

oplace

Automatic Self-Refrigerated Ice Cream & Sorbet Maker



(MODEL:SU-103)

USER MANUAL

If you are having problems using this ice cream maker
Please email: service@oplacehome.com

Before first use, please read this manual carefully and keep it in a safe place along with the warranty card for future reference.

CONSTANT INNOVATION TO ALLOW CONSUMERS TO GET BETTER PRODUCTS

Take “technology, innovation, health” as its core value, to be the preferred brand of household products in your healthy and quality life.

Our brand focus on researching, developing and manufacturing various kinds of household supplies with advanced technologies and the idea of sustainable development, to promote the evolution and transform of our lifestyle, to make it more healthy, green, intelligent and with high quality, and to bring a happy, healthy and eco-friendly home life to around the world.

Among other things, registration of your appliance ensures that we can deliver important product information and warranty details when you need them.

Register your **oplace** appliance now online.

Website: **www.oplacehome.com**

SAFETY

Your safety and the safety of others is very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can cause serious injury to you and others.

All safety messages will follow the safety alert symbol.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

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IMPORTANT SAFEGUARDS

Congratulations on your new OPlace ice cream maker. This manual contains important information on the installation, use, and care of your appliance. Please take time to read this manual to take full advantage of your ice cream maker's many benefits and features.

Please read this manual carefully before using the product and keep it properly. The product, accessories, user interface and other illustrations in the manual are schematic diagrams for reference only. Due to the update and upgrade of the product, the actual product and the diagram may be slightly different, please refer to the material item.

WHAT YOU NEED TO KNOW ABOUT THE SAFETY INSTRUCTIONS

Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining, and operating your ice cream maker.

CALIFORNIA PROPOSITION 65 WARNING

⚠ WARNING Cancer and Reproductive Harm – www.P65Warnings.ca.gov.

⚠ WARNING When using your ice cream maker, follow basic precautions, including the following:

1. Read all instructions before using the ice cream maker.
2. Use the ice cream maker only for its intended function.
3. Before use, clean all components of the product (except for the motor) with neutral detergent and wipe off any water droplets on the surface of the components.
4. During cleaning, motor components are prohibited from getting wet or immersed in water.
5. Avoid using items that can easily damage the metal liner during cleaning.
6. **Do not** use acidic detergents as they may cause discoloration of the ice cream bucket.

THIS ICE CREAM MAKER IS INTENDED FOR RESIDENTIAL USE ONLY.



NOTICE

SAVE THESE INSTRUCTIONS

- ⚠️ **WARNING:** Indicates a situation that may cause death or serious injury to a person.
- ⚠️ **ATTENTION:** Indicates situations that may cause injury or property damage to individuals.
- ⊘ Indicates that this operation is prohibited
- ❗ Indicates a reminder to pay attention to the operation

WARNING

⊘ Prohibit self disassembly, repair, and modification of the machine body.	❗ Regularly clean the stains on the power plug.
❗ When repairing, the power supply must be cut off.	⊘ The body should not be exposed to water or rain.
⊘ Please do not let young children touch during operation to avoid electric shock and injury to them.	⊘ During operation, do not open the lid and do not put in spoons, scrapers, or other ice making utensils.
⊘ When hands are wet, do not touch the power plug.	⊘ Prohibit operation when rotating parts are exposed.

- Ensure the voltage matches the rated voltage range, and confirm the socket is properly grounded.
- To prevent electric shock: Do not pour water on wires, plugs, or vents; do not immerse the appliance in water or other liquids.
- **Do not** insert metal objects or other electrical appliances into the device, as this may cause fire or short circuits.
- Cleaning and maintenance must not be done by unsupervised children.
- Children should be supervised to ensure they do not play with the product.
- If the inner and outer buckets freeze together during use, do not force the inner bucket out. Turn off the device and wait for the ice to melt before removing the inner bucket.



Fire hazard warning: Pay attention to fire risks.

