Elite Gourmet®

# 6QT. OLD FASHIONED ELECTRIC ICE CREAM MAKER

MODEL: EIM916

## INSTRUCTION MANUAL

Before operating your new appliance, please read all instructions carefully and keep for future reference.

Intertek

Questions? Elite's customer service team is ready to help.
For more Elite products, visit us at shopelitegourmet.com.
Recipes are included in this manual.

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# IMPORTANT SAFEGUARDS

The Elite Brand takes consumer safety very seriously. Products are designed and manufactured with our valued consumers' safety in mind. Additionally, we ask that you exercise a level of caution when using any electrical appliance by following all instructions and important safeguards.

## READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE

**WARNING:** When using electrical appliances, basic safety precautions should always be followed as below:

1. Do not use the product for anything other than the intended use.
2. Keep the product out of the reach of children and pets. This product is not intended for use by unsupervised children.
3. Close supervision is necessary when this product is used near children.
4. Do not leave the product unattended while it is in use. Always unplug the product from the electrical outlet when it is not in use.
5. Place the product on a flat, steady, stable, scratch-resistant surface.
6. Use the product in a well-ventilated area.
7. Do not place the product on or near gas or electric burners. Do not place the product inside or on top of a heated conventional oven, microwave oven, or other heat source.
8. Keep the Power Cord and product away from heated surfaces.
9. Do not submerse or expose the electrical components of this product in water or any other liquids.
10. Do not use attachments not recommended or sold by the product manufacturer, as a risk of fire, electrical shock, or serious personal injury may result.
11. Avoid contact with moving parts. Keep fingers, hair and clothing away during operation.
12. Never operate the ice cream maker dry. Always have ice cream mixture in the container when plugged in.
13. Do not use hot oil or liquids in the ice cream maker.
14. Plug the product into a standard 120V AC electrical outlet.
15. Do not plug or unplug the product from the electrical outlet with a wet hand.
16. Never operate the product while you are standing/sitting in a damp or wet area.
17. To avoid a circuit overload, do not operate another electrical product on the same electrical circuit as this product.
18. Do not allow the Power Cord to hang (i.e., over the edge of a table or counter) where it may be tripped over or pulled.
19. Disconnect the plug (do not pull on Power Cord) from the electrical outlet. Do not put any stress on the Power Cord where it connects to the product, as the Power Cord could fray and break.
20. Never operate this product if it has a damaged Power Cord or plug, is not working properly, has been dropped or damaged, or the Power Cord or Handle exposed to water or other liquids. Do not attempt to examine or repair this product yourself. Return the product to a service center for examination and repair.
21. This product is intended for indoor, non-commercial, non-industrial, household use only. Do NOT use outdoors.

# SHORT CORD PURPOSE

*Note: A short power cord is provided to reduce the risk of personal injury resulting from becoming entangled in or tripping over a long cord.*

**Longer power-supply cords or extension cords may be used if care is exercised in their use.**

If an extension cord is used: (1) the marked electrical rating of the extension cord should be at least as great as the electrical rating of the product; (2) the extension cord should be arranged so that it will not drape over the counter top or tabletop where it can unintentionally be pulled on or tripped over by children or pets.

