

# MIXIM



## Installation and Operating Instructions Mixim Commercial Unit

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## **WELCOME**

Thank you for your purchase of a Mixim Commercial beverage dispensing system. We're confident your new unit will elevate your beverage service program to new heights. We take pride in our products and are always available to answer any questions and concerns.

## **IMPORTANT INFORMATION**

PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLING OR USING, IF RECOMMENDED PROCEDURES ARE NOT FOLLOWED, WARRANTY CLAIMS MAY BE DENIED.

Mixim Inc. reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions, or replacements for previously purchased equipment.

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## SAFETY

This appliance was built with safety as a core priority, but safe use and regular maintenance still depend on you. It should not be operated by anyone who has reduced physical, sensory, or cognitive abilities, or who lacks the experience and understanding needed to use it properly, unless they are supervised or instructed by someone responsible for their safety. Children must be closely supervised to ensure they do not play with the appliance.



## SAFETY NOTES

- Move the unit carefully, ensuring the wheels do not roll over the power cord as this can cause damage and lead to increased risk of electrocution.
- Lock the casters once the unit is in position to prevent any uncontrolled rolling of the unit.
- Never attempt to move the unit alone. It is heavy, and lifting should never be attempted without adequate assistance to avoid dropping or tipping.
- Keep children away from the unit. Anyone unable to safely operate the product should not have access to it.
- Follow all safety instructions and labels on the unit, they are there for your protection.
- Keep hands clear of door hinges and other pinch points.



## MAINTENANCE

### DO NOT:

- Clean a frozen evaporator with a sharp object.
- Clean a dirty condenser with a sharp object.
- Store gasoline, kerosene or any other flammable material near refrigeration components.

### ALWAYS:

- Contact Mixim Inc. for advice when uncertain.
- Use Mixim factory parts, as use of non-OEM parts can damage your unit or be dangerous for use.
- Use the unit as intended and described by Mixim Inc.

## SAFETY LABELS

For your safety, always observe and follow the advice of safety and warning labels placed on the back of your Mixim unit.



## FALL RISK

Standing on the top surface of your Mixim unit is dangerous, and puts you at risk of injury. Never step on to the top of your Mixim unit. This can also damage the unit. Damaged caused by standing on the unit is not covered by warranty.

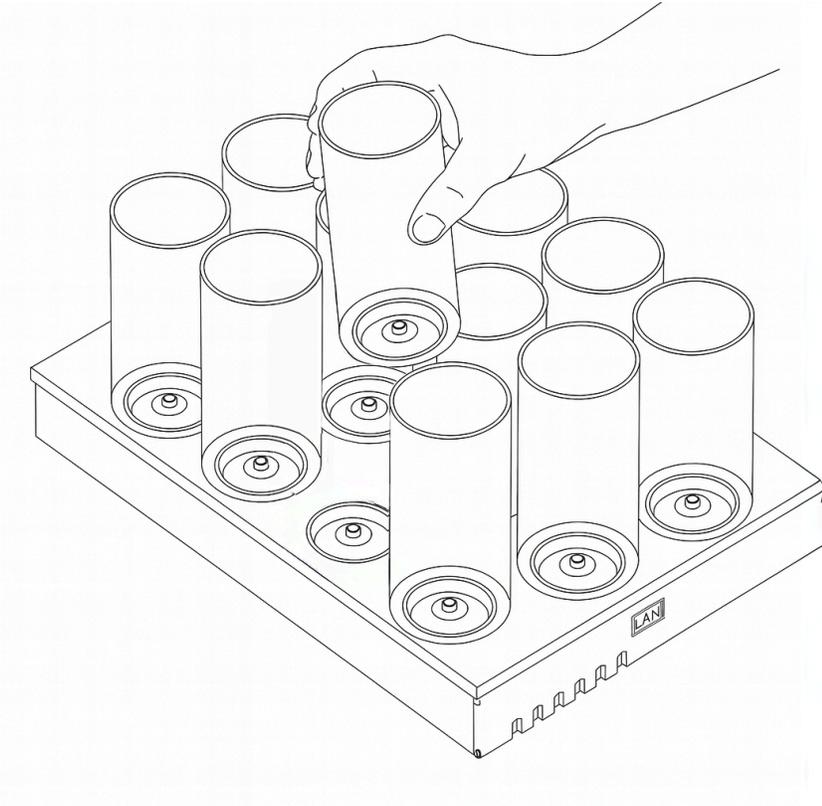


## UNPACKING AND SET UP

Inspect the shipping carton for damage. Shipping damage claims must be made immediately upon receiving your unit.

