



## Frozen Beverage Dispensers



# USER MANUAL

Models: MyGranita-1S-US    MyGranita-2S-US    MyGranita-3S-US

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Please read this manual prior to equipment set up, operation, and maintenance.



CONFORMS TO UL STD. 471  
CERT. TO CSA STD. C22 NO. 120

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## 1.INTRODUCTION

Please read through this manual carefully. Correct maintenance and operation of this machine will provide best performance for your equipment.

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

Only Two types of persons can access the appliance.

User: A person who has adequate technical training on how to use the appliance correctly, and full knowledge of routine work on how to maintain, clean and sanitize the appliance.

Specialized Technician: A person who has the full knowledge of the appliance concerning the installation, use and servicing of the appliance.

Before carrying out any operation on the appliance, the user and/or the specialized technician must carefully read the manual thoroughly herein. Should you have any doubts as to the correct interpretation of these instructions, please contact the manufacturer to request the necessary explanations.

The manual is an integral part of the appliance purchased, and must therefore be handed over to any subsequent owners. Please keep the manual in the immediate vicinity of the appliance.

Precautions should be taken to ensure that the manual is maintained intact and legible over time. Keep the manual in a place that is protected against humidity and heat in order to preserve the quality of the print and the legibility of all parts. Do not remove, tear or rewrite part of the manual for any reasons. If the manual is damaged or lost, another copy should be immediately requested from the manufacturer or authorized dealer.

Failure to follow the instructions in this manual may result in personal injury or damage to the appliance. The manufacturer is not liable for any damage deriving from failure to follow the instructions in this manual.

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## 2.SAFETY WARNINGS

- This appliance must be installed in location where it can be overseen by trained personnel.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep all packaging away from children. Dispose the packaging in accordance to the local regulations.
- This appliance is intended for commercial use in applications such as staff kitchen areas in shops, offices and other working environments, by clients in hotels, motels and other similar types of environments.
- For proper operation, this appliance must be installed where the temperature is between 20 °C to 32 °C (68 °F to 90 °F). Appliance shall not be titled more than 2° for safe operation. This appliance is not suitable for outdoor use.
- A service agent or a qualified technician should carry out installation, electrical service and/or any repairs if required in conformance with all local and national regulations.
- If the power cord or plug is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Always switch off and disconnect the power supply to the appliance before cleaning.
- Do not immerse the machine in water or any kind of liquid, or use jet/pressure water to clean the machine.
- Do not attempt to modify the appliance in any way.
- Do not remove any components or service panels on this product.
- Do not use accessories which are not recommended by the manufacturer. They could pose a safety risk to the user and might damage the appliance. Only use original parts and accessories.
- Do not use mechanical device or other means to accelerate the defrost process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not store explosive substance such as aerosol cans with a flammable propellant in this appliance.
- Do not install the machine in a place where it may be exposed to spray water.
- Do not use the machine to dispense any substance that is not compatible with the machine's specifications.
- Do not place the machine near equipment that gives off heat such as stoves and radiators.
- Do not obstruct any ventilation openings. Adequate clearance (25cm/10 inches at least) must be left around the machine.
- Access to the service areas permitted by the manufacturer or their authorized service personnel only.
- CAUTION - Risk Of Fire Or Explosion Due To Puncture Of Refrigerant Tubing; To avoid either damaging the refrigerant tubing, or increasing the risk of a leak, handle moving and use of the appliance carefully.
- To minimize the risk of possible ignition due to incorrect parts or improper service, component parts shall be replaced with like components and that servicing shall be done by factory authorized service personnel.
- Caution- Risk of Fire or Explosion due to Flammable Refrigerant Used. Follow handling instructions carefully in compliance with local government regulations.



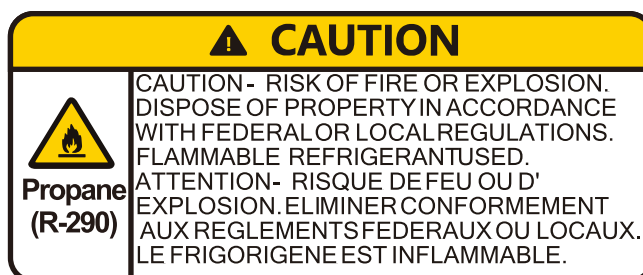
## REQUIREMENTS

- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 68° F to 90° F (20° C to 32° C)
- For proper operation, this appliance must be installed where humidity is less than 50%.
- Appliances shall not be tilted more than 2° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes.
- This appliance must not be cleaned by pressure washer.
- This appliance can be used by persons if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Keep the appliance and its cord out of reach of children.
- Appliances can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Machine must not be immersed for cleaning.
- This appliance is intended for commercial use in applications such as:
  - staff kitchen areas in shops, offices and other working environments
  - by clients in hotel and motel lobbies and other similar types of environments
- Access to the service areas permitted by Authorized Service personnel only.

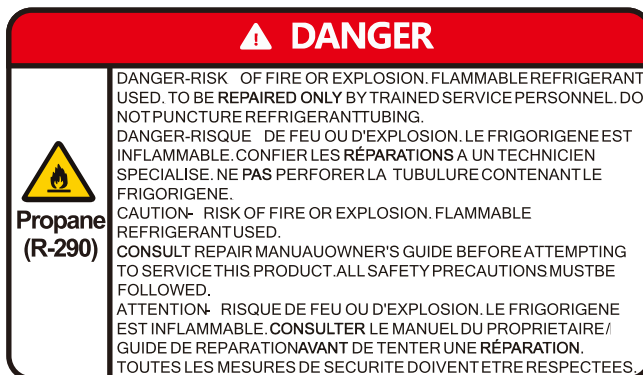
## 3. USER NOTICES

Carefully read and follow all notices on the equipment and in this manual. They were written for your protection. All notices are to be kept in good condition. Replace any unreadable or damaged labels.