# POLARIZED PLUG

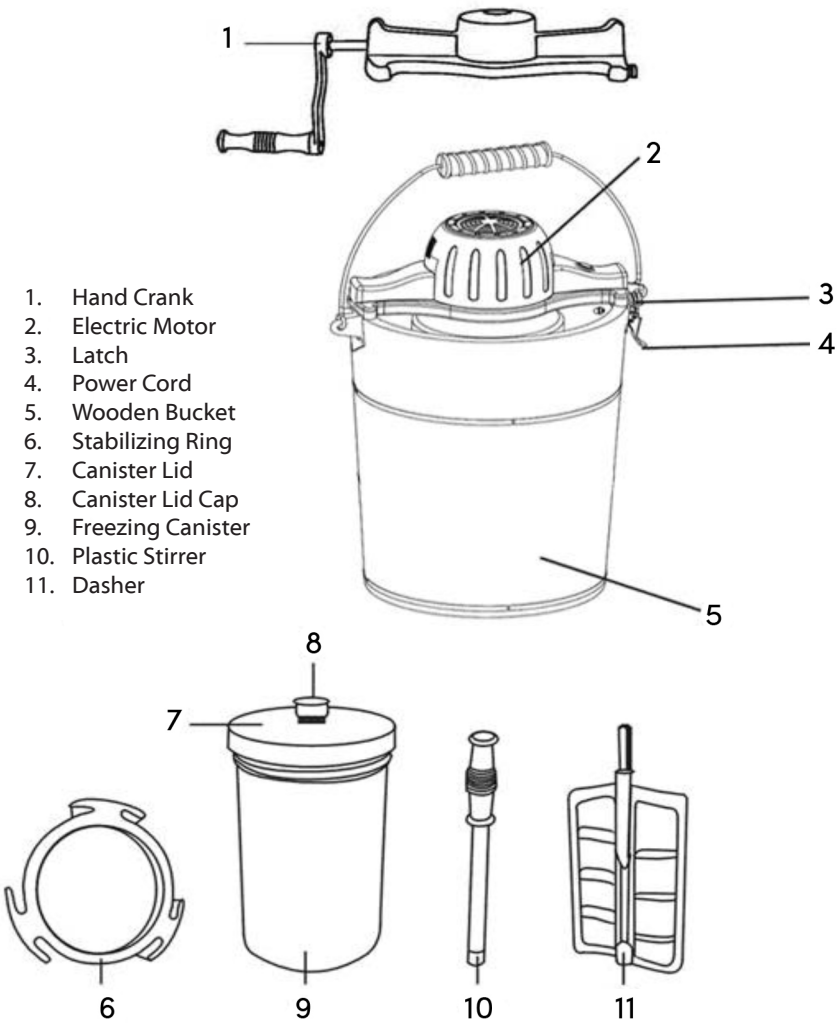
If this appliance is equipped with a *polarized plug* (one blade is wider than the other), please follow the below instructions:

To reduce the risk of electrical shock, this plug is intended to fit into a polarized outlet only one way. If you are unable to fit the plug into the electrical outlet, try reversing the plug.

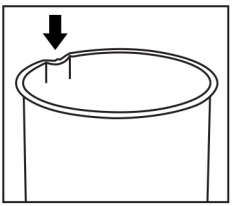
If the plug still does not fit, contact a qualified electrician. Never use the plug with an extension cord unless the plug can be fully inserted into the extension cord. Do not alter the plug of the product or any extension cord being used with this product. Do not attempt to defeat the safety purpose of the polarized plug.

# SAVE THESE INSTRUCTIONS. THIS PRODUCT IS FOR HOUSEHOLD USE ONLY.

# PARTS IDENTIFICATION




1. Hand Crank
2. Electric Motor
3. Latch
4. Power Cord
5. Wooden Bucket
6. Stabilizing Ring
7. Canister Lid
8. Canister Lid Cap
9. Freezing Canister
10. Plastic Stirrer
11. Dasher



**NOTE:** The indentation located on the top lip of the freezing canister is intentional and designed to assist in the churning of the paddle when all parts are assembled with the lid and motor.

# BEFORE FIRST USE

1. Always read all instructions and safeguards before operation.
2. Remove all packaging materials and make sure that all parts are present and in good condition before discarding packaging materials.
3. Wash the lid, canister, and other plastic accessories in warm soapy water.
4. Rinse and dry thoroughly.
5. Use a damp cloth to wipe clean the electric motor, hand crank and wooden bucket.
6. For brand new machines, please fill the wood bucket 2/3 full of water. Allow to sit for 1-2 hours. This allows the wood to expand and swell up so that the seams in between will close together keeping any ice or salt from leaking during the operation process.
   **WARNING: DO NOT USE ABRASIVE CLEANERS OR SCOURING PADS. DO NOT IMMERSE ANY ELECTRICAL COMPONENT OR POWER CORD IN WATER OR ANY OTHER LIQUIDS AT ANY TIME.**

# HOW TO USE

**PREP** – Chill the ice cream canister in the freezer for 2-3 hours prior to use. Do not leave the canister inside the freezer for more than 6-hours.

