



**User Manual | GSI1020**

**Automatic Soft Serve Ice Cream  
& Frozen Drink Maker**

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**Model: GSI1020 | © 2025 Gourmia | 1.0**

The Steelstone Group Brooklyn, NY | [Gourmia.com](https://Gourmia.com)

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## Congratulations on the purchase of your Ice Cream Maker from Gourmia!

Congratulations on the purchase your Soft Serve Ice Cream and Frozen Drink Maker from Gourmia!

Here at Gourmia, our goal is to make sure delicious menu options are always a practical possibility no matter how fast-paced your life is. Like everything else we create at Gourmia, this appliance is designed to work for you while you work your way through your busy day. Whether you're in need of an icy cocktail, frozen confections for a crowd, or a cold, coffee-flavored treat, your dependable frozen treat maker is up to the task.

This manual provides an overview and instructions on all the functions and features of your new appliance, along with directions for assembling, operating, cleaning, and maintaining it. Please read all safety instructions before getting started. Keep this manual handy for future use and review.

Our team is available to help with any question you might have. We're excited for you and want you to get the most out of your purchase—so whether you need assistance with setup or guidance on which functions to use, we're happy to walk you through it, step by step.

Here's to Frozen Fun!

We'd love to hear about the delicious treats you're creating! Share your thoughts, recipes, and photos with us.

      @gourmia

# IMPORTANT SAFEGUARDS

**Read all instructions before using the electric appliance.**

**FOR HOUSEHOLD USE ONLY.**

The following basic precautions should always be followed:

1. This appliance is not intended for use by children or persons with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless they have supervision.
2. Close supervision is necessary when any appliance is used near children. Children should be supervised to ensure that they **DO NOT** play with the appliance. Cleaning and user maintenance **SHOULD NOT** be done by children unless they are supervised. Children **SHOULD NEVER** use the warming station or touch the warming plate or the warming cup.
3. Check if the voltage indicated on the appliance corresponds to the local main voltage before you connect the appliance.
4. **DO NOT** use the appliance if the plug, the main cord or the appliance itself is damaged. Always make sure that the plug is inserted properly into a wall outlet.
5. If the power supply cord is damaged, it must be replaced by a cord from the manufacturer or an authorized service facility.
6. **DO NOT** operate any appliance with a damaged cord or plug, after the appliance malfunctions, or if the appliance has been damaged in any manner. Return the appliance to the nearest authorized service facility for examination, repair, or adjustment.
7. **DO NOT** use an extension cord with this appliance.
8. **DO NOT** let the cord hang over the edge of the table or counter, nor let it touch hot surfaces.
9. To protect against electric shock, **DO NOT** immerse cord, plugs, or appliance in water or other liquid.
10. **DO NOT** plug in the appliance or operate the *control panel* with wet hands.
11. **NEVER** connect this appliance to an external timer switch or separate remote-control system in order to avoid a hazardous situation. To disconnect, turn off the appliance, then remove the plug from the wall outlet.
12. **ALWAYS** use the appliance on a dry and level surface.
13. **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

14. **DO NOT** place the appliance against a wall or against other appliances. Leave at least 4 inches of free space on the back and sides and 4 inches of free space above the appliance. **DO NOT** place anything on top of the appliance.
15. **DO NOT** fill containers past the max fill indicators.
16. **DO NOT** operate the appliance with an empty container.
17. **DO NOT** microwave the containers or accessories provided with this appliance.
18. **DO NOT** pour hot liquid into the fill port. Doing so may result in pressure buildup and steam exposure that can pose a risk of burns.
19. This appliance cannot process any solid or dry ingredients. Any solid or large ingredients including ice and frozen fruit must be pureed or liquefied before pouring into the fill port. **DO NOT** use this appliance to crush or grind food or ice!
20. **NEVER** operate the appliance without lids in place. **DO NOT** attempt to defeat the interlock mechanism. Ensure the freezing cylinder and lid are properly installed before operation.
21. **ALWAYS** Keep hands and utensils away from this appliance while mixing to reduce the risk of severe personal injury or damage to the unit.
22. **WARNING: DO NOT** use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
23. **WARNING: DO NOT** damage the refrigerant circuit.
24. **WARNING:** To avoid a hazard due to instability of the appliance, it must be assembled in accordance with the instructions.
25. **WARNING: DO NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
26. **WARNING:** Warming plate and warming cup will be hot! Use caution when handling the *warming cup*. **DO NOT** touch hot surfaces. **DO NOT** allow children near the *warming station* when in use.
27. **DO NOT** carry this unit by the dispenser, the cone holder, or any other extending or removable part.
28. **DO NOT** use the appliance for any other purpose than described in this manual. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
29. **DO NOT** leave the appliance unattended when plugged in.
30. **DO NOT** use outdoors.