### Risk Of Fire Or Explosion



### Risk Of Fire Or Explosion



## 4. SYMBOLS USED IN THESE INSTRUCTIONS

Important warnings are identified by these symbols. It is vital to understand these warnings.



### **DANGER WARNING**

Failure to observe the warning may result in mortal risk. In such cases, utmost care is required and every precaution must be taken in order to operate safely.



### **DANGER OF ELECTRIC SHOCK**

It warns the personnel concerned that the operation described may result in an electric shock unless all necessary safety precautions are taken.



### **CAUTION RISK OF FIRE**

Failure to observe the warning could result in fire or explosion unless all necessary safety precautions are taken.



### **IMPORTANT**

It indicates a cautionary note about key functions or useful information. Very close attention should be paid to the portions and text marked by this symbol.



### **PROHIBITED**

This symbol is used to indicate operation that must be avoided since they create hazards for the user and any other individuals present in the vicinity.



### **MOVING MACHINE PARTS**

It identifies the danger due to moving parts existing in the machine. Turn off the machine before carrying out any operation.



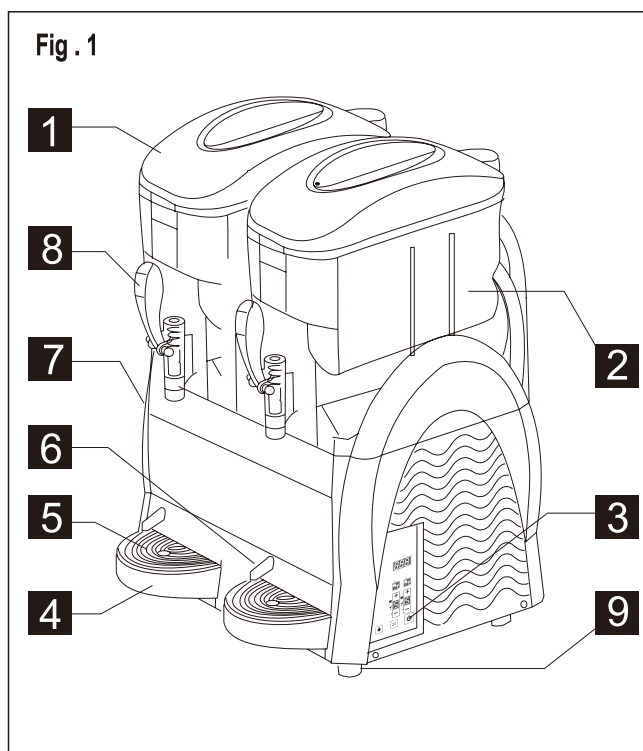
### **Specialized Technician**

It identifies operations that may be performed only by qualified personnel.

## 5. Machine Description

### Main Components

1. Bowl Lid
2. Bowl
3. Control Panel
4. Drip Tray
5. Lid of Drip Tray
6. Float (overflow indicator)
7. Tap
8. Handle
9. Feet



### Technical Data

Model	MyGranita-1S-US	MyGranita-2S-US	MyGranita-3S-US
SKU	PA9361	PA9362	PA9363
Type	(Single bowl)	(Double bowl)	(Triple bowl)
Dimensions (WxDxH)	27x 52 x 81cm	47x 52 x 81cm	67x 52 x 81cm
Capacity	1 x 12L	2 x 12L	3 x 12L
Weight (kg/lb)	32kgs/70.4lb	50kgs/110lb	69kgs/151.8lb
Operating Temperature	68°F to 90°F (20°C to 32°C)		
Climatic Class	N		
Operating Voltage	See Rating Label on the back of machine		

## 6. INSTALLATION



All of the operation described in this chapter must be carried out exclusively by specialized technicians, who must organize all the operational sequences and use suitable equipment, in strict compliance with the current applicable regulations in force.

- 6.1 Remove the appliance from the packaging. Make sure that all protective plastic film and coating are thoroughly removed from all surfaces.
- 6.2 Install the appliance indoors in a well-lit and well-ventilated room with a firm, solid, level counter (slope less than 2°).
- 6.3 Maintain a distance of 25cm (10 inches) between the machine and walls or other objects for ventilation. **NEVER LOCATE NEXT TO OR NEAR A HEAT SOURCE.**



If the machine has not been stored or moved in an upright position, let it stand for approximately 12 hours before operation.

The machine must be installed in a place where it can be monitored by trained personnel.

The machine must be installed where the room temperature is between 20 °C to 32 °C (68 °F to 90 °F). **RECOMMENDED TO USE AT A ROOM TEMPERATURE OF 80°F (27 °C)**

Adequate clearance must be left around the machine to enable personnel to work without any constraints and also to leave the work area immediately in case of need.

Please use the Vaseline provided to lubricate all of the parts indicated in this manual after washing and sanitizing operations.



**PROHIBITED:** It is prohibited to install the machine in a place where it may be reached, touched and/or operated by persons other than those specified in this manual.

### • 6.4 Disposal of Packaging Material

After opening the box, make sure to separate the packaging material according to the type and dispose of them in accordance with the current local and national regulations in force.

We recommend to keep the box for future conveyance or transportation.

### • 6.5 Electrical Connection



**Warning: This job must be performed only by specialized technicians. Improper electrical installation will damage the appliance.**

Before plugging the machine, make sure that the main switch is **TURNUED-OFF**. The machine must be connected to the electricity by means of the plug fitted on the power cord.

Be sure to comply with

- The technical regulations and standards in force at the time of installation.
- The specifications shown on the rating plate on the back of the machine.
- The appliance must be earthed.



