severity of the anomaly, the following actions are required to restore production and dispensing:

- Heat Treatment (HT) function for less severe anomalies (see section 10.3.1. Heat Treatment - HT);
- Cleaning function for more serious anomalies (see section 8.5. Cleaning).



IMPORTANT

The Health Protocol icon is visible in the menu under the Utilities section when accessed with a password (see section 10.2. Password Access Mode for Supervisor).

10.5.2.1. Main Screen



RETURN TO HOME PAGE

ACTIVATE HEALTH PROTOCOL

SET CLEANING FREQUENCY



ADVANCED SETTINGS - RESTRICTED ACCESS AREA

INFORMATION AREA

HEALTH PROTOCOL LOG

10.5.2.2. Activate Health Protocol

1. Activate Health Protocol.
2. Select .
3. Use the  e , to set the cleaning frequency (in days) for the machine.



10.5.2.3. Notifications

Notifications related to Health Protocol actions are displayed on the machine display via pop-ups and specific icons on the home page (see section 10.6.2.1 Main Screen).

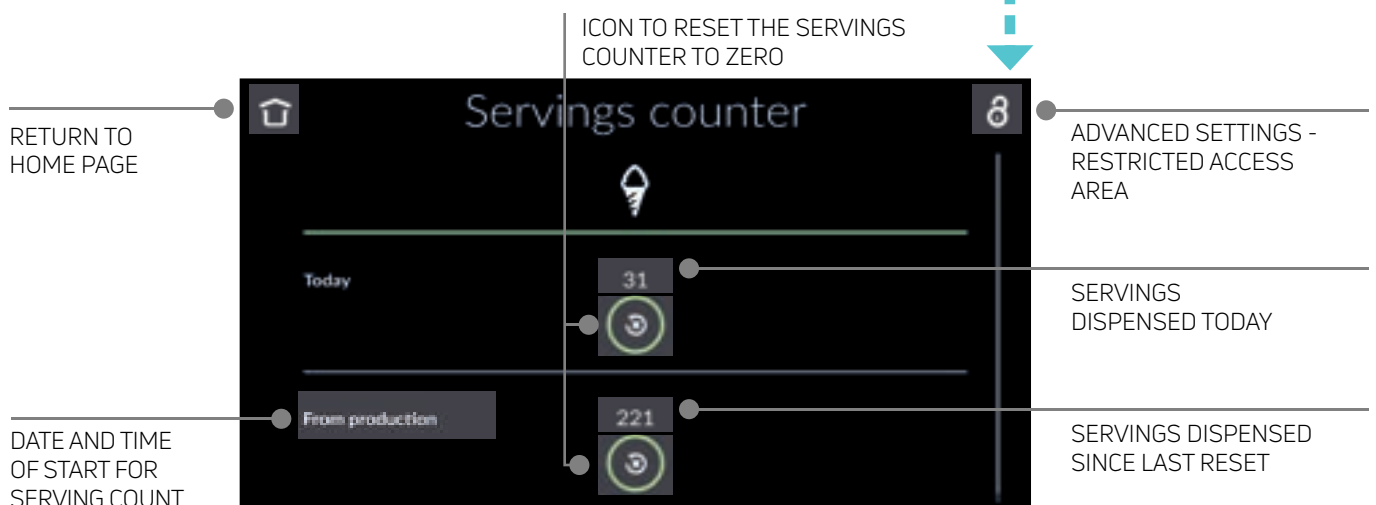
The Machine can send notifications to users regarding Health Protocol actions, such as:

- Cleaning required
- Heat Treatment (HT) required.

See section 11. Notifications, for instructions on how to enable notifications.

10.5.3. SERVING COUNTER

You can view and reset the dispensed servings counters.