## SAVE THESE INSTRUCTIONS

# IMPORTANT SAFEGUARDS



**Combustible material. May burst if heated. (Indicated by a flame symbol, white background, surrounded by a red diamond.)**



**For indoor and household use only.**

**DANGER – Risk of fire or explosion.** Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing.

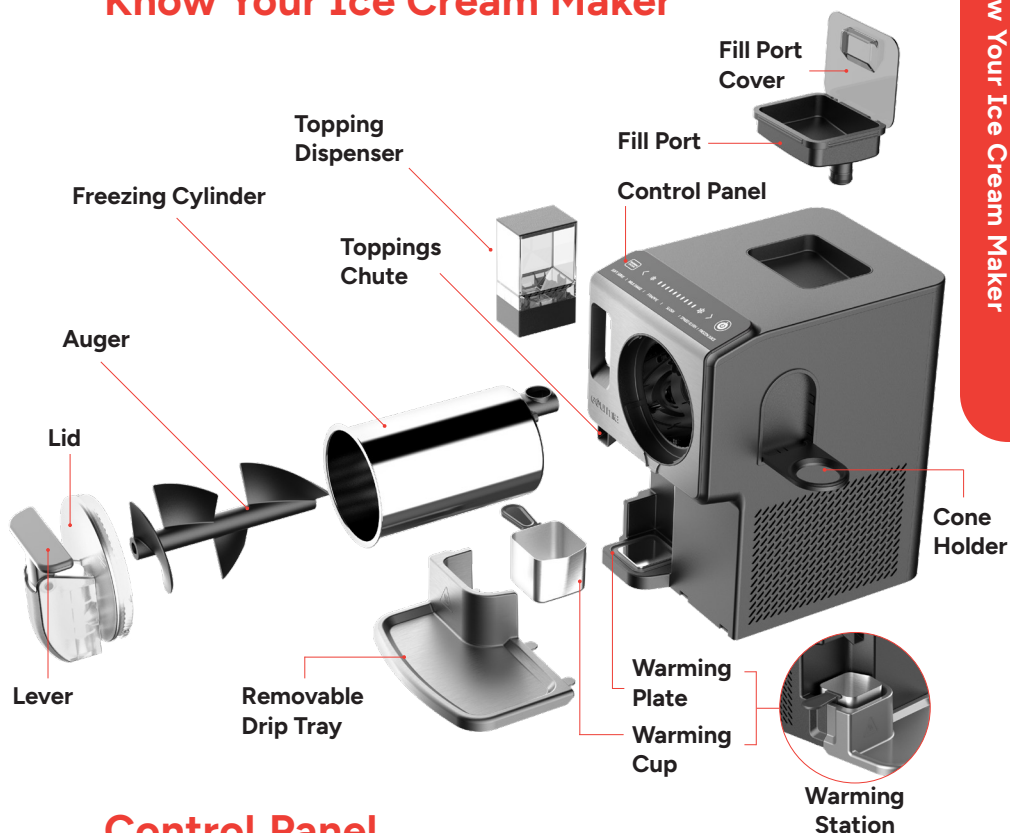
**CAUTION – Risk of fire or explosion** due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.

**DANGER – Risk of fire or explosion.** Flammable refrigerant used. To be repaired only by trained service personnel. Use only manufacturer-authorized service parts. Any repair equipment used must be designed for flammable refrigerants. Follow all manufacturer repair instructions. Do not puncture refrigerant tubing.

**CAUTION – Risk of fire or explosion.** Dispose of refrigerator properly in accordance with the applicable federal or local regulations. Flammable refrigerant used.