**Warning: The electric outlet must be situated in a place easily within reach of the user, so that no efforts are required in order to disconnect the machine from the power supply when necessary.**

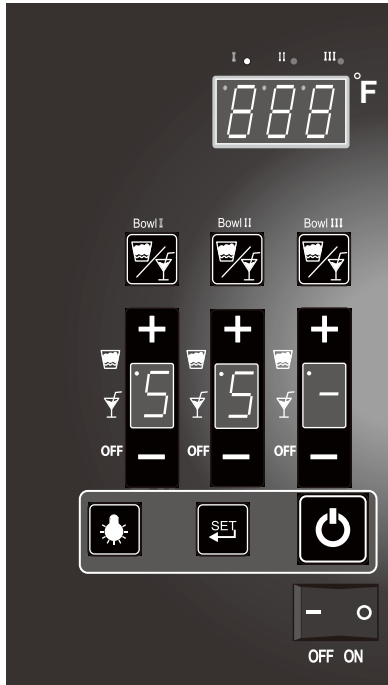
If the power cord is damaged, you must have it replaced by the manufacturer or authorized specialized technician only.



**PROHIBITED:** It is forbidden to use extension cords of any type, to replace the original plug, to use adaptors.

## 7. Controller Operating

Fig.2



**MASTER SWITCH**  
(only for Model My Granita-3S)

Press this switch to **TURN ON** or **TURN OFF** the machine.




**ON/OFF BUTTON**


Hold this button for 1 second to **TURN ON** the machine. Hold it for 3 seconds to **TURN OFF** the machine.



**MODE BUTTON**

This button is used for switching modes. There are three modes including Frozen Mode (to serve Granita-Type products), Juice Mode (to serve cold drinks), and Pause Mode. Hold it for 1 second each time to switch to the intended mode.

Under frozen mode, the icon  will be illuminated.

Under juice mode, the icon  will be illuminated.

Under pause mode, the icon **OFF** will be illuminated. The bowl stops stirring and refrigerating.



**GEARS/ TEMPERATURE  
ADJUSTING BUTTON**

Under frozen mode, press +/- to increase or decrease the thickness of products ranging from level 1 to level 7.

Under Juice mode, press +/- to adjust the temperature of the cold drinks. The setting numbers are illustrated as below

Setting Number	Bowl Temperature	Bowl Fahrenheit degree
1	1~ 4°C	33.8~39.2°F
2	2~ 5°C	35.6~41°F
3	3~ 6°C	37.4~42.8°F
4	4~ 7°C	39.2~44.6°F
5	5~ 8°C	41~46.4°F
6	6~ 9°C	42.8~48.2°F
7	7~10°C	44.6~50°F



**LED LIGHT BUTTON**

Hold it for 1 second to turn on the LED light.



**PARAMETER SETTING BUTTON**  
(FOR MANUFACTURER OR  
TECNICIAN ONLY)

## 8. OPERATION INSTRUCTIONS

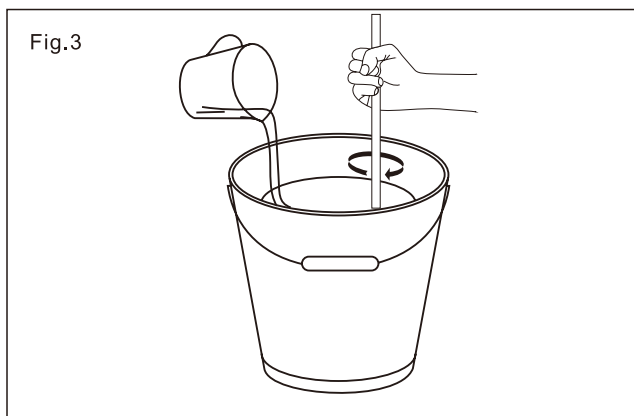


**Warning: Products must be poured into the bowl only when the machine is off or unplugged.**

### Step 1, Ingredient Preparation

Dilute and mix the concentrate with water in a suitable container, following the manufacturer's instructions.

THE MIXTURE OBTAINED MUST HAVE A MINIMUM SUGAR CONTENT OF 13% FOR GRANITA-TYPE PRODUCTS. LESS SUGAR or NONE-SUGAR INGREDIENTS MAY DAMAGE THE AUGAR OR/AND GEAR MOTORS.

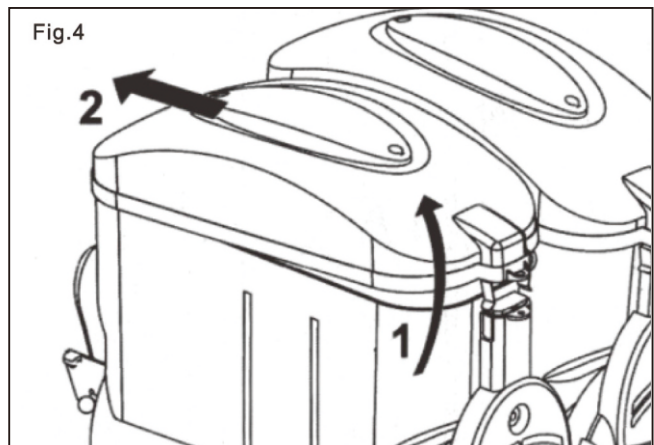


**NEVER USE WATER ONLY.**

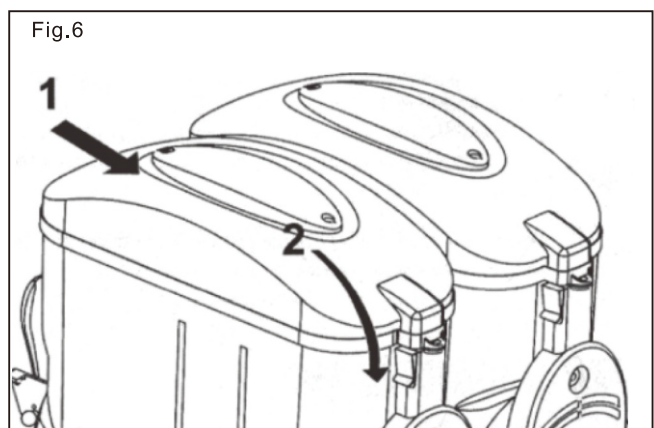
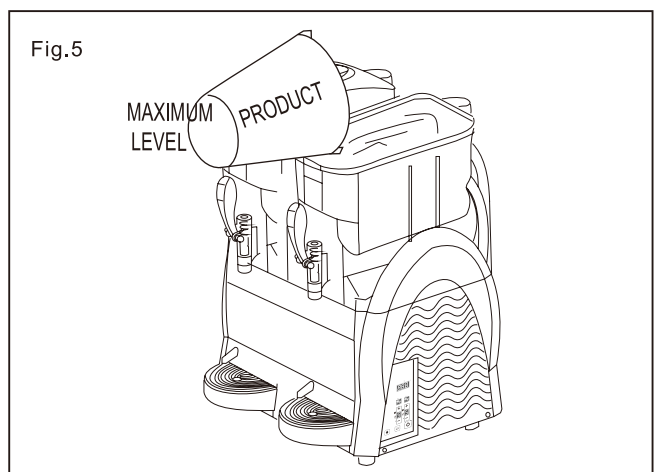
### Step 2, Loading