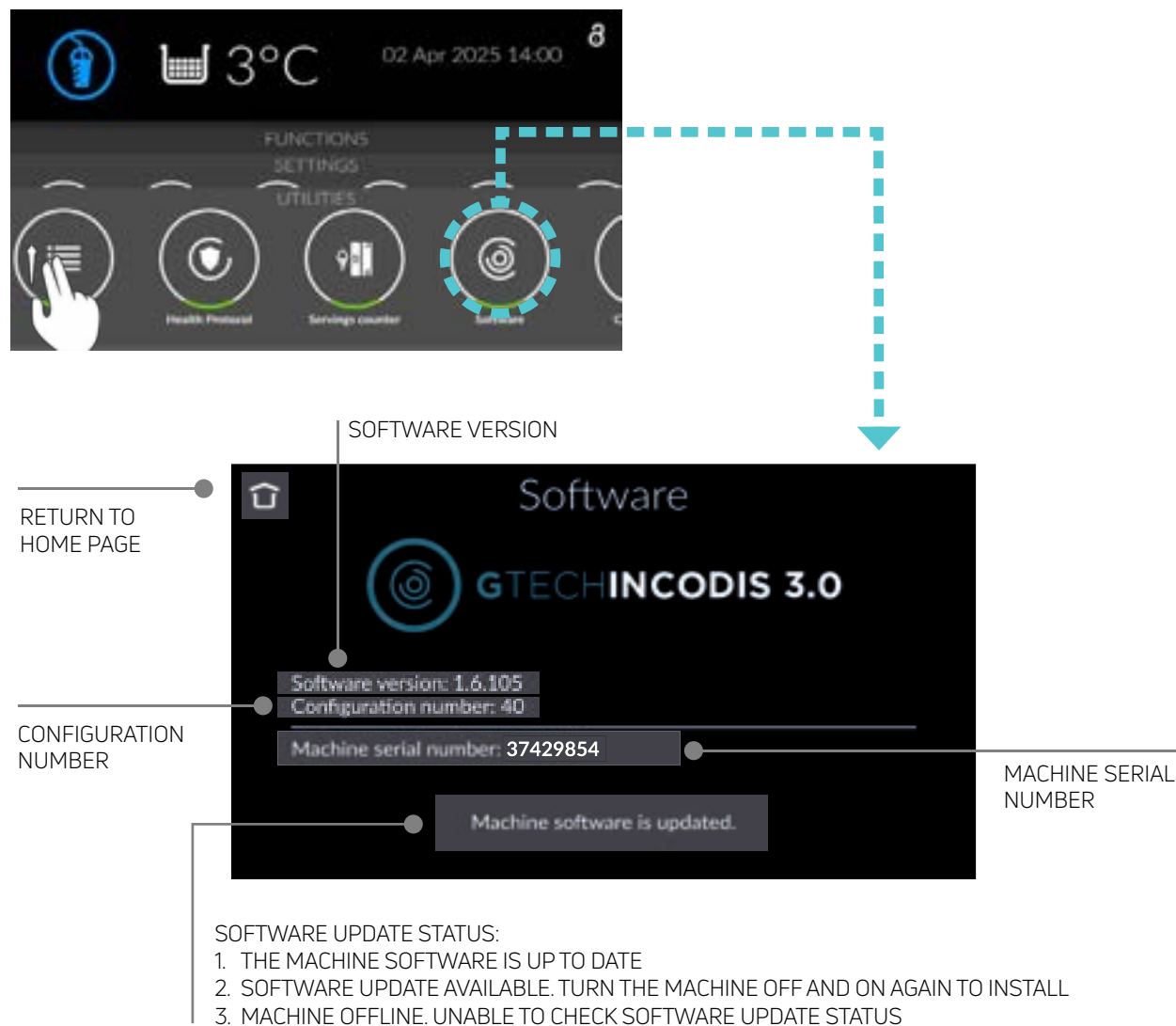


IMPORTANT

To reset the servings counter, a password is required to access the restricted area (see section 10.2. Password access mode for Supervisor).

10.5.4. SOFTWARE

View software information and check for available updates.



The diagram illustrates the process of checking software updates. It starts with a home screen showing a temperature of 3°C and a date of 02 Apr 2025 14:00. A dashed arrow points from the 'Software' icon in the bottom menu to the software settings screen. The software settings screen displays the following information:

- SOFTWARE VERSION**: Software version: 1.6.105
- CONFIGURATION NUMBER**: Configuration number: 40
- MACHINE SERIAL NUMBER**: Machine serial number: 37429854
- SOFTWARE UPDATE STATUS**: Machine software is updated.

RETURN TO HOME PAGE

SOFTWARE UPDATE STATUS:

1. THE MACHINE SOFTWARE IS UP TO DATE
2. SOFTWARE UPDATE AVAILABLE. TURN THE MACHINE OFF AND ON AGAIN TO INSTALL
3. MACHINE OFFLINE. UNABLE TO CHECK SOFTWARE UPDATE STATUS



IMPORTANT

Regularly updating the software improves the machine's performance, reliability, and energy efficiency.

10.5.5. CONNECTIVITY

Connect the machine to the internet and access the following services:

- Software updates to improve performance, reliability, and energy efficiency.
- Automatic daily backups for easy machine restoration in case of failure.
- Daily updates of statistics.
- Remote connection to the machine to monitor usage, detect anomalies, and assist in diagnostics by a Qualified Technician.
- Sending notifications such as: blocking alarms, Health Protocol or Maintenance Interventions.