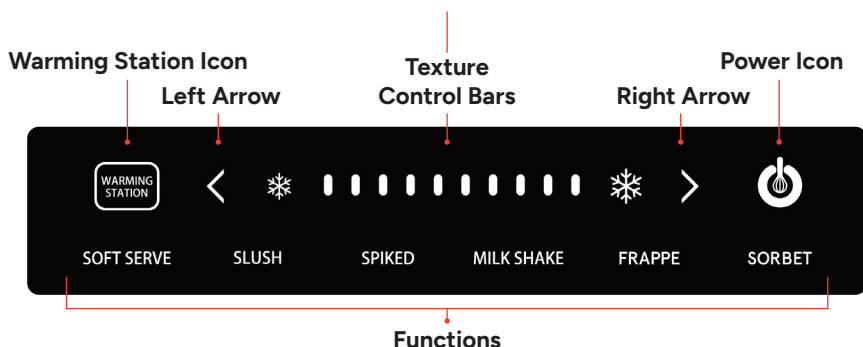
## SAVE THESE INSTRUCTIONS

# Know Your Ice Cream Maker



## Control Panel

This product offers 6 preprogrammed *functions* to achieve the ideal consistency for each frozen treat. When a *function* is selected, the default setting will illuminate on the texture control bars. **When you use a *function* for the first time, we recommend trying the default setting without adjustments.** Once the cycle is complete, taste the results. To make the texture thicker, tap the *right arrow*; to make it thinner, tap the *left arrow*.



## Before First Use

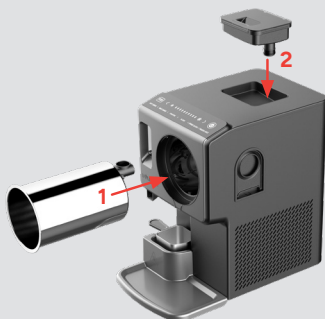
1. Remove all packaging materials from the unit.
2. Wash the *fill port*, all *topping dispenser* parts, and the *lid* in warm, soapy water, or wash in the dishwasher. Dry thoroughly.
3. Run the Rinse Cycle to wash the *auger* and *freezing cylinder*. See **Running the Rinse Cycle** on page 14 for detailed instructions.

### IMPORTANT:

This unit utilizes a compressor that must be set upright in order to function properly. Before using the appliance, ensure the appliance was upright for at least 2 hours. When storing the appliance, it is recommended keep it in an upright position.

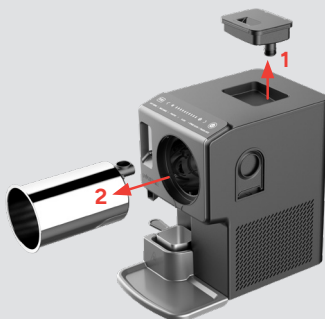
## Order of Assembling and Disassembling the Freezing Cylinder and Fill Port

### To Assemble:



1. First slide in the *freezing cylinder*.
2. Then insert the *fill port*.

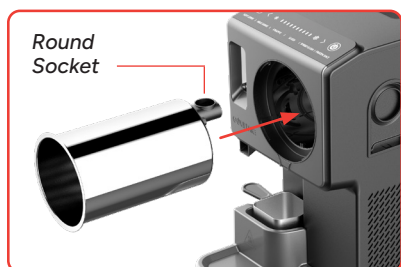
### To Disassemble:



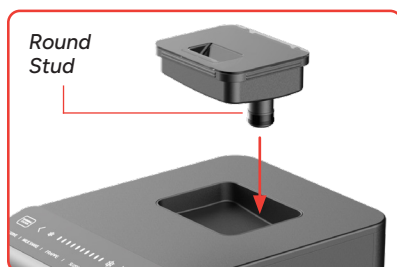
- Before disassembly, wait 10 minutes for the cylinder to defrost.
1. Lift out the *fill port*.
  2. Slide out the *freezing cylinder*.



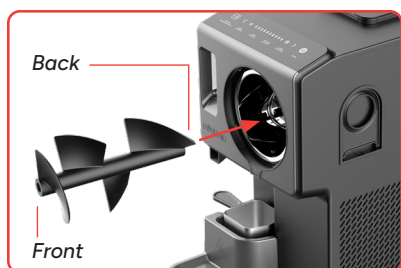
# Assembling Your Ice Cream Maker



1. Hold the *freezing cylinder* with the round socket facing upward, and slide towards the back of the unit.



2. Insert the *fill port* into the top of the unit with the round stud facing downward.



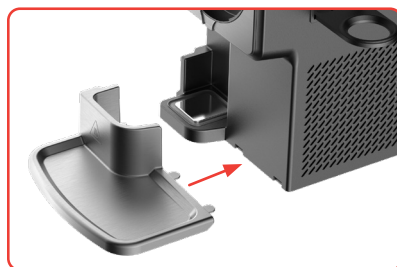
3. Hold the *auger* with its back toward the unit and slide the *auger* through the *freezing cylinder* into its position.



