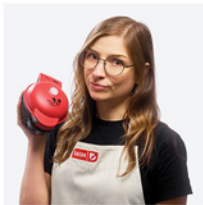




#DSIM300

PRO SHAVED ICE MACHINE

Instruction Manual | Recipe Guide



PRO SHAVED ICE MACHINE



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IMPORTANT SAFEGUARDS

IMPORTANT SAFEGUARDS: PLEASE READ AND SAVE THIS INSTRUCTION AND CARE MANUAL.

When using electrical appliances, basic safety precautions should always be followed, including:

- Read all instructions before use.
- Remove all bags and packaging from appliance before use.
- Never leave appliance unattended when in use.
- Make sure the appliance is cleaned thoroughly before using.
- Do not use appliance for other than intended use. For household use only. Do not use outdoors.
- Only use the appliance on a stable, dry surface.
- Do not place appliance on or near a hot gas burner, hot electric burner, or in a heated oven.
- This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of experience of knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- This appliance is not a toy. Do not let children use this appliance. Close supervision is necessary when any kitchen appliance is used by or near children.
- Avoid contact with moving parts.
- DO NOT use the Pro Shaved Ice Machine near water or other liquids, with wet hands, or while standing on a wet surface.
- To prevent the risk of fire, electric shock, or personal injury, do not put cord, plug, or appliance in or near water or other liquids. The Pro Shaved Ice Machine is NOT dishwasher safe.

IMPORTANT SAFEGUARDS

- If the unit accidentally falls or gets immersed in water, unplug the appliance immediately. Do not reach into the water.
- Do not let the cord touch hot surfaces or hang over the edge of tables or counters.
- Refrain from using attachments that are not recommended by the appliance manufacturer, as this may result in fire, electric shock, or personal injury.
- Do not operate the machine without ice. Do not use the appliance to shave or crush substances other than ice.
- Do not operate this appliance with a damaged cord damaged plug, after the appliance malfunctions, is dropped, or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or adjustment.
- For maintenance other than cleaning, please contact StoreBound directly at 1-800-898-6970 Monday – Friday or by email at support@bydash.com.
- StoreBound shall not accept liability for damages caused by improper use of the appliance.
- Improper use of the appliance can result in property damage or even in personal injury.
- ce has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not completely fit in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.
- A short power supply cord is to be provided to reduce the risk resulting from becoming entangled in or tripping over a longer cord. While use of extension cords is not recommended for use with this appliance, an extension

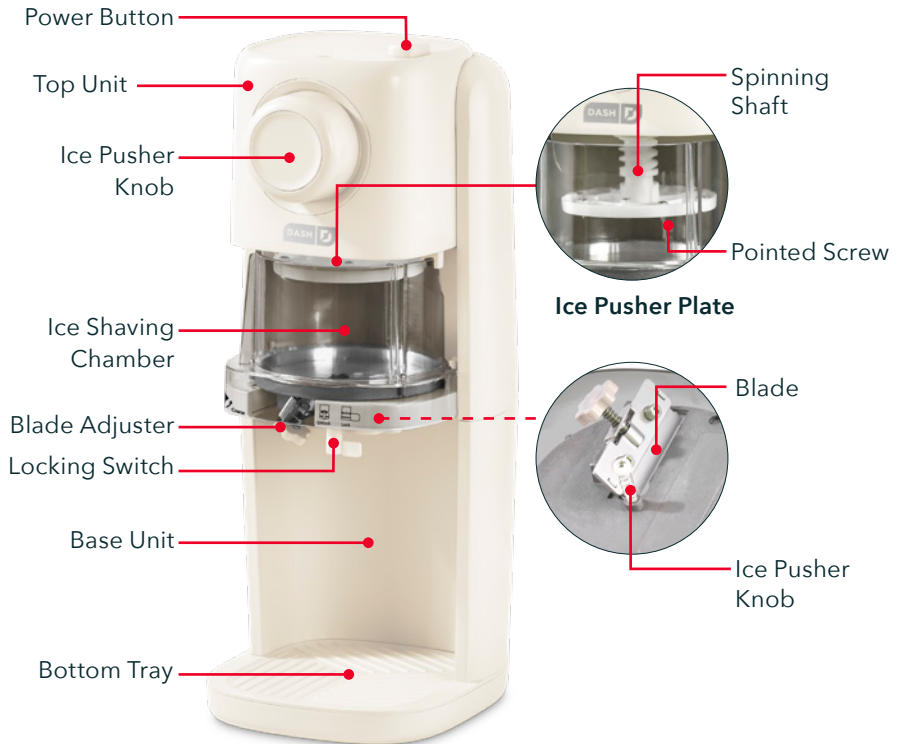
IMPORTANT SAFEGUARDS

cord may be used if care is exercised in its use. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance. If the appliance is of the grounded type, the extension cord should be a grounding 3-wire cord. The extension cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