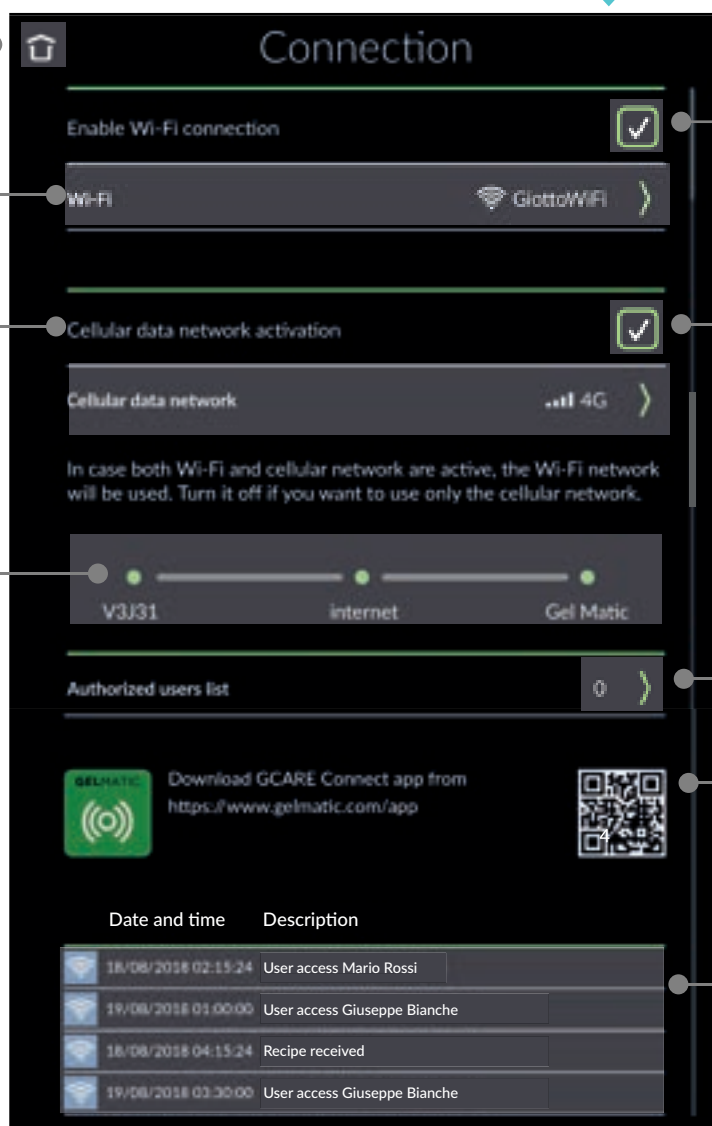


RETURN TO HOME PAGE

SELECT WI-FI NETWORK

SELECT MOBILE DATA NETWORK

CONNECTION STATUS



ENABLE WI-FI CONNECTION

ENABLE MOBILE DATA NETWORK

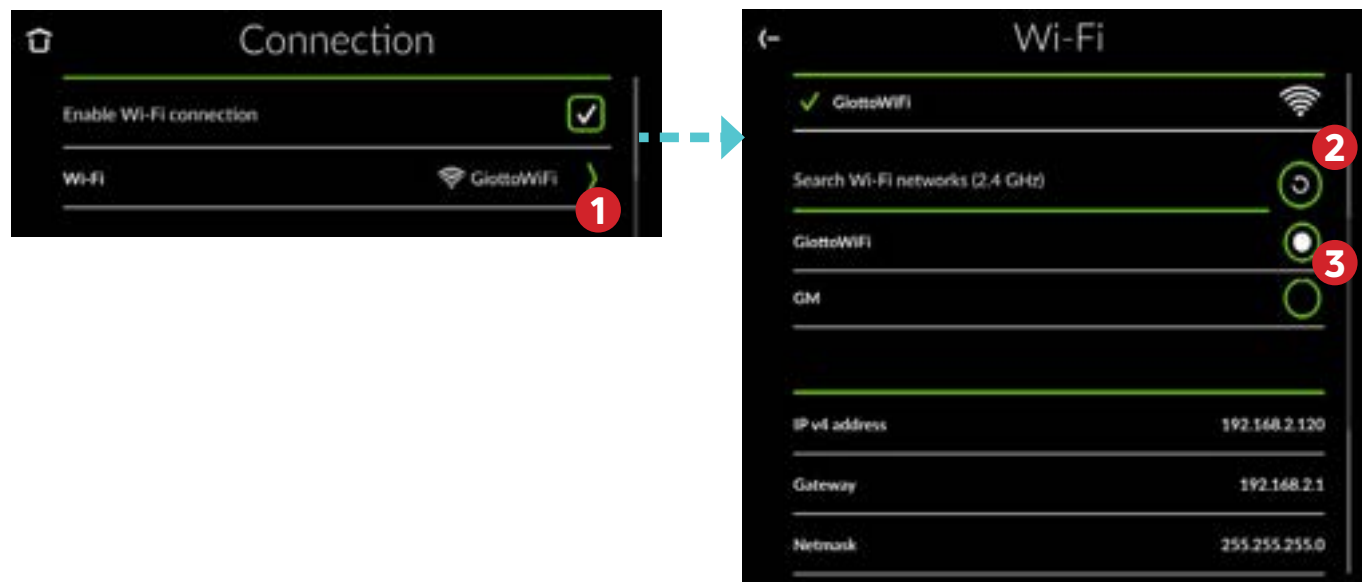
ACCESS THE AUTHORIZED USERS SECTION

QR CODE TO DOWNLOAD GCARE CONNECT APP ON MOBILE DEVICES