Remove the lid from the bowl as instructed below

- i. Lift the rear part of the lid.
- ii. Extract the lid from the retainer placed in the front side .
- iii. Pour the products into the bowl. NEVER GO ABOVE THE MAX LEVEL MARKED.
- iv. After pouring the products into the bowl close the lid on the top of the bowl.



**DO NOT FORCE THE LID OPENING IN CASE OF DIFFICULTY.**



**LID OPENING**



**DO NOT USE HOT LIQUIDS (with temperature exceeding 25 °C/77 °F)**





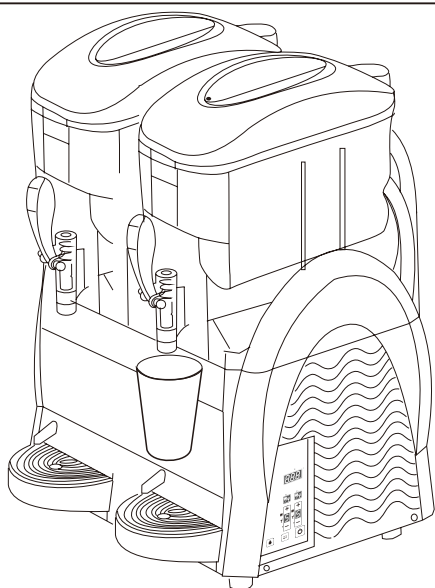
**Warning: NEVER SWITCH ON THE MACHINE IF THE LID IS MISSING. BEFORE REMOVING THE LID, SWITCH OFF THE MACHINE AND UNPLUG IT.**

Step 3, Turn on the machine

Press the ON/OFF button to turn on the machine. Then select the frozen mode or juice mode as instructed above.

Step 4, Dispense the product

Fig.7



Pull the tap lever to dispense the products



Regularly check the temperature of the product in the bowl, using a standard thermometer to make sure the product is always below the storage temperature. Never disconnect the machine from the power supply or switch off the machine when serving product.

When serving milk-based products and in the case of not continuous using the machine, it is necessary to:

- Spray sanitizer solution around the spigot area and on spigot itself (alternatively, wash with a clean cloth and sanitizer)
- Dispense a small amount of the product from the spigot before serving for the customer.

#### EMERGENCY SITUATIONS



**Warning:**

In every emergency situation, shut down the machine, firmly press the main switch into OFF position.

In case of freezing, switch off the machine and contact the service center or specialized technician. If a fire breaks out, the area must be immediately cleaned to make way for trained personnel provided with suitable safety equipments. Always use approved extinguishers.



## 9. CLEANING AND MAINTENANCE



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

Before cleaning or maintenance, ensure to wear proper personal protections.

Do not use abrasive cleaning agents as they may leave harmful residues

Do not rinse the base unit. Instead just wipe the outer surface with a damp cloth.

Empty and clean the drip trays regularly.

Do not wash any parts in a dishwasher.

Do not dry any parts in a conventional or microwave oven.

Ensure to carry out any cleaning and sanitization with utmost care and on a regular basis to guarantee the quality of the product dispensed and compliance with mandatory hygiene standards.

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

Disassembly the tap assembly

Fig.8

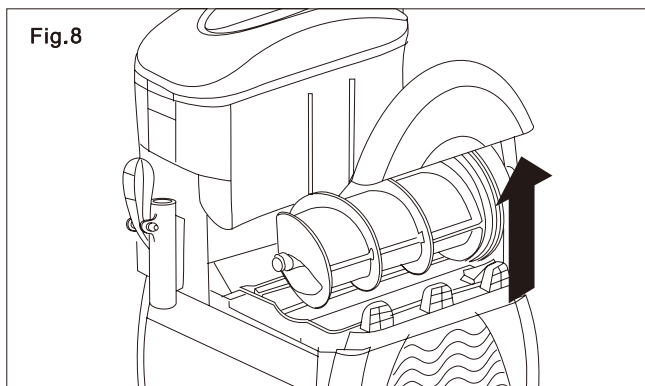
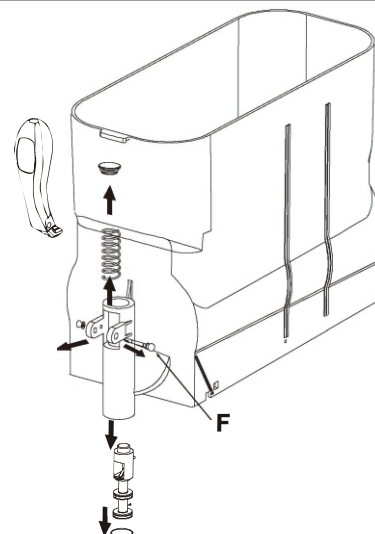


Fig.9

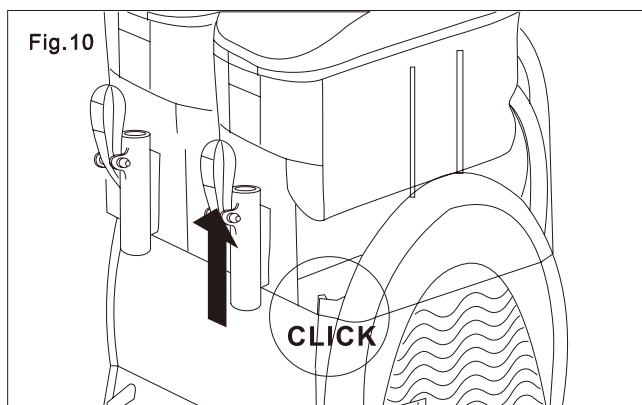


- Disassembly the tap and remove the pin from its seat to release all parts.
- Wash all parts thoroughly and let them dry.