- Do not run continuously for more than 10 minutes, or it may cause motor failure.
- Do not shave ice containing alcohol as this could damage the machine.
- Ensure the Ice Shaving Chamber is correctly installed before operation. It cannot be installed if the Locking Switch is engaged.

IMPORTANT SAFEGUARDS: PLEASE
READ AND SAVE THIS INSTRUCTION
AND CARE MANUAL.

PARTS & FEATURES



PARTS & FEATURES



Storage Belt

Power Cord

Plug



Ice Molds

USING THE PRO SHAVED ICE MACHINE

BEFORE FIRST USE



- Clean the Ice Molds and Ice Shaving Chamber with warm soapy water. Rinse well and dry completely.
- Wipe the exterior of the Base Unit and Top Unit with a damp cloth. **CAUTION:** Do not immerse the Base or Top Unit in water.

FREEZING ICE

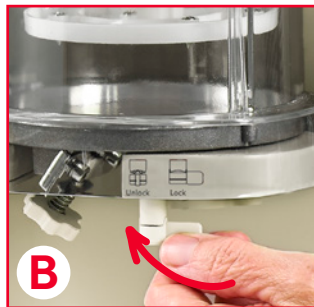
- 1 Once clean, fill Ice Molds with liquid to about 80% capacity; leave room for water to expand as it freezes.
- 2 Cover Ice Molds with Lids and place in the freezer until completely frozen (at least 6-8 hours or overnight).



For best results, only use the included Ice Molds to ensure the precise size of ice block that is compatible with this Machine.

Do not shave ice made with alcohol.

USING THE PRO SHAVED ICE MACHINE



- 1** Place the Base Unit of the Machine on a clean, flat, and stable surface. Secure the Top Unit to the top of the Base Unit (**photo A**).
- 2** Remove Ice Molds from the freezer. Warm the outside of each Mold with your hands to loosen the ice block.
- 3** To add the ice block to the Ice Shaving Chamber, first remove the Ice Shaving Chamber by setting the Locking Switch to "UNLOCK" and lifting the Ice Shaving Chamber out of the Top Unit (**photo B**).

USING THE PRO SHAVED ICE MACHINE



- 4** Place an ice block into the Ice Shaving Chamber (photo C). Prior to reinserting the Ice Shaving Chamber, ensure that the Ice Pusher Plate is fully raised to the top of the unit. If not, use the Ice Pusher Knob to raise it all the way to the highest position. Place the ice block into the chamber with the cross-shaped dent facing up. This allows the Ice Pusher Plate to grip the ice correctly.



- 5** To reinsert the Ice Shaving Chamber back into the Top Unit, align the angled edges on either side of the Ice Shaving Chamber (photo 1) with the clicking grooves (photo 2) on either side of the Top Unit. Slide the Ice Shaving Chamber into the Top Unit into the grooves; there will be a slight "click" when securely inserted (photo D).



USING THE PRO SHAVED ICE MACHINE



- 6 Before shaving ice, you must lock the Ice Shaving Chamber back into place. Turn the Locking Switch to "LOCK" (photo E).
- 7 Plug in the Shaved Ice Machine and place a bowl or serving dish on the Bottom Tray to catch the shaved ice.
- 8 Ensure the Ice Pusher Plate is in firm contact with the ice. If there's a gap, turn the Ice Pusher Knob clockwise (photo F) until the Ice Pusher Plate just touches the ice block and you feel light resistance. Do not force the Knob.

USING THE PRO SHAVED ICE MACHINE



- 9 You can use the Blade Adjuster to choose your preferred ice texture (**photo G**). Adjust for texture **ONLY** when the Machine is powered off and not shaving. To adjust, turn counterclockwise for finer shaved ice or turn clockwise for coarser shaved ice.
- 10 To begin shaving, press and hold the Power Button on top of the Unit (**photo H**). The Machine will shave ice **ONLY** while the Power Button is pressed. As you press down, the Ice Pusher Plate will continually push the ice against the Blade to shave. Release the Power Button at any time to stop shaving.