CONNECTIVITY LOGS

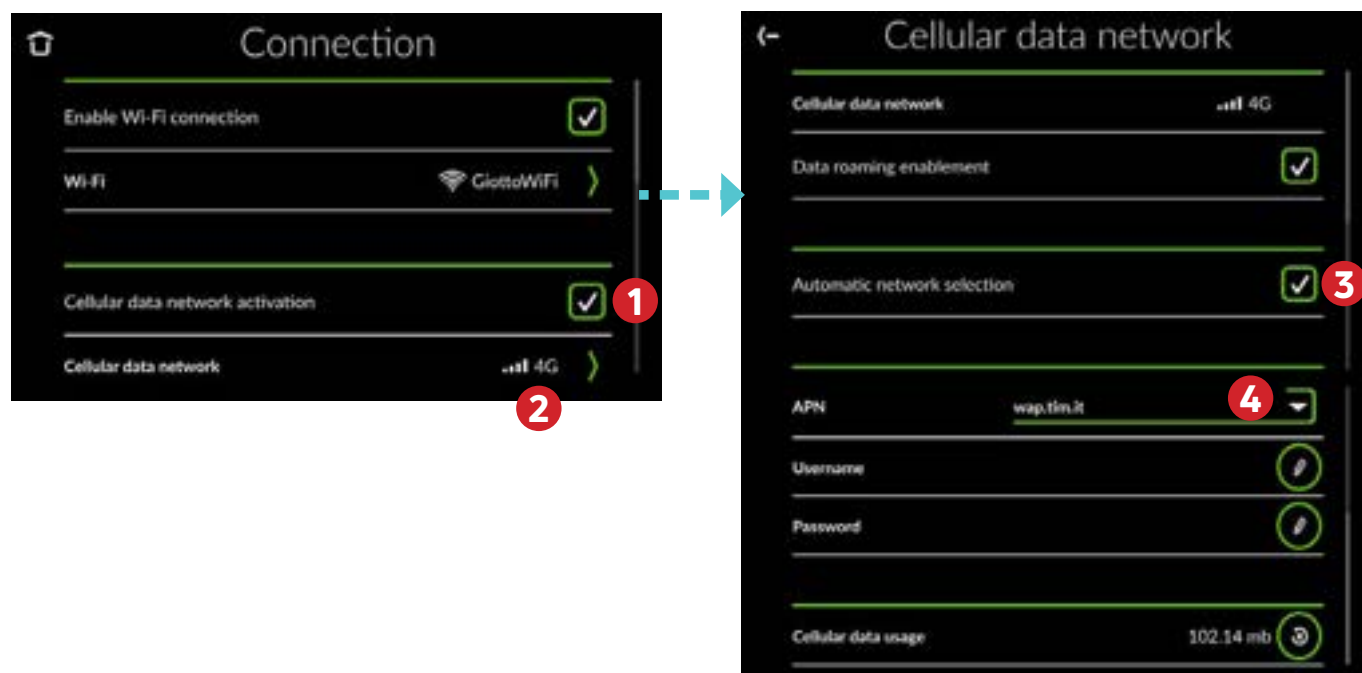
10.5.5.1. Machine connection to Wi-Fi

1. Enable Wi-Fi connection (✓).
2. Press (→) to access the settings.
3. Press (↻) to search for available Wi-Fi.
4. Select the desired Wi-Fi network.
5. Enter the Wi-Fi password.
6. Wait 60 seconds for the machine to connect to the Wi-Fi.