### INSTALL CONTAINERS

After determining your ingredient selection and setting the relevant ingredients in the software on the mounted tablet, wash all provided containers by hand, then fill with ingredients before arranging onto the Mixim base, as seen below:



# CLEANING AND MAINTENANCE

## REGULAR CLEANING SCHEDULE:

### Stainless Steel Interior/Exterior

- Daily wipe down
- Weekly interior deep clean

### Condenser Coil

- Quarterly cleaning

### Container Bases

- Weekly wipe down of inside of quick connect well
- Daily wipedown of an dripping on base boxes.

## DAILY EXTERIOR CLEANING

Regular cleaning ensures that your system is working at it's best and prevents the build up of difficult to clean staining.

1. Using a clean sponge or wash cloth and a mild detergent that is chlorine free.
2. Rinse with clean water.
3. Dry with a soft microfiber cloth.
4. Polish with a dry clean cloth, wiping with the grain.
5. Wipe weekly with a stainless steel cleaner.

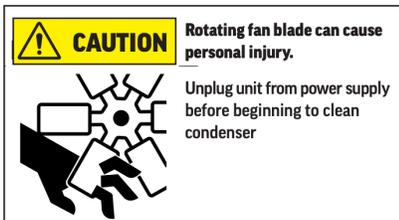
## WEEKLY INTERIOR CLEANING

1. Remove all ingredient containers.
2. Run clean cycles on necessary ingredients depending on their specific needs.
3. Scrub all internal surfaces and wells of the container bases with a warm detergent solution and a microfiber cloth.
4. Rinse with clean water and allow to air dry.
5. Replace the ingredient containers according to your inventory schema.
6. Restore power to the unit by plugging the unit in.

## CONDENSER CLEANING

Keeping the condenser coil clean is critical to efficient operation. The condenser coil is located behind the front or grill of the unit. It should be inspected each month and cleaned as needed. Vacuum clean the surface of the condenser to remove any dust and other collected debris. Failure to keep the condenser coil clean will lead to poor performance, elevated power consumption and compressor failure and may result in loss of property. Failure to keep the condenser coil clean may also void the limited warranty of your unit.

1. Unplug the unit from power.
2. Remove the panel covering the condenser.
3. Examine the condenser, if dusty, wipe and vacuum the debris from the surface of the the coil. Careful not to bend or damage any components.
4. Replace the panel after cleaning the condenser.



## **LIMITED WARRANTY (Valid in USA Only)**

### **TWELVE (12) MONTH PARTS, LABOR, AND COMPRESSOR WARRANTY:**

Mixim warrants to the original purchaser of Mixim-branded equipment that the unit—including all internal components—will be free from defects in materials and workmanship under normal use, with proper installation, operation, and routine maintenance, for a period of TWELVE (12) months from the date of installation, or FIFTEEN (15) months from the date of shipment from Mixim, whichever occurs first.

This warranty applies only when the unit is installed and operated according to Mixim's published instructions.

In addition, Mixim warrants the sealed dispensing pump assembly (part only) for TWELVE (12) months, not to exceed FIFTEEN (15) months from the original shipment date. Replacement pump assemblies shipped under warranty must be returned for evaluation. Warranty does not cover freight charges for shipping replacement components or returning failed components.

\*Applies to units shipped on or after January 1, 2025. Previous warranty terms apply to units shipped prior.

### **EXCEPTIONS**

- Prototype or pre-release units provided for testing purposes are excluded from compressor/pump warranty extensions.
- Units installed outside commercial environments (e.g., private residences) are not covered under this warranty unless specifically designated as residential models by Mixim.
- Replacement-part-only coverage does not apply to electrical controls, touchscreens, sensors, valves, refrigeration modules, wiring harnesses, or consumable items, which are covered only under standard warranty terms.
- Third-party extended warranties are not covered under this warranty.

Mixim does not warrant normal-wear items such as gaskets, cosmetic trim, light elements, filters, or user-replaceable interface components unless failure is due to a manufacturing defect.

For the purpose of this warranty, the "original purchaser" refers to the individual or entity for whom the system was originally installed.