USING THE PRO SHAVED ICE MACHINE

11 For even results while shaving, rotate the bowl or serving dish occasionally.

12 To stop shaving, release the Power Button. Repeat with any other ice blocks.

13 Sometimes shaved ice may get stuck in the Ice Shaving Chamber. Do NOT insert hands or fingers into any part of the Machine to release the ice. If ice gets stuck, remove the Ice Shaving Chamber. Flip the Ice Shaving Chamber onto a cutting board or plate and tap to release the stuck ice (**photo I**).



14 When finished shaving, always unplug the Machine.

NOTE!



Do not run the Machine for more than 10 minutes at a time.

CLEANING & MAINTENANCE



- Always unplug the Pro Shaved Ice Machine before disassembling and cleaning.
- Prior to cleaning, disassemble the Pro Shaved Ice Machine. To disassemble, turn the Locking Switch to "UNLOCK" (**photo A**) and remove the Ice Shaving Chamber (**photo B**). Then remove the Top Unit from the Base Unit.
- Wash all removable parts (but not the Base or Top Units) with warm, soapy water and dry thoroughly.
- Wipe the Base Unit and Top Unit with a damp cloth. Never immerse the Base or Top Units in water.
- Do not use abrasive sponges or steel wool to clean any part of the Pro Shaved Ice Machine.
- Use extreme caution when cleaning the Blade. The Blade is sharp. Rinse and dry it thoroughly after use. To help prevent rust, lightly coat the Blade with cooking oil after drying.

TROUBLESHOOTING

While Dash products are durable, you may encounter one or more of the problems listed below. If the issue is either not solved by the solutions recommended below or not included on this page, please contact our Customer Support Team at **1-800-898-6970** or **support@bydash.com**.

ISSUE	POSSIBLE CAUSE	SOLUTION
The Machine won't start.	The Machine is not plugged in or it hasn't been powered on.	Check the plug. To power on the Machine, press and hold the Power Button.
The Machine is running, but little or no ice comes out.	The Ice Pusher Plate is not touching the ice block.	Turn the Ice Pusher Knob clockwise until the Plate just touches the ice block. Do not force.
The Ice Shaving Chamber seems inserted but the Machine will not operate properly.	The Chamber is not fully inserted or locked.	Remove the Chamber, reinsert it into both grooves until it clicks into place, then turn the Locking Switch to "LOCK."
The Ice Shaving Chamber isn't installing properly	The Ice Pusher Plate is not raised.	Turn Ice Pusher Knob to raise the Ice Pusher Plate fully.
The Blade is not spinning.	The Ice Shaving Chamber is not locked properly.	Ensure Ice Shaving Chamber is fully installed and locked.

TROUBLESHOOTING

ISSUE	POSSIBLE CAUSE	SOLUTION
Shaved ice gets stuck inside.	The shaved ice has refrozen over.	Do NOT insert hands or fingers into any part of the Machine to release the ice. If ice gets stuck, remove the Ice Shaving Chamber. Flip the Ice Shaving Chamber onto a cutting board or plate and tap to release the stuck ice.
The ice didn't shave cleanly or evenly.	The ice block is too soft or it was not made in the included Ice Molds.	Use fully frozen ice made in the included Ice Molds only.
The texture is too fine or too coarse.	The Blade was not adjusted properly.	Turn the Blade Adjuster counterclockwise for finer ice, turn it clockwise for coarser ice.
The motor stops mid-use or the Machine feels hot.	The motor is overheating from prolonged use.	Let the Machine cool for 20 minutes. Don't run more than 10 minutes continuously.
The Machine doesn't shave continuously after I press the Power Button.	The Machine runs only while the Power Button is pressed and held.	Press and hold the Power Button for continuous shaving.

TIPS & TRICKS

SAFETY FIRST

Never adjust the Blade while the Machine is powered on.
Use extreme caution when cleaning the Blade as the Blade is sharp.

USE PURE ICE



Do not shave ice made with alcohol.

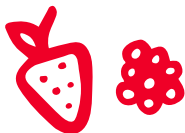
SOFTEN ICE

For softer shaves, let the frozen ice sit for a short time until the surface is slightly softened.



STORAGE

- 1 Prior to storage, ensure all parts are thoroughly dried.
- 2 Nest the Top Unit into the cradle of the Base Unit and use the Storage Belt to bind them together (**photo A**).