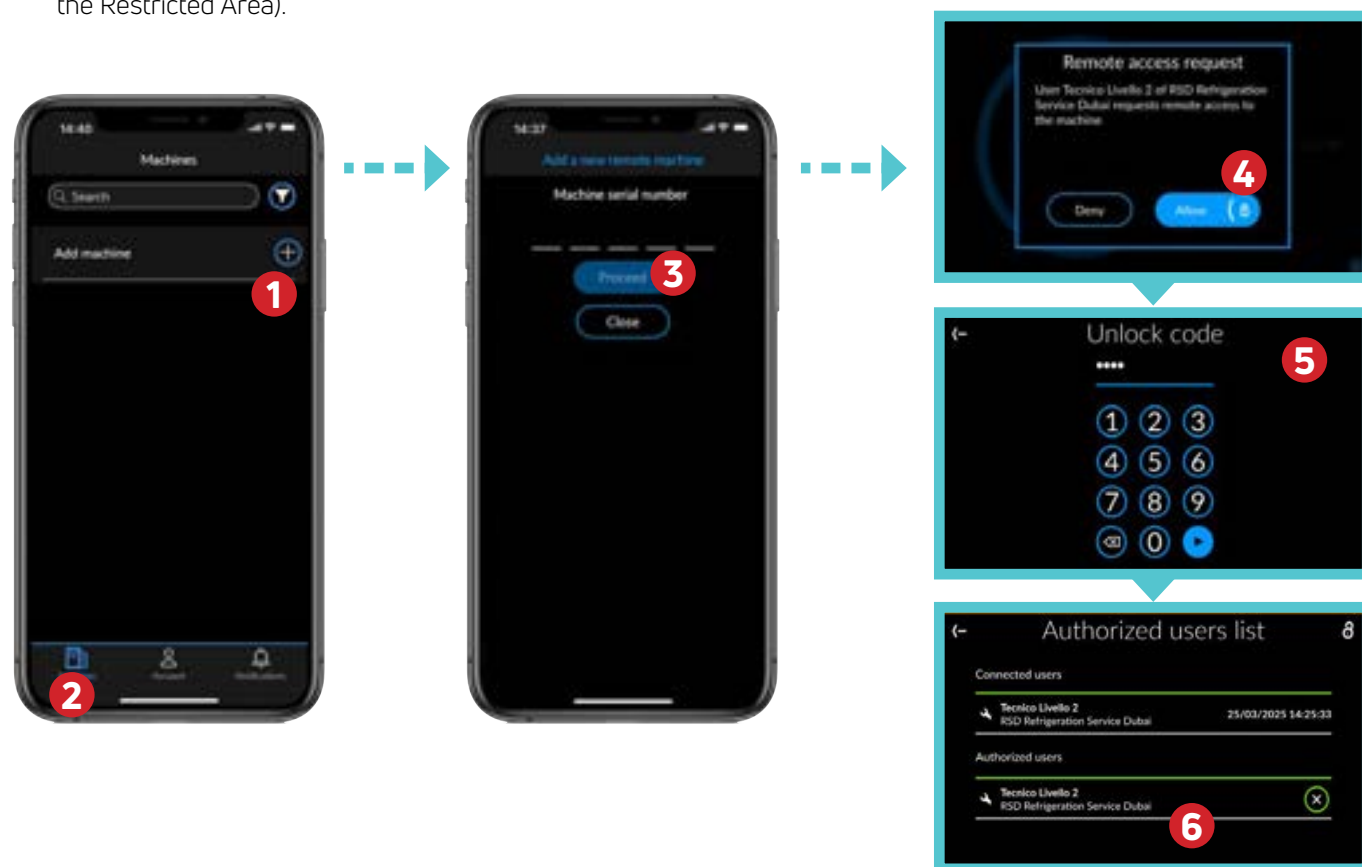
10.5.5.2. Machine connection to mobile data network

1. Enable the mobile data connection (✓).
2. Wait 60 seconds for the mobile data network connection to complete.
3. Press (▼) for advanced settings and manual network selection.



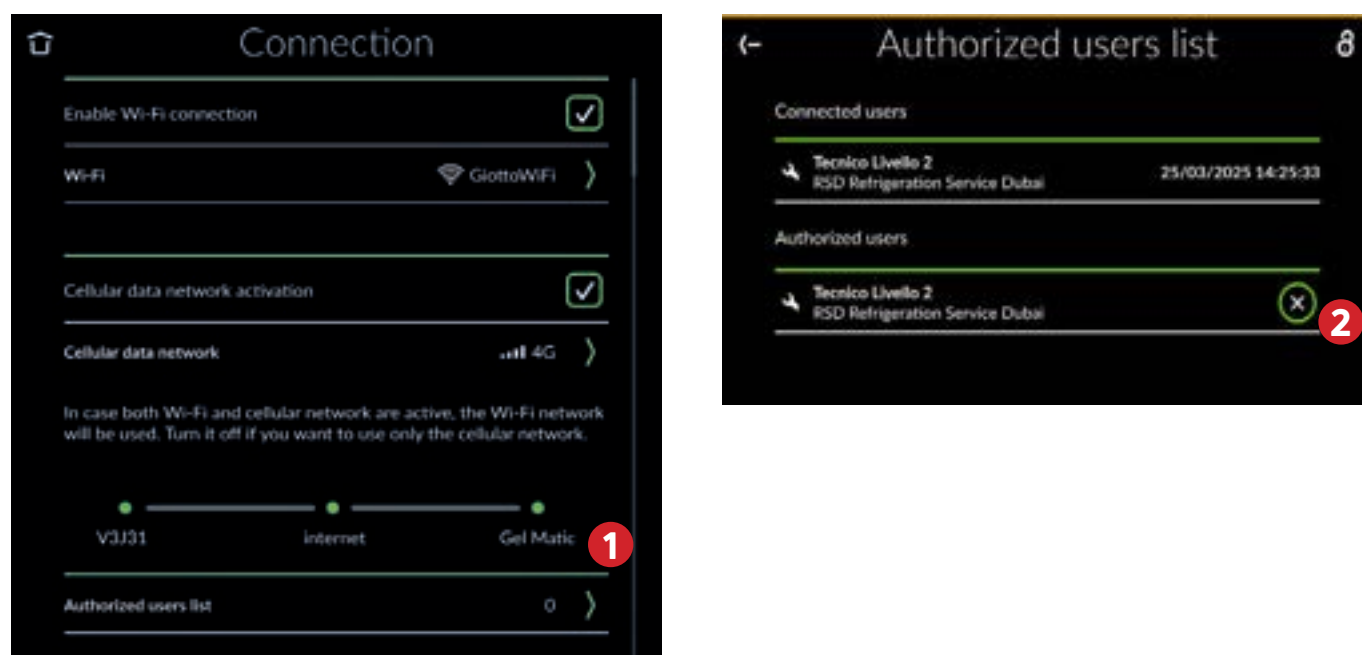
10.5.5.3. Remote connection to the machine