1. Using your favorite recipe, prepare the necessary ingredients per the recipe instructions.
2. Pour the prepared and chilled ice cream mixture into the chilled ice cream canister. Do not fill more than 2/3 full.
3. Insert the Blending Spatula and make sure the bottom of the spatula is fixed in the center of the bottom of the canister. (Fig 1)
4. Place the lid on the canister. (Fig 2)
5. Place the plastic stabilizing ring into the wooden bucket. (Fig 3)
6. Place the canister into the wooden bucket and make sure it engages the cone in the center of the bucket. (Fig 4)

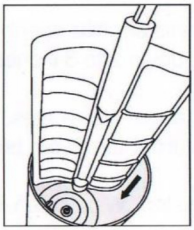


Figure 1

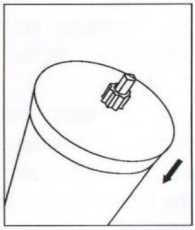


Figure 2

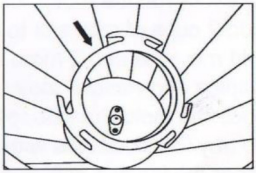


Figure 3

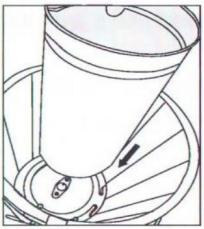


Figure 4

7. Slide the rectangular end of the hand crank or electric motor into the rectangular hole on the rim of the wooden bucket (Fig 5a). The opposite end of the crank will drop into the open end where the locking latch is (Fig 5b). Carefully lift the latch so that the wire goes over the rounded end of the hand crank or motor (you may need to rotate the canister by hand so that the lid fits into the motor/hand crank) (Fig 5c).

# HOW TO USE (cont.)

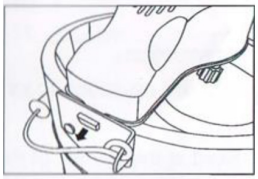


Figure 5a

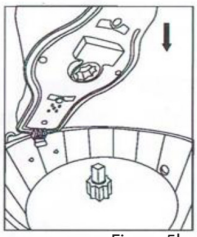


Figure 5b

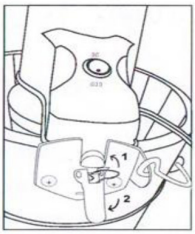


Figure 5c

8. Plug the power cord into an electrical outlet if the Electric Motor is being used.
9. Now prepare the wooden bucket by filling it with ice to the top of the canister.
10. Add 1-2 cups of rock salt to the top of the ice inside the bucket.
11. Run the cranking system for approximately 5 minutes so that the canister chills evenly.
12. As the ice begins to melt down by 2-3 inches, add more ice and more cups of rock salt into the bucket.
13. Allow the machine to churn for 45 minutes. (If the motor has stopped prematurely, turn the motor off, break up any ice blockages with the plastic stirrer and start it up again).
14. Once the churning is complete (the motor will automatically shut off when the contents inside become too thick for the blending spatula), unplug and remove the motor or crank. Clear the ice and salt away from the lid of the canister to prevent it from falling into the canister of ice cream.
15. Remove the cover and carefully lift out the Blending Spatula and scrape off any excess ice cream.
16. The ice cream consistency is very fresh so it will be more of a soft-serve texture.
17. If a harder consistency is desired, transfer the contents to a freezable container and freeze for 3-4 hours.

**HOW TO USE MANUAL HAND CRANK:**

Follow the instructions 1 - 7 from the Electric Motor to assemble the machine and the Hand Crank to the wooden bucket.

1. The Manual Hand Crank is recommended for use to aerate the ice cream contents to help add air into the mixture to make it thicker.
2. It is usually suggested to use towards the last 10-15 minutes of the freezing process. It will also help freeze the contents more.
3. During the Hand Cranking process, both the Canister and the Blending Spatula will spin in opposite directions of each other.

**NOTE:**

While using the motor during the churning process, the canister should be turning which will be churning the ice cream ingredients. The Blending Spatula will remain stationary. If the canister is not spinning, the assembly is not set up properly and will need to be re-adjusted.