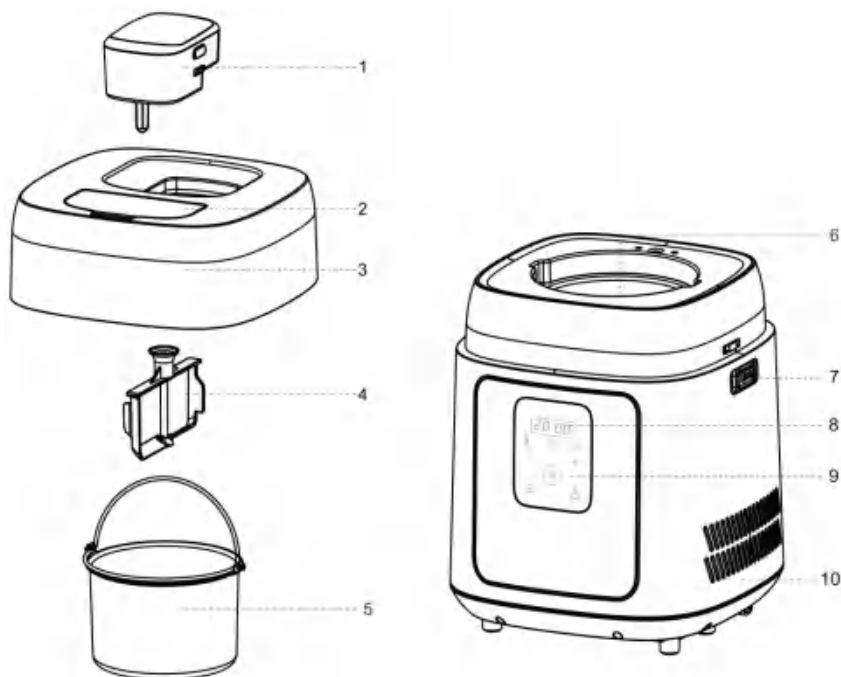
ATTENTION

 Please do not move during operation.	 Prohibit use in unstable areas.
 Do not touch sharp metals.	 It is prohibited to install and remove the cover during operation.
 It is prohibited to put the motor part into the refrigerator for freezing.	 If the power cord is damaged, to avoid danger, it must be replaced by the manufacturer or its maintenance department or similar dedicated personnel.
 When unplugging the power, hold the insulated part of the power plug and do not directly pull the power cord.	 The power cord must be unplugged when not in use.
 Do not damage the insulated part and power plug of the power cord. Avoid twisting, stretching, applying pressure, placing heavy objects on the power cord, or exposing it to high temperatures.	

- **Do not** use the product outdoors; only use it indoors. Do not invert the product or tilt it at a 45° angle.
- **Do not** use accessories not recommended by the manufacturer.
- Keep the appliance at least 20cm away from heat sources (e.g., stoves, hot plates) to ensure proper heat dissipation.
- **Do not** frequently press the power button (allow at least 5 minutes between starts) to avoid damaging the compressor.
- **Do not** turn on the power before installing the stirring blade or inner bucket.
- When removing ice cream, do not strike the bucket or its edges to avoid damage.
- The initial temperature of food ingredients should be 25±5°C. Do not pre-freeze raw materials in the refrigerator, as this may jam the stirring blade before the ice cream sets.
- **Do not** use powdered detergents or hard tools for cleaning. Always unplug the device before cleaning, maintaining, or refilling it.
- Compressor protection feature: Due to the compressor's characteristics, do not restart the device immediately after shutting it off—wait at least 5 minutes before restarting.
- Keep the product shell and air inlets/outlets unobstructed. Do not use mechanical devices or other methods to accelerate defrosting (unless permitted by the manufacturer). Do not damage the refrigeration system piping.
- **Do not** use electrical appliances in the food storage compartment, unless they are of the type recommended by the manufacturer.
- **Do not** exceed the "MAX" line when adding ingredients. Do not force-restart or stir the product when the ice cream has set or the device is in heat preservation mode.