RECIPE GUIDE

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RASPBERRY LIME SHAVED ICE WITH FRESH MINT

Prep Time: 3-5 minutes • **Freeze Time:** 6-8 hours • **Serves:** 2-3

Ingredients:

2-3 cups fresh or frozen raspberries

Zest and juice of one lime

Mint leaves to garnish

Directions:

1. Add fresh raspberries, lime juice, and lime zest to a blender and blend until smooth. Pour into Ice Molds, evenly distributing the mixture. Freeze for 6-8 hours or overnight.
2. Place one ice block into the Ice Shaving Chamber. Adjust Blade Adjuster to choose desired consistency. Shave ice into a serving bowl then repeat with remaining ice block.
3. Garnish with fresh mint, fresh raspberries, and a squeeze of lime juice.
4. Serve and enjoy this berry delicious refresher!



SHAVED ICE PIÑA COLADA

Prep Time: 3-5 minutes • **Freeze Time:** 6-8 hours • **Serves:** 2-3

Ingredients:

1 ¼ cup pineapple juice
½ cup sweetened condensed milk
1 teaspoon lime juice, optional
Pineapple wedges to garnish

Directions:

1. In a small mixing bowl, combine pineapple juice, sweetened condensed milk, and lime juice, if using.
2. Pour into Ice Molds, evenly distributing the mixture. Freeze for 6-8 hours or overnight.
3. Place one ice block into the Ice Shaving Chamber. Adjust Blade Adjuster to choose desired consistency. Shave ice into a serving bowl then repeat with remaining ice block.
4. Garnish with fresh pineapple wedges.
5. Serve immediately and enjoy the taste of an island vacation right at home!

CUSTOMER SUPPORT



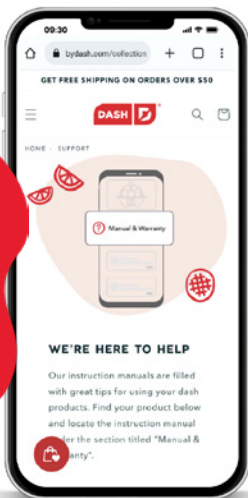
We want you to Feel Good about your Dash products! Sign up for our Feel Good Rewards program at bydash.com/feelgood to **DOUBLE** your warranty, part of our commitment to quality and customer satisfaction.

We're here to help! Our customer support teams in the US and Canada are at your service Monday - Friday. Contact us at **1 (800) 898-6970** or support@bydash.com.

SCAN HERE!



[BYDASH.COM/HELP](https://bydash.com/help)



WE'RE HERE TO HELP

Our instruction manuals are filled with great tips for using your dash products. Find your product below and locate the instruction manual for the section titled "Manual & Warranty".

STOREBOUND, LLC - 1 YEAR LIMITED WARRANTY

Your StoreBound product is warranted to be free from defects in material and workmanship for a period of one (1) year from the date of the original purchase when utilized for normal and intended household use. Should any defect covered by the terms of the limited warranty be discovered within one (1) year, StoreBound, LLC will repair or replace the defective part. To process a warranty claim, contact Customer Support at support@bydash.com for further assistance and instruction. A Customer Support agent will assist you by troubleshooting minor problems. If troubleshooting fails to fix the problem, a return authorization will be issued. Proof of purchase indicating the date and place of purchase is required and should accompany the return. You must also include your full name, shipping address, and telephone number. StoreBound will not ship to a PO Box. StoreBound will not be responsible for delays or unprocessed claims resulting from a purchaser's failure to provide any or all of the necessary information. Freight costs must be prepaid by the purchaser.

All replacement inquiries are to be submitted to support@bydash.com or contact Customer Support at 1-800-898-6970. There are no express warranties except as listed above.

Warranty is voided if used outside of the 50 states of the United States, the District of Columbia or the 10 provinces of Canada. Warranty is voided if used with an electric adapter/converter or used with any voltage plug other than 120V.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER. STOREBOUND SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT EXCEPT TO THE EXTENT REQUIRED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts. Therefore, the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Refurbished items or items not purchased through an authorized retailer are not eligible for warranty claims.

REPAIRS

DANGER! Risk of electric shock! The Dash Pro Shaved Ice Machine is an electrical appliance. Do not attempt to repair the appliance yourself under any circumstances. Contact Customer Support regarding repairs to the appliance.

TECHNICAL SPECIFICATIONS

Voltage: 120V ~60Hz

Power Rating: 20W

Stock#: DSIM300_20250611_v5



This product has passed food safety testing in accordance with FDA guidelines.



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