# HOW TO USE (cont.)

**TIPS & NOTES:**

1. For Best freezing results, use recipes with high fat content. Such as heavy cream. Or vegan coconut cream, cashew milk or a mixture of both.
2. Use ice that is crushed inside the bucket. Ice should be small, coarse pieces.
3. As the canister is turning, make sure to periodically mix salt and ice together by using the plastic stirrer every 10-15 minutes while the machine is in use.
4. It is recommended to store the ice cream inside the freezing canister.
5. If the ice cream consistency is too soft, put the contents into a freezable container and freeze for 3-4 hours. The manual hand crank can also be used to crank the ice cream inside the canister to the desired consistency.
6. For recipes that require pre-cooking, it is recommended that ingredients be prepped several hours ahead. The mixture s will need to be allowed time to chill and expand.

**CAUTION:**

1. Do not plug up the drainage hole on the side of the wooden bucket. This is for draining excess salt water and should be kept open at all times.
2. If the electric motor stops churning before the 45-minutes is complete, check to make sure there is no blockage of ice jamming against the canister. If there is ice blocking the canister, turn off the motor and remove the jammed ice.
3. The electric motor will automatically shut off if the ingredients in the canister are too thick or too hard to blend anymore. Once removed, the motor will function normally again.

# CLEANING & MAINTENANCE

**ALWAYS UNPLUG MACHINE AND ALLOW TO COMPLETELY COOL BEFORE CLEANING OR STORING.**

1. Clean the electric motor with a damp cloth to remove any debris.
2. Clean the wooden bucket with a warm soapy sponge to remove the salt-water residue. Rinse and dry thoroughly to ensure the salt does not corrode the metal accessories or parts.
3. Wash the plastic canister lid, blending spatula and other plastic parts in warm soapy water and dry thoroughly.
4. Wash the freezing canister in warm soapy water and dry thoroughly. Never freeze the canister while it is still wet.

**CAUTION:**

- Never immerse the motor in water or any other liquid.
- Do not use abrasive cleaners. Do not wash accessories in dishwasher.

# RECIPES

***NOTE: Not all recipes will yield 4qts (128oz.). You may need to double or divide recipe in half to yield desired amount.**

## *Chocolate Ice Cream*

10 egg yolks
4 cups milk
4 cups double/heavy cream
4 oz. sugar
6 tbsp. of cocoa powder
optional: 2 level tsp. corn flour (for thicker texture or when ice cream maker has a bowl that needs advance freezing)

1. Mix together the egg yolks, sugar (and corn flour if using it) in a bowl, stirring well and beat until smooth. Pour the milk into a saucepan and heat gently on a medium heat until hot. DO NOT BOIL. Then stir the hot milk into the egg and sugar mix. Mix well.
2. Pour the mixture back into the saucepan and heat gently, stirring frequently. DO NOT BOIL. After several minutes it will start to thicken into custard. At this point remove the pan from the heat, add the cocoa powder using a sifter and mix well ensuring any lumps of cocoa powder have dissolved. Leave the mixture to chill.
3. Once chilled, mix until slushy. Add the heavy cream and make sure it mixes in well. Transfer the mixture to the ice cream maker and freeze according to the instructions.

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## *Chocolate Chip Ice Cream*

4 cups milk
4 cups double/heavy cream
1 1/2 cups sugar
2 1/2 cups plain chocolate (grated or mini chips)

1. Add the milk and sugar into a saucepan and heat gently, dissolving the sugar. Remove from heat once sugar is dissolved and leave the mixture to cool completely.
2. When mixture is cool, stir in the heavy cream. Then add in the grated chocolate or mini chocolate ships. Transfer the complete mixture into the ice cream maker and freeze according to the instructions.