COMPONENT INTRODUCTION

PRODUCT COMPONENTS



1. Motor Unit
2. Feeding Hole
3. Transparent Cover
4. Paddle
5. Bowl

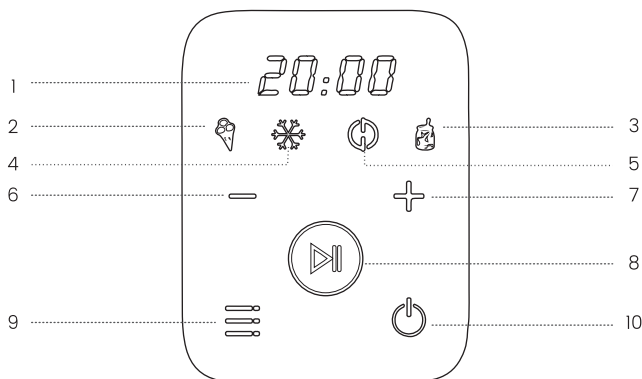
6. Inner Bowl
7. Transparent Lid lock Switches
8. Digital Display
9. Control Panel
10. Unit Housing

TECHNICAL PARAMETER

Product name	Ice cream maker	Model	SU-I03
Power supply	120V / 60Hz AC only	Rated power	90W
Product dimension	10.2 X 10.2 X 14 in (259 X 259 X 355mm)	Capacity	1L / 1.05Qt

OPERATING INSTRUCTIONS

PANEL INTRODUCTION



- | | |
|-----------------------------|--------------------------|
| 1. Time Display | 6. Time Reduction Button |
| 2. Ice Cream Mode | 7. Time Increase Button |
| 3. Yogurt Fermentation Mode | 8. Start/Stop Button |
| 4. Cooling Mode | 9. Menu |
| 5. Stirring Mode | 10. ON/OFF |

FUNCTION DESCRIPTION

Power-On & Standby

Plug in the power: The buzzer beeps once, the nixie tube and indicator lights activate, and the unit enters standby mode after 1 second. In standby, the nixie tube shows "00:00". Press the "Power Switch" once to enter setup mode (default: Ice Cream function, 60-minute timer; the ice cream icon lights up).

Hold the Power Switch for 2 seconds to return to standby.

Function Selection

Press the "Menu Button" to cycle through 4 modes: Ice Cream → Cooling → Stirring → Fermentation. Selecting a function displays its default timer and lights the corresponding indicator.

Time Adjustment (for Ice Cream/Cooling/Stirring)

- **Increase time:** Press "+" (1 minute per press; hold to speed up).
Max time: 90 minutes (pressing "+" beyond 90 minutes keeps it at 90:00).
- **Decrease time:** Press "-" (1 minute per press; hold to speed up).
Min time: 5 minutes (pressing "-" beyond 5 minutes has no effect).

Start/Pause Control

After setting the timer, press "Start/Pause" to activate the function. The display stays on, and the countdown begins.

For Ice Cream/Stirring modes:

- Removing the motor box triggers a pause (time flashes; fan/compressor keep running).
- If no action is taken within 3 minutes, the unit shuts down and returns to standby.
- Reinsert the motor box within 3 minutes and press "Start/Pause" to resume. When complete, the buzzer beeps 3 times.

Ice Cream Cold Preservation

After ice cream production (no further input), the unit auto-starts the cold preservation cycle: 10 mins cold prepreservation → 5 mins off → 5 mins cold preservation → 8 mins off (repeats 4x for cold preservation). A prompt beep signals the end, and the unit returns to standby.

Yogurt Fermentation Mode

Set the timer, press "Start/Pause", and the unit runs until the countdown ends. (No stirring blade or motor box is required for this function.)