4. Position the *lid* so the unlocked arrow icon aligns with the upside-down arrow on the front of the unit.



5. Rotate the *lid* clockwise so the locked arrow reaches the upside-down arrow and locks into place.



6. Slide the *removable drip tray* into place at the base of the unit.

**Note:** The unit will not operate without the *lid* in the correct position.

# Using Your Ice Cream Maker

The following general instructions apply to every function:

1. Place the unit on a stable, level surface.
2. Plug the unit into an outlet.
3. Tap the *power icon*.
4. Prepare your mixture.

**WARNING: This appliance cannot process any solid or dry ingredients.**

Any solid or large ingredients including ice and frozen fruit must be pureed or liquefied before pouring into the *fill port*. Do not use this appliance to crush or grind food or ice.

5. Lift the *fill port cover* and pour the mixed ingredients into the opening.

**Note:** The MAX fill line for this unit is displayed on the lid. **DO NOT** overfill.

6. Tap a *function*. The freezing process will begin.

**Note:** The *texture control bars* will light up at its default setting. If you wish to adjust the texture, tap the *right or left arrows*. See **Texture Control** on page 7 for detailed instructions.

**Note:** You can adjust the texture level mid-cycle.

7. When your selected texture is reached, the corresponding *texture control bars* will be lit in solid blue. The unit will beep, indicating that your frozen treat is ready and the Keep Cold Function has started. See **Keep Cold Function** below. To dispense, place your cone or cup below the *lever* and gently pull the *lever* down.

**Note:** If you want to use larger cones or cups, you can remove the *drip tray*.

8. Once all the contents of the *freezing cylinder* have been dispensed, turn off the unit by pressing the *power icon*.

## Keep Cold Function:

The Keep Cold Function automatically begins once your frozen treat is ready, and will continue running for 3 hours.

- The Keep Cold Function can be disabled by powering off the unit.
- After 3 hours, the unit will turn off automatically.
- You can adjust the texture at any time during the Keep Cold Function.

**Note:** When making ice cream, do not run the Keep Cold Function for more than an hour to ensure the best texture.

## Using the Warming Station

The *warming station* is intended to keep preheated toppings warm, not for cooking or preparing toppings.

1. Preheat your topping and pour it into the *warming cup*.
2. Tap the *warming station icon*; the icon will turn and stay red while warming.
3. Place the *warming cup* on the *heating plate* of the warming station.

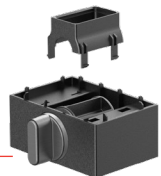
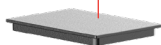
**WARNING:** The *Warming plate* and *warming cup* will be hot! Use caution when handling the *warming cup*. **DO NOT** touch hot surfaces! **DO NOT** allow children near the *warming station* when in use.

### Suggested Warm Toppings:

Suggested warm toppings include hot fudge, caramel sauce, butterscotch sauce, and fruit-based sauces like strawberry, blueberry and raspberry.

## Using the Toppings Dispenser

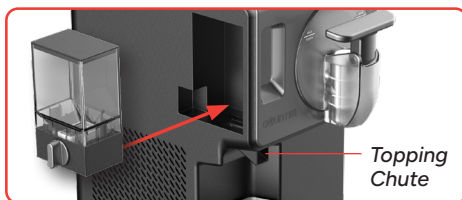
Topping  
Dispenser Lid



Knob

**Note:** The *toppings dispenser* can come apart for cleaning.

1. Remove the *topping dispenser lid* and fill the *topping dispenser* with the topping of your choice.
2. Position the *topping dispenser* in its compartment on the left side of the unit.



3. Place your cone or cup below the *topping chute* and turn the *knob*.

**Note:** Some toppings may be too large for the *topping dispenser* and will need to be chopped before using. **DO NOT** use full-size chocolate chips or candy.

**Note:** Empty the *topping dispenser* before storing.

### Suggested Toppings:

Suggested toppings include mini candy-coated chocolates, mini chocolate chips, sprinkles, and chopped nuts.