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## *Banana Ice Cream*

6 cups milk
6 cups double/heavy cream
2 cups sugar
12 ripe bananas (to puree)

1. Peel and chop the bananas into chunks. Place in a mixing bowl and mash well. Stir in milk/cream and then the sugar. Mix well. Chill in the refrigerator for 2-3 hours.
2. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

## *Vanilla Ice Cream*

10 egg yolks (beaten)
1 cup sugar
3 cups full cream milk
3 cups heavy cream
2 vanilla pods (scored down the middle)
optional: 2 level tsp. corn flour (for thicker texture or when ice cream maker has a bowl that needs advance freezing)

1. Pour the milk into a saucepan and bring slowly to a simmer. DO NOT BOIL. Once mixture is bubbling slightly, remove from heat. Place the vanilla pods into it and leave to infuse for about 20 minutes.
2. In a bowl, beat together the egg yolks and sugar (and cornflower if using it) until thick. Carefully remove the vanilla pod from the pan of milk and scrape out any excess seeds into the milk. Whisking constantly, pour the milk mixture into the mixture of egg yolks and sugar. Whisk until mixed well. Pour the mixture back into the pan and heat gently, constantly stirring until the mixture thickens to a custard – **DO NOT BOIL OR MIXTURE WILL CURDLE.** When you see a film form over the back of your spoon, remove the saucepan from the heat. Let mixture cool completely.
3. When the custard base is completely cooled, stir in heavy cream and transfer to a chilled bowl. For best results refrigerate the mix for at least 3 hours (overnight if you have the time). Transfer the mixture into ice cream maker and freeze according to the instructions.

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## *Strawberry Ice Cream*

4lbs. fresh strawberries
4 cups full cream milk
2 cups sugar
4 cups heavy cream
12 egg yolks (beaten)
4 tsp. vanilla extract
optional: 2 level tsp. corn flour (for thicker texture or when ice cream maker has a bowl that needs advance freezing)

1. De-stalk, wash and chop the strawberries into small pieces. Place in a mixing bowl and add 1 cup of sugar. Mash well until you have a smooth mixture. Chill the mixture in the refrigerator.
2. Mix together the egg yolks, the remaining 1 cup of sugar (and cornflower if using it). Beat until smooth. Pour the milk into a saucepan and heat gently on a medium heat until hot. DO NOT BOIL. Then stir the hot milk into the egg and sugar mix. Mix well.
3. Pour the mixture back into the saucepan and heat gently, stirring frequently. Do NOT bring to a boil. After several minutes it will start to thicken into a custard. At this point, remove saucepan from heat and let cool.
4. When the custard has cooled, transfer into a chilled bowl. For best results refrigerate the mix for at least 3 hours (overnight if you have the time). When the custard is thoroughly chilled, pour the heavy cream into a separate mixing bowl and whip until slightly fluffy. Stir the whipped cream into the chilled custard mixture. Stir in vanilla extract.
5. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

## *Crunchy Pecan & Maple Syrup Ice Cream*

2 cups pecan nuts, chopped
8 oz. butter
1/2 cup brown sugar
2 oz. maple syrup
6 cups milk
6 cups double/heavy cream

1. Using a frying pan, slowly melt the butter then add the chopped pecan nuts. Sprinkle on the sugar, stir and cook on a medium heat for approx 3-4 minutes until the nuts are crisp. NOTE. Cooking on too high a heat will burn the pecan nuts and render a bitter taste.
2. Remove mixture from the pan and place to one side to cool.
3. In a separate mixing bowl, add milk and heavy cream and then add the fried, chopped pecan nuts. Still stirring, add the maple syrup until blended in. Allow to cool completely.
4. Once cool, transfer the complete mixture into the ice cream maker and freeze according to the instructions.

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## *Butter Pecan Ice Cream*

6 cups single/light cream
6 cups heavy/double cream
1 1/2 cups brown sugar
6 tbsp. butter
1 1/2 cup of pecan nuts (chopped)
3 teaspoons vanilla extract (or according to taste)

1. Place the single cream, sugar and butter into a saucepan and mix together over a low heat. Stir until the mixture starts to bubble around the edges. Remove the saucepan from the heat and allow to cool completely.
2. When the mixture is cooled, stir in the heavy cream, chopped pecan nuts and vanilla extract. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

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## *Honey Ice Cream*

10 egg yolks
4 cups double/heavy cream
2 tsp. vanilla extract
4 cups milk
1 cup honey

1. Beat together the egg yolks and honey in mixing bowl and set aside. Heat the milk in a saucepan until it reaches bubbles slightly, DO NOT BOIL, then lower heat to simmer. While milk is simmering, stir in the egg yolks/honey mixture. Continue to stir until it thickens.
2. Remove from the heat, strain in a mesh strainer and leave to cool completely.
3. Once mixture is completely cool, stir in heavy cream and vanilla extract. Then transfer the whole mixture into ice cream maker and freeze according to the instructions.