Removing the bowl

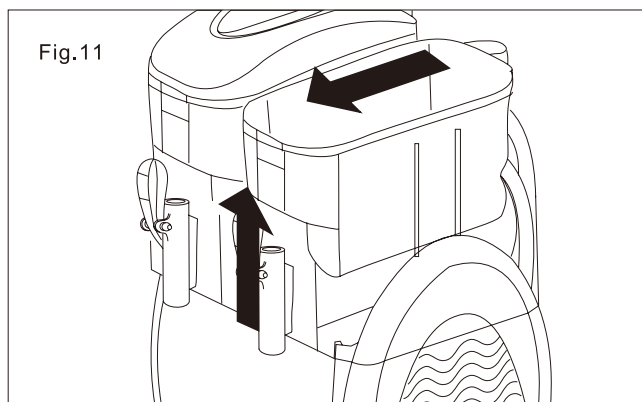
- Remove the bowl lid.
- Raise the front part of the bowl to release it

Fig.10

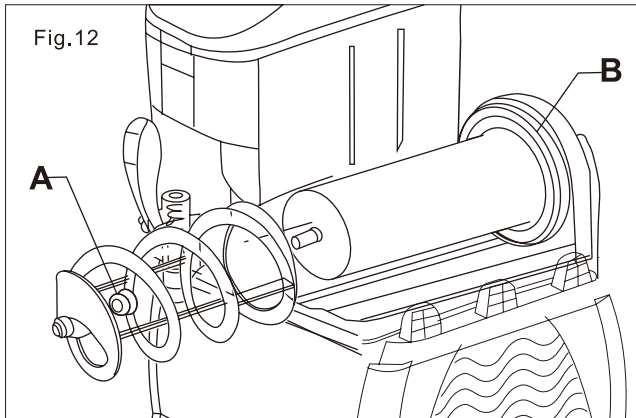


- Remove the bowl from its seat by pushing and tapping lightly on the rear part.

Fig.11



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



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

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

Clean the lid



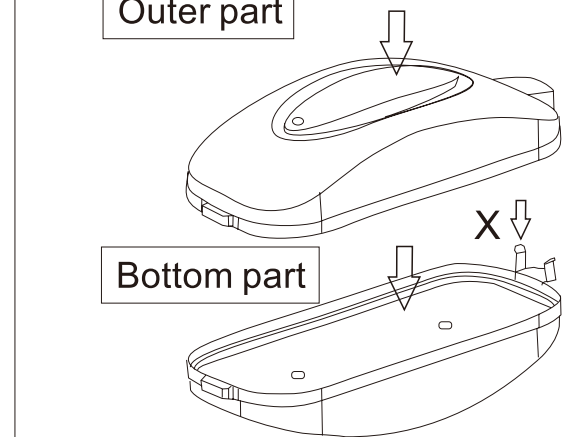
**Warning:**As the lid is equipped with LEDlights, NEVERsoak it in any type of liquid for cleaning.

- Use a clean damp cloth to wipe clean the bottom part of the lid.
- Wipe clean the entire exterior body
- Sanitize the base with a sponge damped with sanitizer solution
- Allow sanitizer to air dry for 30 minutes
- Wipe the bottom part twice or more with a clean sponge soaked with clean water.

Fig.13

Outer part

Bottom part



- vi. Let the lid dry well.



**Caution:**NEVER attempt to clean/sanitizer the lid while it is installed in the appliance

Re-assembly

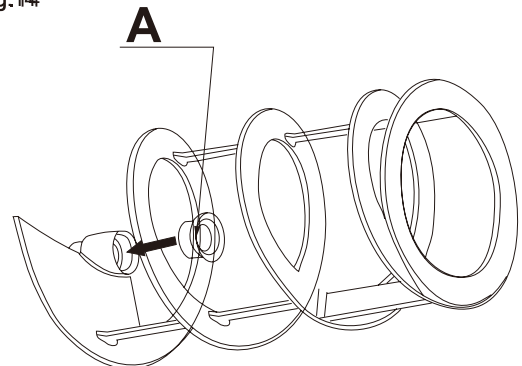
- i. Apply the seal A on the auger as shown below



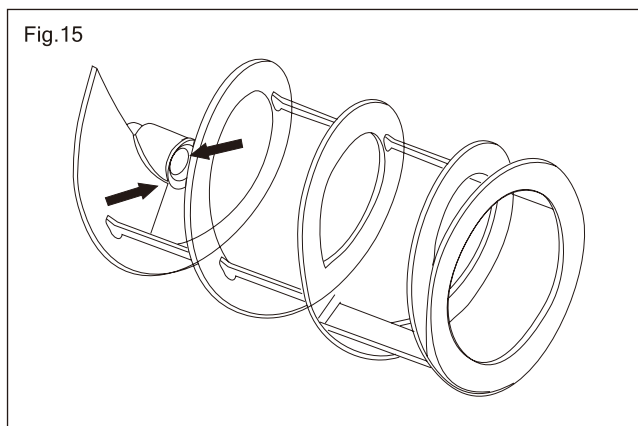
**Always ensure to check the seal integrity.**