## Sugar and Alcohol Guidelines

When using the **SLUSH** and **SPIKED** functions, If there's not enough sugar or too much alcohol, your slush won't freeze properly. To get the perfect slush every time, make sure your mixture has at least 4% sugar and not more than 16% hard alcohol (35%).

### Sugar Guide:

For every 8 ounces (240 ml), ensure a minimum of 8 grams of sugar.

### Sugar free slush hack:

Typical sugar substitutes do not work well in frozen drink options. If you would like to create a sugar free frozen drink, we suggest purchasing liquid allulose, which crystalizes like sugar in frozen confections.

### Alcohol Guide:

When using the **SPIKED** function, your mixture must include between 2.8% and 16% alcohol. E.g. for 3 cups (24 ounces), the maximum alcohol content is ½ cup (4 ounces).

## Texture Control Bar Alerts

### Low Sugar / Motor Jam Alert:

The three left *texture control bars* flashing is a low sugar alert. Add more liquefied sweetener and tap the *function* to restart.



### High Alcohol / Empty Alert:

The three right *texture control bars* flashing is an alert that your ingredients have a high alcohol content, or the unit is running on empty. Add more liquid and tap the *function* to restart.



**Note: DO NOT** overfill. If the mixture reaches or is close to the MAX fill line, dispense some of the mixture before adding more liquid.

# Recipes

Function	Ingredients
SOFT SERVE: <b>Vanilla Soft Serve</b>	<ul style="list-style-type: none"> <li>• 2 cups whole milk</li> <li>• 1 cup heavy cream</li> <li>• <math>\frac{3}{4}</math> cup sugar</li> <li>• 1 tablespoon vanilla extract</li> <li>• <math>\frac{1}{8}</math> teaspoon Diamond Krystal kosher salt OR <math>\frac{1}{16}</math> teaspoon (equal to 1 pinch) Morton's, sea, or table salt</li> </ul> <p>Mix all ingredients together.</p>
SLUSH: <b>Fresh Juice Slush</b>	<ul style="list-style-type: none"> <li>• 3 cups fresh juice</li> </ul> <p>(Orange, cranberry, pomegranate, grape, lemonade, etc.)</p>
SPIKED: <b>Frosé</b>	<ul style="list-style-type: none"> <li>• 2 cups rosé wine</li> <li>• 1 cup frozen strawberries, thawed and pureed in a blender or food processor</li> <li>• <math>\frac{1}{8}</math> cup lemon juice</li> <li>• 2 tablespoons sugar</li> </ul> <p>Mix all ingredients together.</p>
MILK SHAKE: <b>Vanilla Milkshake</b>	<ul style="list-style-type: none"> <li>• <math>2\frac{1}{2}</math> cups whole milk</li> <li>• <math>\frac{1}{2}</math> cup heavy cream</li> <li>• <math>\frac{1}{2}</math> cup granulated sugar</li> <li>• 1 tablespoon vanilla extract</li> </ul> <p>Mix all ingredients together.</p>
FRAPPE: <b>Coffee Frappé</b>	<ul style="list-style-type: none"> <li>• 1 cup half &amp; half (or <math>\frac{1}{2}</math> cup heavy cream and <math>\frac{1}{2}</math> cup whole milk)</li> <li>• 2 cups black coffee</li> <li>• <math>\frac{1}{3}</math> cup granulated sugar</li> <li>• 1 teaspoon vanilla extract</li> </ul> <p>Mix all ingredients together.</p>
SORBET: <b>Fruit Sorbet</b>	<ul style="list-style-type: none"> <li>• 4 cups frozen fruit, thawed and drained (watermelon, mangos, pineapples, raspberries, etc.)</li> <li>• <math>\frac{1}{4}</math> cup sugar (or more to taste)</li> <li>• <math>\frac{1}{4}</math> cup water (or juice from thawed fruit)</li> <li>• 1 tablespoon lemon or lime juice</li> </ul> <p>Using a blender or food processor, puree all ingredients and strain if desired.</p>

See **Using Your Ice Cream Maker** on page 10 for detailed instructions.

## QR Code to Download Recipe Book

For more recipes, scan the QR Code to download the GSI1020 Recipe Book



Scan to  
Download



## Cleaning & Maintenance

### WARNING:

**NEVER** immerse cord, plug, or ice cream maker in water or any other liquid.

### Running the Rinse Cycle:

The rinse cycle cleans the unit's internals. Follow the instructions below to run the rinse cycle.