## *Mint Chocolate Chip Ice Cream*

4 cups milk
1/2 cup sugar
4 cups double/heavy cream
2 1/2 cups plain chocolate (grated or mini chips)
3 to 4 tsp. peppermint essence or extract (or to taste)
optional: 2 or 3 drops of green food coloring

1. Place the milk and sugar into a saucepan and heat gently, dissolving the sugar. Once sugar is dissolved, remove from heat and allow to cool completely.
2. Once mixture is cool, stir in heavy cream, grated chocolate or chips and peppermint essence or extract (and the green food coloring if you want to use it).
3. Transfer the complete mixture into the ice cream maker and freeze according to the instructions.

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## *Pistachio Ice Cream*

9 eggs
3 cups milk
3 cups double/heavy cream
1 1/2 cups sugar
3 to 4 cups of pistachio nuts, shelled & blanched*
1 1/2 tsp. vanilla extract
1 1/2 tsp. almond extract

*Blanched - if you have time, blanching can help the recipe; place the nuts in a heatproof bowl and pour boiling water over them. After 1-2 minutes, carefully drain and peel. Ensure you dispose of the hot water safely.

1. In a blender place the eggs, milk, sugar and all the nuts and blend until you get a smooth mixture. Pour the mixture into a saucepan and heat gently, stirring continuously and wait until it thickens.
   **DO NOT BOIL OR MIXTURE WILL CURDLE.**
2. When you test the mixture over the back of your spoon and it forms a film then it's time to remove the saucepan from the heat and let the mixture cool thoroughly.
3. When cooled, add the vanilla and almond extracts and carefully fold in the whipped cream. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

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## *Orange Sorbet*

2 cups sugar
2 cups fresh orange juice
3 cups water
zest of 4 oranges
juice from 2 whole lemons

1. In a saucepan mix together the sugar, water and orange zest. Heat gently, stirring constantly until the sugar has dissolved. Bring to a boil for approx. 5 to 8 minutes - until you have syrup and remove from heat.
2. Let syrup cool completely, about 3 to 5 hours. When cool, stir in the orange and lemon juices then transfer the complete mixture into ice cream maker and freeze according to the instructions.

### *Strawberry Sorbet*

2 cups sugar
4 cups water
4lbs. fresh strawberries
juice of 2 lemons
2 packet of gelatin powder (plain, no flavor)

1. In a saucepan mix together the sugar and water. Heat gently, stirring constantly until the sugar has dissolved. Bring to a boil for approx. 5 to 8 minutes - until you have syrup and remove from heat and let cool completely, about 3 to 5 hours.
2. Mash or purée the strawberries and strain (if desired) to remove the seeds.
3. Melt the gelatin powder by mixing it with 4 to6 tablespoons of water over a boiling pan and stir it. Then add the strawberry purée mixture and the lemon juice into the syrup mixture. When completely cool, transfer the complete mixture into ice cream maker and freeze according to the instructions.

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### *Apple Sorbet*

7 cups apple juice
3 1/2 cups canned apple puree
4 egg whites

1. Take the apple purée and mix with the apple juice. Pour into a baking tray (metal) and freeze. Once frozen, transfer the mixture to a food blender or processor and blend until smooth.
2. Whisk the egg whites until stiff and then fold them into the blended apple mixture. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

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### *Pear Sorbet*

2 cups sugar
4 cups water
4 cans of pears in syrup (16oz. size)
1 cup fresh lemon juice

1. In a saucepan mix together the sugar and water. Heat gently, stirring constantly until the sugar has dissolved. Bring to a boil for approx. 5 to 8 minutes - until you have syrup and remove from heat and let cool completely, about 3 to 5 hours.
2. Drain pears from syrup in the tins and purée them in a blender or food processor. Put into a mixing bowl and stir in the lemon juice and sugar/water mix. Transfer the complete mixture into ice cream maker and freeze according to the instructions.