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

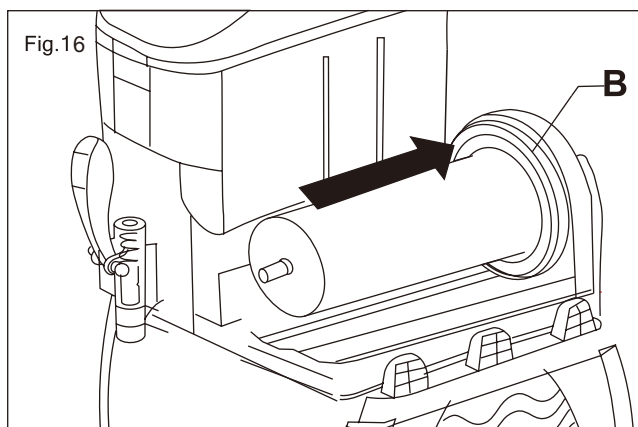
Fig.14



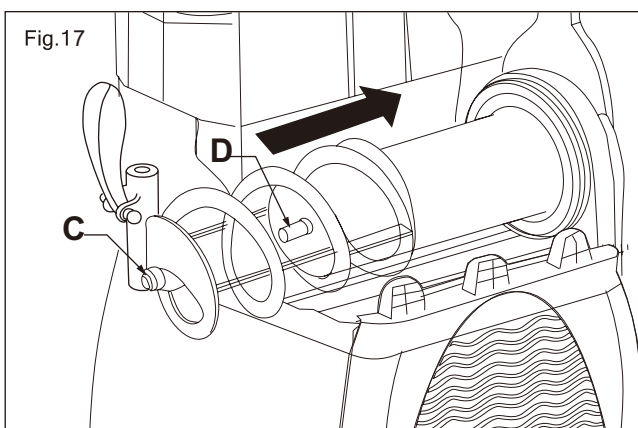
- ii. Using the lubricating gel provided, lubricate the seal (A) in the area as shown.



- iii. Apply the seal (B), lubricate the entire surface as indicated by the arrows.

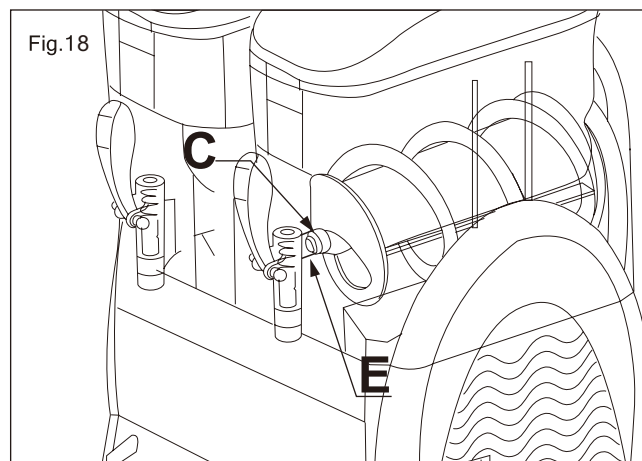


- iv. Introduce the auger, engaging head C with shaft (D).

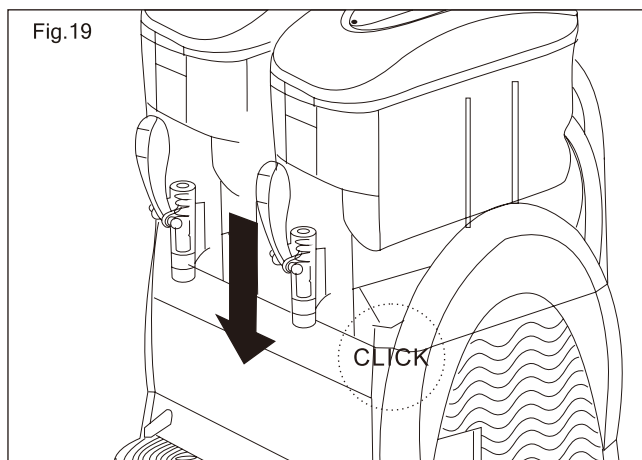


- v. Setting the bowl back in place

Slightly raise head (C) of the auger so that it meets the seat (E) provided in the bowl.

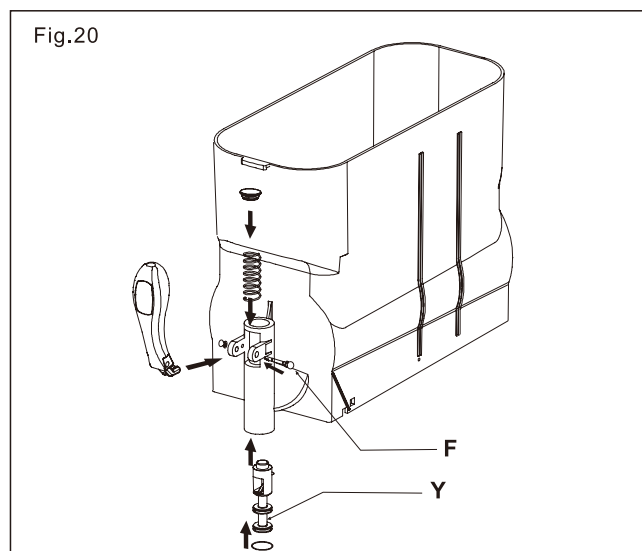


- vi. Press the bowl downward until it engages the surface as shown.



vii. To refit the tap assembly, follow below instructions.

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



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

#### Cleaning the condenser

Periodically cleaning the condenser can extend the life of the appliance. A dirty condenser will impair the machine performance.



**Only a qualified technician should clean the condenser.**



**It is forbidden to use the machine when even only one panel (front, rear or side) is not set properly in place. It is prohibited for the operator to clean the condenser.**

## 10. PERIODIC MAINTENANCE



**The machine must be periodically checked (at least once a year) by a specialized technician. The periodic check serves to ensure that all the components installed and the machine itself is maintained at a high level of safety.**



**Any worn components must be replaced by an original part. It is forbidden to use the machine when one of its components is faulty or worn. Users are forbidden to perform periodic maintenance.**

## 11. DISPOSAL

Electric and electronic equipment must be disposed of in accordance with the local law and regulations.