DEFAULT FUNCTION TIME

1. Ice Cream Mode: The default production time is 60 minutes, and the time can be adjusted between 5–90 minutes. The machine starts ice cream production.
2. Cooling Mode: The default time is 30 minutes, and the time can be adjusted between 5–90 minutes. The machine only activates the cooling function.
3. Stirring Mode: The default time is 10 minutes, and the time can be adjusted between 5–90 minutes. The machine only activates the stirring function.
4. Yogurt Fermentation Mode: The default time is 12 hours, and the time can be adjusted between 1–90 hours. The machine starts the yogurtfermentation production mode.

USAGE STEPS

ICE CREAM MAKING PROCESS

1. Prepare the Machine

Take the machine out of the box, place it on a flat surface. Unlock the transparent lid by pulling the side release buttons backward, then remove internal components. Clean all parts with a neutral detergent (do not rinse the machine directly with water), and wipe dry.

Notes:

Do not get the motor box or the whole machine wet/immersed in water. Avoid using tools that scratch the metal inner bucket.



WARNING:

Keep the machine on a flat surface for optimal performance of the built-in compressor.

2. Assemble

Insert the ice cream outer bucket vertically into the machine's inner bucket (ensure it clicks into the slot at the bottom). Wipe dry any water on the inner bucket or outer bucket (water residue may cause the inner bucket to get stuck after cooling). Place the stirring blade into the outer bucket, close the transparent lid, lock it with the release button, and insert the motor box into the lid.



3. Start Operation

- Mix ingredients (e.g., pure milk, light cream, sugar) in a bowl.
- Open the feeding port and pour the mixed ingredients in.
- Plug in the power: the screen will light up and show "00:00".
- Press the "**Menu**" button to select the ice cream mode (default time: "60:00").
- Press "**Start/Pause**" to activate the ice cream function.

The stirring blade will rotate counterclockwise, and the screen will count up.

When done, the machine beeps 3 times to indicate completion.



4. Finish

After the machine stops, turn it off and unplug. Unlock the transparent lid, remove the lid assembly and stirring blade, then lift the ice cream bucket by its handle.

Scoop and serve.

5. Clean Up

Before cleaning, allow the chilling cylinder to warm up to room temperature.

To separate the transparent lid from the handle, press in the two tabs on the underside of the lid and then pull the two parts apart. Wipe the unit housing, lid handle, and chilling cylinder with a damp cloth—do not use abrasive cleaners as they may damage the finish. Wash the chilling bucket inserts, transparent lid, and paddle in warm, soapy water, then rinse and dry with a soft cloth.

※ Compressor Restrictions

Due to compressor characteristics, do not restart immediately after shutdown:

After using the cooling-only function: Wait >5 minutes to restart (compressor stops right after "Start/Pause" is pressed).

After using the ice cream function: Wait >5 minutes to restart (compressor runs 5 more minutes after "Start/Pause" is pressed).

※ Normal Operating States

During ice cream making, the motor's stirring torque may increase (due to ambient temperature/ingredient quantity), triggering motor protection and switching the machine to cooling mode.

- **Stirring-only mode:** If the motor stalls for >3 seconds, the machine stops.
- **Ice cream mode:** If the motor stalls for >3 seconds, the machine switches to cooling mode.

YOGURT FERMENTATION PROCESS

1. Yogurt Making in Fermentation Mode

Remove the ice cream bucket from the machine's inner liner. Pour 800ml of pure milk and 1 pack of lactic acid bacteria (approximately 1g) into the ice cream bucket, then stir evenly. Place the ice cream bucket vertically into the machine's inner liner, ensuring it is fully seated in the inner liner's slot at the bottom. Cover with the transparent lid, push the unlock button, and lock the transparent lid securely.

2. Power On and Operation

Plug in the power supply. The display screen will light up completely and show "00:00". Press the **"Menu Button"** to select the fermentation mode (the default time is "12:00"). Set the desired working time, then press the **"Start/Pause Button"** to activate the fermentation function. The machine will start heating; the indicator icon on the display will light up, and the screen will show a forward timer. Once the process is complete, the machine's buzzer will beep 3 times to indicate that the yogurt is ready.