### *Lemon Sorbet*

2 cups sugar
4 cups fresh lemon juice
4 cups water
8 tsp. lemon zest

1. In a saucepan mix together the sugar, water and lemon zest. Heat gently, stirring constantly until the sugar has dissolved. Bring to a boil for approx. 5 to 8 minutes - until you have syrup and remove from heat and let cool completely, about 3 to 5 hours.
2. Stir the syrup mixture and lemon juice together in a mixing bowl, transfer the mixture into ice cream maker and freeze according to the instructions.

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### *Vanilla Gelato*

6 cups whole milk
2 cups skimmed milk powder
1 1/2 cups caster sugar
2 vanilla pods (split down the middle)

1. Put all the ingredients, with the exception of the vanilla pods, into a saucepan and heat gently, stirring all constantly.
2. Bring liquid to a gentle simmer then immediately pour the heated mixture into a large mixing bowl. Scrape the seeds out from the vanilla pods directly into the mixture, stir and leave to cool.
3. When the mixture is completely cool, transfer it into ice cream maker and freeze according to the instructions.

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### *Chocolate Gelato*

8 cups whole milk
10 oz. caster sugar
2 cups dark chocolate, chopped
1 tsp. vanilla extract

1. Place the milk, sugar and vanilla extract into a saucepan and stir constantly while heating the pan slowly to dissolve the sugar. DO NOT BOIL. Once the sugar has dissolved completely, remove from the heat.
2. Add the chopped chocolate to the pan and stir until fully melted. Leave the whole mixture to cool then transfer into ice cream maker and freeze according to the instructions.

### *Banana Gelato*

4 cups whole milk
4 cups water
2 cups caster sugar
12 ripe bananas
juice of 2 to 3 fresh lemons

1. In a saucepan mix together the sugar and water. Heat gently, stirring constantly until the sugar has dissolved completely. Remove from heat and let cool.
2. In a separate bowl, mash the bananas and stir in the juice from the lemon. Stir in the milk and the cooled sugar/water syrup. Transfer into ice cream maker and freeze according to the instructions.

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### *Peach Gelato*

4lbs. fresh peaches (peeled & pitted)
1 1/2 cups of sugar
1 1/2 cups of mascarpone cheese or plain yogurt (unflavored)

1. Cut the peaches into very small pieces. The smaller you cut them, the faster they will freeze and the finer the final texture will be. Arrange the peach pieces in a single layer on a rimmed cookie sheet and freeze solid, about 2 hours.
2. Put the frozen peach pieces in a food processor or blender with the sugar and blend briefly. Add the mascarpone and pulse until the mixture is smooth.
3. Transfer into ice cream maker and freeze according to the instructions.

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### *Strawberry Gelato*

3lbs. of fresh strawberries (hulled)
3 cups of sugar
5 cups whole milk
3 cups of heavy cream
4 tsp. fresh lemon juice

1. In a food processor or blender combine the strawberries, sugar and whole milk and puree until smooth.
2. Add in the heavy cream and mix just enough to combine (you do not want to whip the cream). Add in the lemon juice.
3. Refrigerate mixture for at least 4 hours. Refrigerate overnight if possible.
4. Transfer the mixture into ice cream machine and freeze according to the instructions.