1. Ensure the machine is connected to the internet.
2. In the Machines section of the GCARE connect App, select .
3. Enter the serial number to add your machine to the list.
4. On the machine display, confirm the request for connection authorization (enter password 1111 if you haven't accessed the Restricted Area).



10.5.5.4. Managing users authorized for remote connection to the machine

1. Ensure the machine is connected to the internet.
2. Press  to access the managing of authorized users section.
3. Press  to remove users who are no longer authorized to connect remotely to the machine.



10.5.6. MAINTENANCE



IMPORTANT

Failure to perform overdue maintenance tasks may result in damage to the machine and void the warranty.

The Maintenance section allows you to monitor the schedule for required preventive maintenance to ensure:

- Reliability and prevention of sudden breakdowns and machine downtime.
- Productive performance and energy efficiency.
- Extended machine lifespan and reduced maintenance costs.
- Hygiene of the dispensed product.



RETURN TO HOME PAGE

MAINTENANCE STATUS

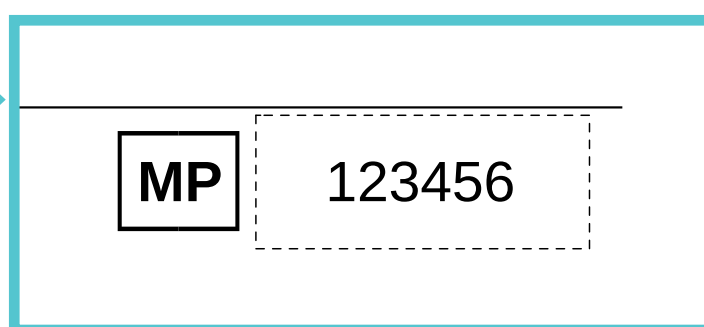
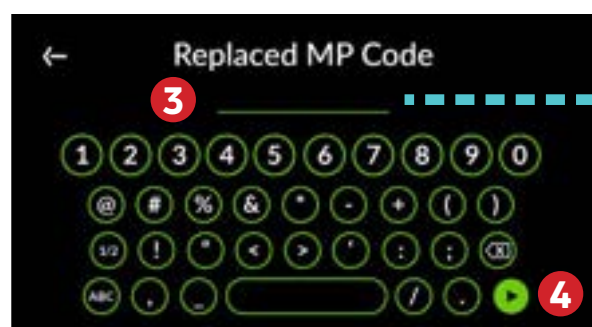
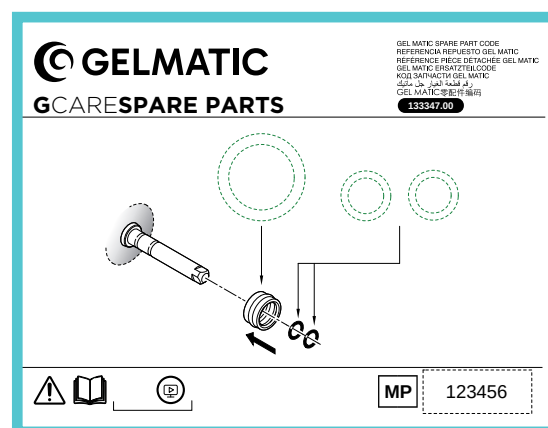
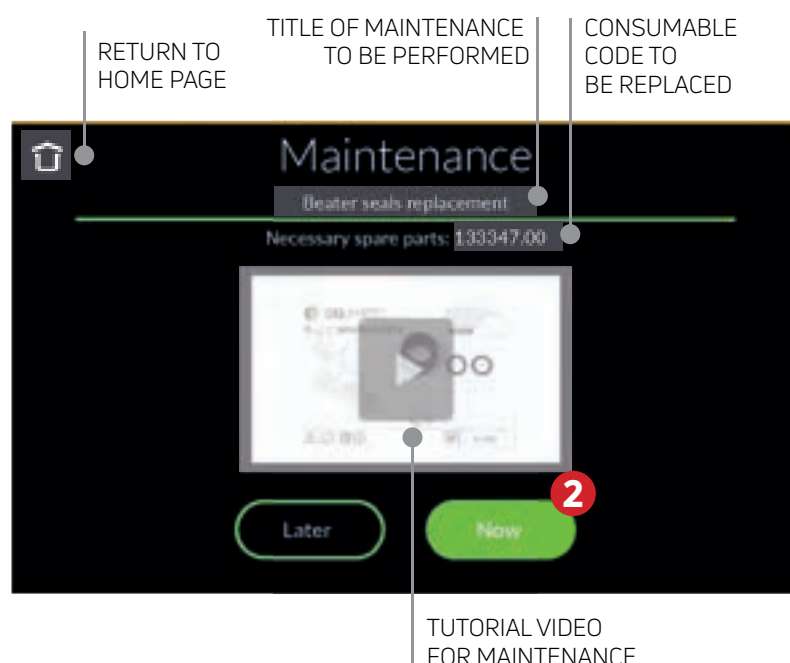
MAINTENANCE LOG