TROUBLESHOOTING

Problems	Analysis Of Causes	Solution
After the ice cream is made, the aluminum bucket cannot be removed.	Before the ice cream bucket was placed in the main machine, there were water droplets on it that were not dried before ice cream making process started, leading to icing.	Wait for 5-8 minutes before taking it out.
The display flashes.	The main engine head is not rotated into place.	Turn the transparent cover and the main unit head into the locking position.
Compressor does not work.	After starting the compressor once, start it again.	The compressor cannot be started frequently. For a secondary startup, the compressor can only be activated after a 5-minute interval.
	Single mixing function is selected.	Select the correct function in the function selection menu.
	Fan does not work, triggering compressor overheat protection.	Unplug the device and send it to the designated maintenance point for repair.

Problems	Analysis Of Causes	Solution
Stirring blade does not rotate.	Mixing blade is not installed correctly.	Remove the main engine head, assemble the mixing blade into the transparent cover, then reattach the main engine head.
	Refrigeration function is selected.	Select the correct function in the function selection menu.
	Motor is abnormal or damaged.	Unplug the device and send it to the designated maintenance point for repair.
There are many ice and sand grains.	Too much water in the ingredients.	Increase the proportion of milk or cream appropriately.
The machine stops working.	Machine is stopped mid-operation.	The product has a built-in computer control program: once the ice cream is successfully made, the program will automatically stop the machine and enter a 10-minute cold-keeping mode. Finally, stop the machine manually.
	Poor device ventilation, leading to high internal temperature.	If the device is too close to the wall, air circulation will be poor, causing components like the compressor and motor to overheat and trigger a protection state. The device's vent should be at least 20cm away from wall.
Ice cream cannot be made.	User-defined working time is insufficient.	Adjust the scheduled working time.
	Single mixing function is selected.	Select the correct function in the function selection menu.
	Added ingredients are not blended, leaving large granules (e.g., apples are only diced).	All fruit and vegetable ingredients should be blended into pulp or puree. Chocolate needs to be melted first.
No electricity.	Circuit is abnormal.	Unplug the device and send it to the designated maintenance point for repair.
Display E01	NTC short circuit prevents the fermentation function from starting.	Unplug the device and send it to the designated maintenance point for repair.
Display E02	NTC open circuit prevents the fermentation function from starting.	Unplug the device and send it to the designated maintenance point for repair.

REPAIR AND MAINTENANCE

MAINTENANCE

After use, clean the parts outside the body with neutral detergent and wipe off any water droplets on the surface. Use a cloth to wipe off any stains.



NOTE

During cleaning, the body part is prohibited from getting wet or immersing in water; When cleaning, it is prohibited to use items that are prone to damaging the metal liner.

WARRANTY

Product Name	Model Number	Default Warranty Period	Date of Purchase	Order Number	For your own reference, we strongly recommend that you record your order number and date of purchase.
ICE CREAM MAKER	SU-103	1 year			

TERMS & POLICY

OPlace warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

OPlace will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. OPlace is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety or usage warnings included in the product packaging and manual.

THIS WARRANTY DOES NOT APPLY TO THE FOLLOWING:

- Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

OPlace assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

DEFECTIVE PRODUCTS & RETURNS

Should your product prove defective within the specified warranty period, please contact Customer Support via **service@oplacehome.com** with your order number. Do not dispose of your product before contacting us. Once our Customer Support Team has approved your request, please return the unit with a copy of your invoice and order number.

CUSTOMER SUPPORT

WE'RE HERE TO HELP!

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team. Your satisfaction is our goal!

CUSTOMER SUPPORT

Email: **service@oplacehome.com**

Website: **www.oplacehome.com**

If you need to purchase product accessories, please visit **www.oplacehome.com**

* Please have your order confirmation number ready before contacting Customer Support.



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DISPOSAL INSTRUCTIONS:



This symbol indicates that this product must not be disposed of with ordinary household waste. Please recycle responsibly through designated return systems or contact the seller for proper recycling, to help conserve resources and protect the environment.