1. Wait 30 minutes after using the appliance to ensure the rinse water won't freeze.
2. Pour warm water, or warm water premixed with dishwashing liquid, into the *fill port*.
3. Press and hold the **SORBET** function. The **SORBET** light will flash, and the *texture control* bars will move in a back and forth pattern.
4. Tap the **SORBET** function to turn off the rinse cycle at any time. The cycle will run for 5 minutes if not stopped manually.

### Cleaning:

1. **Unit and control panel:** Wipe gently with a damp cloth and dry. Never use abrasives or immerse in water.
2. **Topping chute:** remove the *topping dispenser* and reach into the opening of the *topping chute* with a thin, damp bottle brush or a damp cloth. Leave the *topping chute* exposed to air after cleaning and allow it to dry before storing or next usage.
3. **All removable parts are top rack dishwasher safe**, or can be washed by hand in warm soapy water.

**Note:** To remove the *freezing cylinder*, wait 10 minutes for the *freezing cylinder* to defrost, then lift out the *fill port* and remove the *freezing cylinder*.

# Troubleshooting

Problem	Solution
Your recipe isn't dispensing	<p><b>Cause:</b> Your mixture is too thick.</p> <p>Add some liquid to your mixture and lower the texture level.</p>
The right three <i>texture control bars</i> are flashing.	<p><b>Possible Cause 1:</b> Your unit is running on empty.</p> <p><b>Solution:</b> Add more of your mixture. Tap a function to restart.</p> <p><b>Possible Cause 2:</b> Your ingredients have a high alcohol content.</p> <p><b>Solution:</b> Add more liquid to dilute the alcohol levels. Tap the function to restart.</p> <p><b>Note:</b> Check that your mixture is not filled past the MAX fill line before you add any ingredients. If yes, dispense some of your mixture. <b>DO NOT</b> overfill.</p>
The left three <i>texture control bars</i> are flashing.	<p><b>Cause:</b> Low sugar / motor jam alert.</p> <p>Add more liquefied sweetener. Tap a <i>function</i> to restart.</p>
The lid does not close properly.	<p><b>Cause:</b> The <i>freezing cylinder</i> is not fully inserted into the unit.</p> <p>Keep the <i>freezing cylinder</i> inserted. Insert and attach the <i>auger</i>, then rotate and jiggle the <i>auger</i> until the <i>freezing cylinder</i> is fully inserted.</p>
The unit stops operating and returns to stand-by mode.	<p><b>Cause:</b> The motor is stuck.</p> <p><b>Possible Solution 1:</b> Add more liquefied sweetener and wait 10 minutes for frozen ingredients to defrost. Tap a function to restart.</p> <p><b>Possible Solution 2:</b> Dispense the mixture, ensure nothing solid is blocking the auger and that all parts are assembled correctly.</p>
Toppings aren't dispensing.	<p><b>Cause:</b> The <i>topping dispenser</i> or <i>topping chute</i> is clogged.</p> <p>Clean the <i>topping dispenser</i> and/or the <i>topping chute</i> to remove any large or melted particles.</p>
The freeze function isn't starting, but the lights are on.	<p><b>Cause:</b> The <i>lid</i> is not properly placed.</p> <p>Turn the <i>lid</i> counterclockwise to remove it, and replace it in the locked position.</p>

## Warranty and Service

This is a one year Limited Warranty and requires proof of purchase from an authorized seller. It is applicable to the original purchaser only and is not transferable to a third party user. Repair or replacement of defective parts is solely at Gourmia's discretion. In the event that repair isn't possible, Gourmia will replace the product/part. If product repair/replacement won't suffice, Gourmia has the option of refunding the cash value of the product or component returned.

Product defects not covered under the Warranty provisions include normal wear and damage incurred from use or accidental negligence, misuse of instruction specifications or repair by unauthorized parties. Gourmia is not liable for any incidental or consequential damages incurred by such circumstances.

Only valid within the United States.

**Register your product at  
[www.gourmia.com/warranty](http://www.gourmia.com/warranty)**



**We'd love to hear from you!**

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Mon-Thu 9:00 a.m. to 6:00 p.m. ET

Fri 9:00 a.m. to 3:00 p.m. ET

Languages: English, Spanish, French