PERFORM MAINTENANCE AND ENTER MP CODE FOR REPLACED COMPONENT

VIEW VCARD AND CONTACT TECHNICIAN FOR MAINTENANCE

10.5.6.1. Perform and log maintenance tasks

1. Select the overdue maintenance task for which you want to perform the intervention.
2. Verify the code (MP Code) shown and make sure you have the correct maintenance kit.
3. Perform the intervention as shown in the tutorial video.
4. Press **Now** and enter the MP Code.
5. Press to log the completed intervention.



10.5.6.2. Notifications

Overdue maintenance is notified via pop-ups on the machine's screen.

The machine can send the following notifications to users remotely:

- Maintenance required
- Record of maintenance work performed.

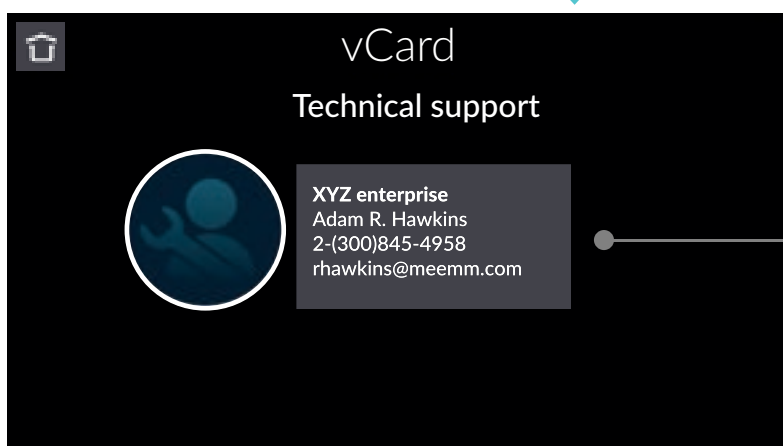
To enable, See Section 11. Notifications.

10.5.7. VCARD

The vCard section contains contact information for the Qualified Technician to be contacted for maintenance or troubleshooting.



RETURN TO
HOME PAGE



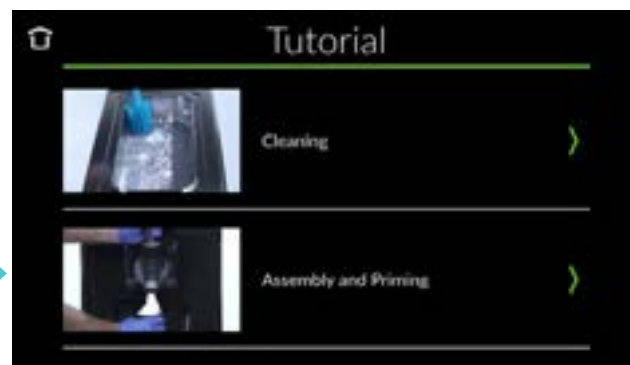
QUALIFIED
TECHNICIAN
CONTACT DETAILS

10.5.8. TUTORIAL

The tutorial guides you through performing operational procedures.

It contains step-by-step videos to help the Operator progressively carry out the tasks shown on the machine's screen.

When it is necessary to enable or disable specific functions on the machine, the video includes the corresponding instructions.



11. NOTIFICATIONS

Allows you to set up the machine to receive the following messages:

Machine operation anomalies

- Presence of blocking alarms.
- Heat Treatment (HT) function not started or failed.
- Health Protocol Interventions.

Maintenance

- Maintenance required.
- Maintenance tasks performed.

11.1. ENABLE NOTIFICATIONS

1. Access the Account section from the GCARE Connect app.
2. In the Account section, press  to access the Notifications section.
3. Select the types of notifications you want to enable/disable.
4. Enable notifications by selecting the desired notification delivery method.