**LIMITED WARRANTY* ONE (1) YEAR**
**WARRANTY IS VALID WITH A DATED PROOF OF PURCHASE FROM AN AUTHORIZED RETAILER**

1. Your small kitchen appliance is warranted to the original purchaser to be free from any manufacturing defects under normal use and conditions for one (1) year, cord excluded. This Warranty applies only to the original purchaser of this product.
2. Retail stores/merchants selling this product do not have the right to alter, modify, or in any way revise the terms and conditions of the warranty.
3. If you use your appliance for household use and according to instructions, it should give you years of satisfactory service.
4. At its sole discretion, Maxi-Matic USA will either repair or replace the product found to be defective during the warranty period.
5. The repaired or replacement product will be in warranty for the remaining balance of the one-year warranty period and an additional one-month period.
6. Consumer's remorse is not an acceptable reason to return a product to our Service Center.
7. This limited warranty covers appliances purchased and used within the 50 U.S. states plus the District of Columbia and does NOT cover normal wear of parts or:
   - Damages caused by unreasonable use, neglect, normal wear and tear, commercial use, improper assembly or installation of product.
   - Damages caused in shipping.
   - Damages caused by replacement or resetting of house fuses or circuit breakers.
   - Defects other than manufacturing defects.
   - Breakage caused by misuse, abuse, accident, alteration, lack of proper care and maintenance, or incorrect current or voltage.
   - Lost or missing parts of the product. Parts will need to be purchased separately.
   - Damages of parts that are not electrical; i.e. cracked or broken plastic/glass, scratched/dented inner pots.
   - Damage from service or repair by unauthorized personnel.
   - Extended warranties purchased via a separate company or reseller.
   - Acts of nature such as fire, floods, hurricanes, tornadoes, etc.
8. **This warranty does not apply to re-manufactured merchandise.**

Maxi-Matic, USA shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Apart from the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in time to the duration of the warranty.

*One Year Limited Warranty valid only in the 50 U.S. states plus the District of Columbia, excluding Puerto Rico and the Virgin Islands.
This warranty is effective only if the product is purchased and operated in the USA; product usage which is in violation of the written instructions provided with the unit will void this warranty. For international warranty, please contact the local distributor.

This warranty gives you special legal rights and you may also have other rights to which you are entitled which may vary by state, province, and/or jurisdiction.

**Any instruction or policy included in this manual may be subject to change at any time.

**MAXI-MATIC, USA**
18401 E. Arenth Ave. City of Industry, CA 91748
**Visit: shopelitegourmet.com for Live Chat Support and Contact Us Form**

## RETURN INSTRUCTIONS

**RETURNS:**

A. Any return of defective merchandise to the manufacturer must be processed accordingly by first contacting customer service to obtain an RA # (Return Authorization Number). We will not accept any returns of merchandise without an applicable RA #.

B. **IMPORTANT RETURN INSTRUCTIONS.** Your Warranty depends on your following these instructions if you are returning the unit to Maxi-Matic, USA:

1. Carefully pack the item in its original carton or other suitable box with sufficient cushioning to avoid damage in shipping.
2. Before packing your unit for return, be sure to enclose:
   a) Your name, full address with zip code, daytime tele phone number, and RA#,
   b) A dated sales receipt or PROOF OF PURCHASE,
   c) The model number of the unit and the problem you are having (Enclose in an envelope and tape directly to the unit before the box is sealed,) and
   d) Any parts or accessories related to the problem.
3. Maxi-Matic, USA recommends that you ship the package via UPS ground service for tracking purposes. **We cannot assume responsibility for lost or damaged products returned to us during incoming shipment.** For your protection, always carefully package the product for shipment and insure it with the carrier. C.O.D shipments cannot be accepted.
4. **All return shipping charges must be prepaid by you.**
5. Once your return has been received by our warehouse, Maxi-Matic, USA will repair or replace the product if it is defective in material or workmanship, subject to the conditions in paragraph B.
6. **Maxi-Matic will pay the shipping charges to ship the repaired or replacement product back to you.**

Elite Gourmet®

## Elite Customer Service Center

Mail: Maxi-Matic, USA
18401 E. Arenth Ave
City of Industry, CA
91748-1227

Website: shopelitegourmet.com
Visit our website for Live Chat Support
& Contact Us Form
Register your product online

We take pride in the fact that Elite Gourmet products are continuously improving. To keep you well informed of these changes and to reduce paper consumption, we've included this QR code for you to scan and easily download the most recent updates to your product to your mobile device.
It's simple, just access your camera, point at the QR code & your mobile device will do the rest.

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Actual product may vary from the images/illustrations in this manual due to continual product improvement.

MODEL: EIM916