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



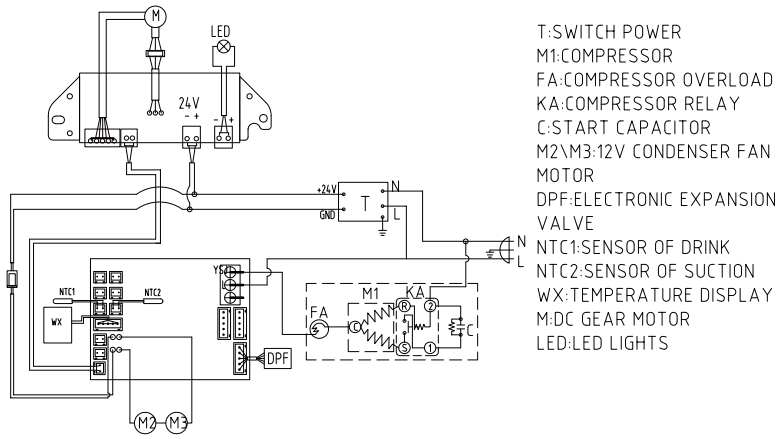
## 12. TROUBLE SHOOTING

If your drinks dispenser is not working correctly, please check the following issues before making a call to the service agent.

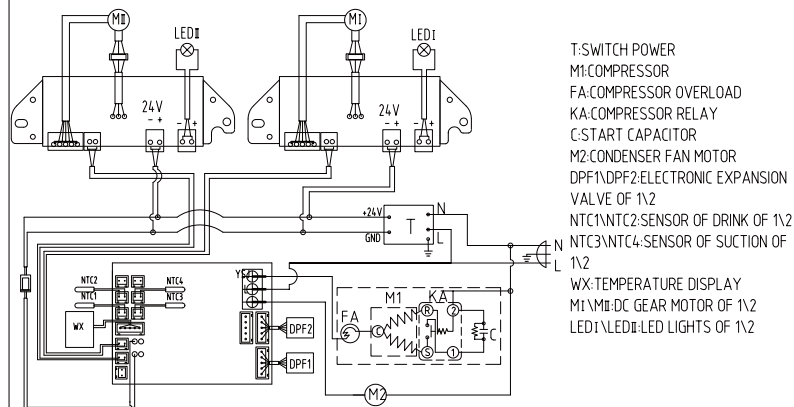
Fault	Probable Cause	Solution
The appliance is not working	The appliance is not switched on	Check the appliance is plugged and switched on
	Power supply	Check the power supply
Tap leaking	The tap position is not lubricated	Lubricate the tap position
	The seal of the tap is worn	Replace the seal
Product is leaking from the back of bowl	The bowl is not fitted correctly	Check the bowl position and re-assemble it
	The seal is not lubricated	Lubricate the seal and bowl
	The seal is worn	Replace if the seal
The auger does not work	The working mode OFF	Checking the controller. ensure the appliance is working under frozen/juice mode
	Freezing on the evaporator	Switch off the machine until the ice thaws. Call the seller or a qualified technician
	e-driver	
Does not make granite-type products	Working mode under juice mode or OFF mode	Check the controller display, switch to frozen mode
	The consistency is not adjusted correctly	Adjust the consistency
	There is insufficient ventilation for the machine or dirty condenser	Call the seller or a qualified technician
Tap does not distribute	Ice blocked inside the bowl	Turn off the machine to let ice melt
Ice blocked inside the bowl	Sugar of the ingredients is less than required	Make sure the sugar content is as recommended

## 13. BASIC WIRING DIAGRAMS

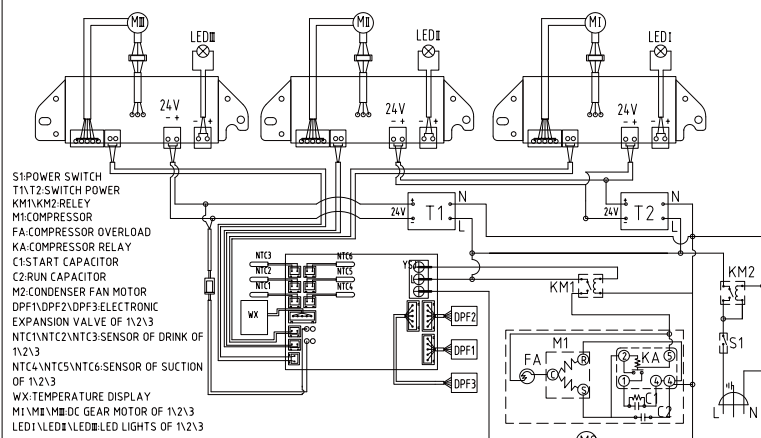
ELECTRIC WIRING DIAGRAM(MyGranita-1S-US)