TYPES OF NOTIFICATIONS THAT CAN BE ENABLED

1. MACHINE OPERATION ANOMALIES
2. MAINTENANCE

NOTIFICATION DELIVERY METHODS

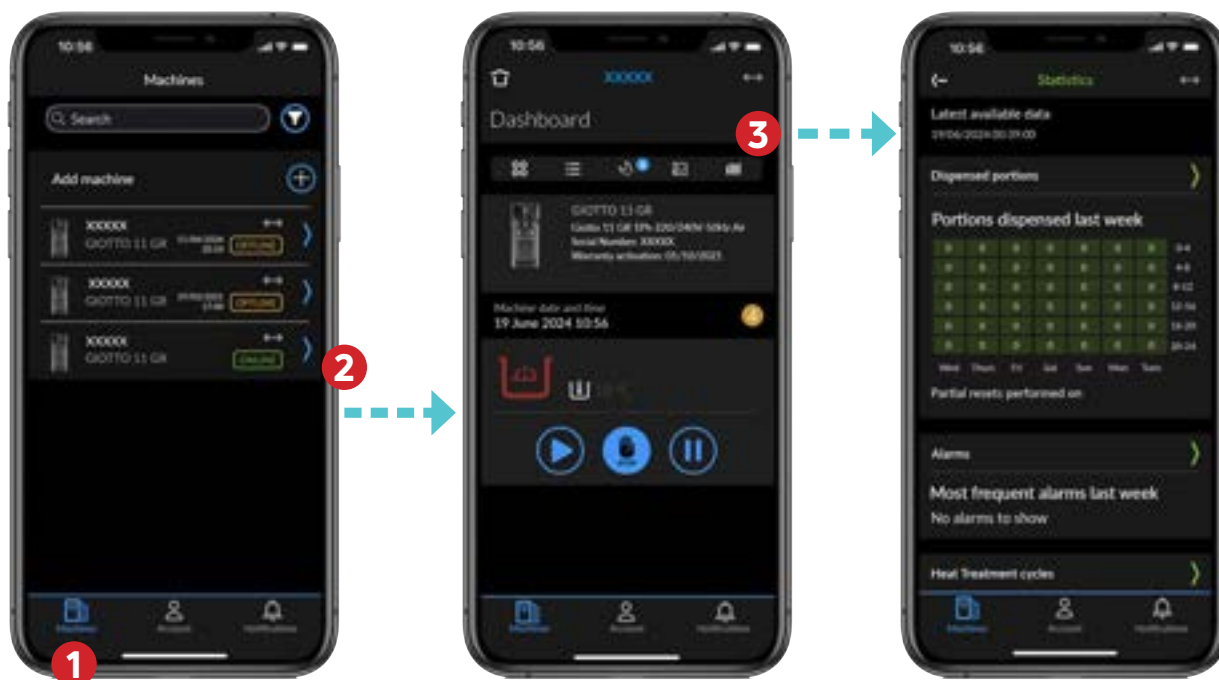
1. VIA E-MAIL
2. PUSH NOTIFICATIONS



12. STATISTICS

Allows you to view statistics to monitor machine usage patterns.

1. Access the Machines section from the GCARE Connect app.
2. Press  next to the machine whose statistics you want to view.
3. Press  to view the statistics.



13. MAINTENANCE AND SUPPORT

13.1. PREVENTIVE MAINTENANCE PROGRAM

To ensure safe, efficient and uninterrupted operation of the machine, scheduled maintenance must be performed properly. For this reason, maintenance services have been implemented; however, we recommend an inspection or maintenance contract, which ensures that the machine is monitored by Qualified Technicians according to a schedule in accordance with the user instructions.

13.2. TECHNICAL SUPPORT

Our post-sales service is focused on providing Customers with technical support that maintains the quality and efficiency of their products.

This is backed by a nationwide network of professionals who are well-organized and continually updated.



IMPORTANT

All repairs must only be performed by a Gelmatic Qualified and Authorized Technician.

13.3. SPARE PARTS AND CONSUMABLES

By accessing the GCARE Connect app or the reserved area on the Gelmatic website www.gelmatic.com, you can view the spare parts related to your machine.

Contact the Gelmatic Authorized Service Center for purchase and installation.



IMPORTANT

Always use original spare parts and consumables.

14. LONG-TERM STORAGE OF THE MACHINE

If the machine needs to be stored for a long period (for example, during the winter), make sure that:

1. The cleaning procedure has been carried out correctly (*see section 8.5. Cleaning*)
2. Components have been disassembled and stored separately
3. The machine is stored in a location protected from the elements, with a humidity level below 90%
4. The machine is covered to protect it from dust and UV rays
5. The machine is stored in an environment with temperatures between 5°C (41°F) and 50°C (122°F).

15. OUT OF SERVICE

Electrical and electronic equipment must be disposed of in accordance with European Directive 2002/96/EC or current regulations. Such equipment may NOT be disposed of through normal municipal solid waste, but must be collected separately to optimize material recovery and recycling.

The equipment contains refrigerant gas, therefore, it must be treated according to the regulations in force in the country of disposal.



The crossed-out waste bin symbol is displayed on all products to remind users of the separate collection requirements. By properly observing all regulations regarding the disposal of old products, you will help protect the environment.

[illegible]



[illegible]



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