## **LIMITED WARRANTY, CONTINUED**

### **WARRANTY LIMITATIONS & SPECIAL CONDITIONS**

Units operating on circuits that do not meet Mixim's voltage and grounding requirements, or systems exposed to unstable power environments, may experience interruptions or shutdowns. These issues are not considered defects and are not covered under warranty.

Mixim reserves the right to examine any unit before authorizing a warranty repair. Photos or diagnostic data may be required prior to dispatching a service technician. Moisture intrusion, liquid spills, or water damage resulting from improper cleaning or operation are not covered.

If a service event is determined to be non-warranty, the end user is responsible for all service charges.

### **LABOR WARRANTY TERMS**

Labor coverage applies to self-contained Mixim systems and includes standard service performed during normal business hours. After-hours service, overtime charges, or work requiring special access (e.g., removing cabinetry, fixtures, or bar structures) are the responsibility of the equipment owner.

Any defective part replaced under warranty must be returned to Mixim within 30 days, accompanied by the unit's model and serial number and an authorized RMA (Return Material Authorization) number issued by Mixim.

Installations requiring additional labor, travel, or special equipment to access the unit are not covered and remain the responsibility of the purchaser.

### **CONDITIONS NOT COVERED**

The following are not considered manufacturing defects and are not covered under this warranty:

- Improper installation, wiring, or inadequate electrical supply
- Improper or neglected cleaning, maintenance, or sanitation
- Damage caused by spills inside the machine or liquid intrusion beyond intended limits
- Use of non-Mixim parts, accessories, or cleaning chemicals
- Outdoor use, unless the model is specifically rated for such environments
- Accidental damage, misuse, neglect, or modification
- Damage caused by transportation, fire, flood, acts of vandalism, terrorism, or acts of God

## **LIMITED WARRANTY, CONTINUED**

Units must operate in a controlled, conditioned environment. Operating outside these conditions—such as exposure to extreme heat, humidity, or contamination—may void warranty coverage.

Routine maintenance, including but not limited to monthly condenser cleaning (when applicable), replacing gaskets, or sanitizing fluid lines, must be performed as outlined in the Mixim User Manual. Failure to perform required maintenance can result in reduced or voided warranty.

## **LIMITATION OF LIABILITY**

NO CLAIMS MAY BE MADE AGAINST THIS WARRANTY FOR LOSS OF PRODUCT, INGREDIENTS, SALES, PROFIT, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

This warranty is valid only for the original purchaser and is not transferable. Warranty applies only within the United States and Canada.

Mixim does not authorize any agent or person to assume obligations or liabilities beyond those stated in this warranty.

## Arbitration and Dispute Resolution Clause

- **Governing Law.** This Agreement and all disputes arising out of or relating to the sale of goods hereunder shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflict of laws principles.
- **Dispute Resolution Process.** Any dispute, controversy, or claim arising out of or relating to this Agreement (each, a “Dispute”) shall be resolved exclusively as follows:
  - **Friendly Consultation:** Upon written notice of a Dispute, the parties shall engage in good-faith consultations for thirty (30) days to attempt an amicable resolution. Representatives with authority to settle the Dispute shall conduct the consultations.
  - **Non-Binding Mediation:** If unresolved, the parties shall submit the Dispute to non-binding mediation administered by JAMS under its Streamlined Mediation Procedures in Wilmington, Delaware, unless mutually agreed otherwise. Costs are shared equally unless allocated by the mediator. Mediation concludes within sixty (60) days unless extended by mutual agreement.
  - **Binding Arbitration:** If still unresolved, the Dispute shall be finally resolved by binding arbitration administered by JAMS under its Comprehensive Arbitration Rules and Procedures (or Streamlined Rules if under \$250,000). A single neutral arbitrator will conduct arbitration in Wilmington, Delaware. The arbitrator has exclusive authority to resolve issues including enforceability of this arbitration clause. The award is final and binding, and judgment may be entered in any court having jurisdiction. Parties bear their own fees unless the prevailing party is entitled to recover reasonable attorneys’ fees where allowed by law.
- **Class Action Waiver:** Arbitration shall be conducted on an individual basis only; no class, collective, or representative actions. Arbitrators have no authority to certify a class or award class-wide relief. If unenforceable, the dispute will be resolved in Wilmington courts.
- **Confidentiality:** All consultations, mediations, and arbitrations under this clause, including awards or decisions, shall be confidential except as required by law or for enforcement.

This clause is intended to provide an efficient and fair mechanism for resolving Disputes while minimizing costs and delays associated with litigation.