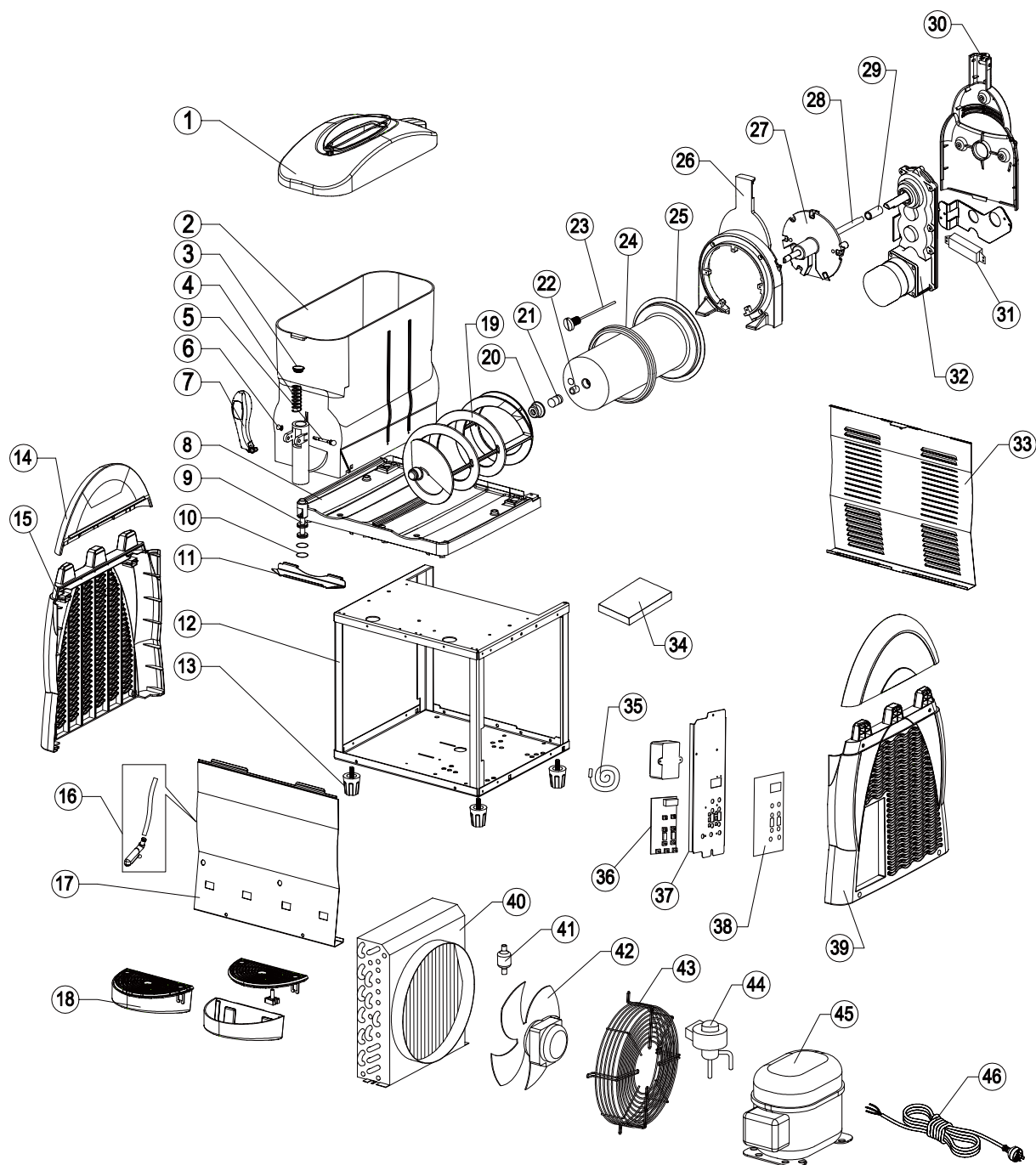
ELECTRIC WIRING DIAGRAM(MyGranita-2S-US)



ELECTRIC WIRING DIAGRAM(MyGranita-3S-US)



## 14 EXPLODED VIEW



1. Bowl Cover with LED light
2. Bowl
3. Tap seal
4. Spring of Tap
5. Pin of Handle
6. Nut of Pin
7. Handle
8. Top panel
9. Lever of Tap
10. Seal of Tap
11. Water Guider
12. Frame

13. Leg
14. Side Panel Guard
15. Left Side Enclosure
16. Drain Pipe(set)
17. Front Cover
18. Water tray(set)
19. Auger
20. Seal of Auger
21. Seal of Axis
22. Washer of Axis
23. Sensor
24. Seal of Evaporator

25. Evaporator
26. Seat of Evaporator (front)
27. Seat of Evaporator (inner)
28. Axis
29. Connector of axis
30. Rear Enclosure
31. Driver DC Motor
32. Gear Motor
33. Rever Guard
34. Power supply
35. Probe for Suction Pipe
36. Controller

37. Control panel
38. Control Panel Sticker
39. Right Side Enclosure
40. Condenser
41. Dry Filter
42. Condenser Fan Motor
43. Condenser Fan Motor Cover
44. Electronic Expansion Valve (set)
45. Compressor
46. Power cord





### **One Year Limited Warranty**

*Berg warrants its equipment against defects in materials and workmanship, subject to the following conditions:*

Berg is warranted for one year, effective from the date of purchase by the original owner. A copy of the original receipt or other proof of purchase is required to obtain warranty coverage. This warranty applies to the original owner only, and is not assignable.

Should any product fail to function in its intended manner under normal use within the limits defined in this warranty, at Berg's discretion, such product will be repaired, replaced with a refurbished unit, or replaced with a new unit by Berg, after defective unit has been inspected and defect has been confirmed. Berg does not assume any liability for extended delays in replacing any item beyond its control. This warranty does not apply to rubber and non-metallic synthetic parts that may need to be replaced due to normal usage, wear or lack of preventative maintenance.

This warranty covers products shipped into the 48 contiguous United States, Hawaii, and metropolitan areas of Alaska and Canada. Warranty coverage on products used outside the 48 contiguous United States, Hawaii and metropolitan areas of Alaska and Canada may vary.

The following conditions are not covered by warranty:

Equipment failure relating to improper installation, improper utility connection or supply and problems due to improper ventilation.

- Equipment that has not properly been maintained, damage from improper cleaning, and water damage to controls.
- Equipment that has not been used in an appropriate manner, or has been subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, riot, or act of God.
- Equipment that has the model number or serial number removed or altered.
- Equipment on which the security seal has been broken.

If the equipment has been changed, altered, modified, or repaired without express written permission from Berg, then the manufacturer shall not be liable for any damages to any person or to any property, which may result from the use of this equipment thereafter.

This equipment is intended for commercial use only and this warranty is void if equipment is used in other than a commercial application.

**For warranty and service call 888-585-9440. Please have your model number, serial number and proof of purchase ready.**

**“THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES AND CONSTITUTES THE ENTIRE LIABILITY OF ACE. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE TERMS STATED HEREIN.”**