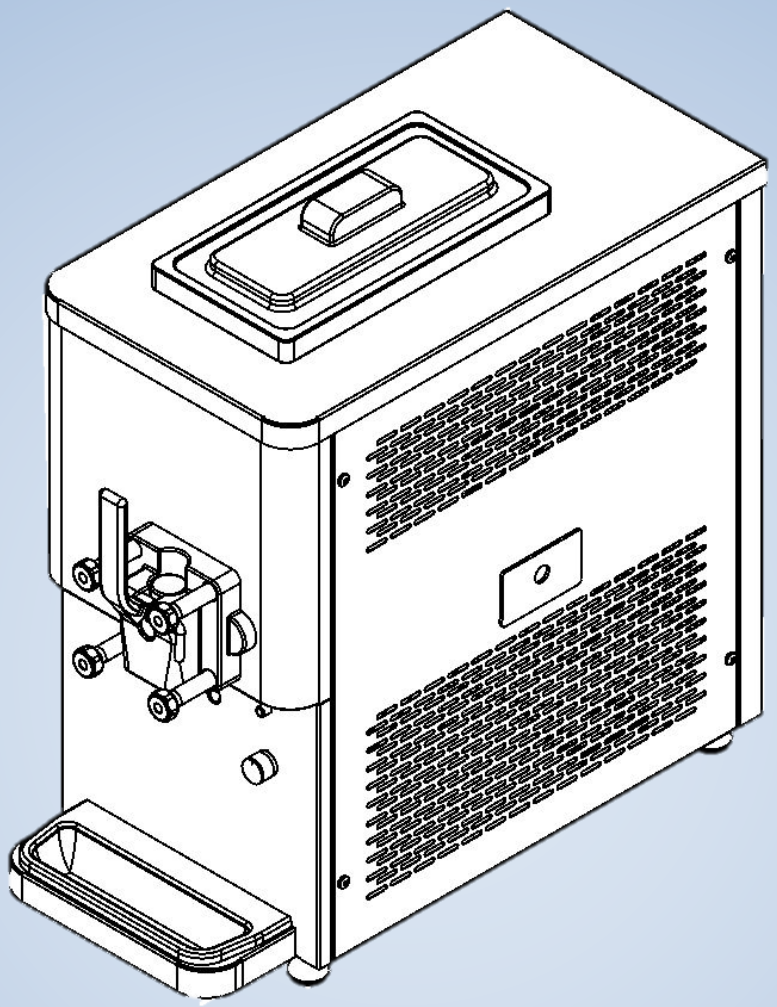

# SOFT-SERVE USER GUIDE
(OPERATION MANUAL)

Manual Number: V001 – 26.11.2019

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## 2.CONGRATULATIONS AND THANK YOU!

Congratulations and thank you for acquiring a Soft-Serve Ice Cream Machine.

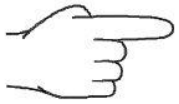
If you encounter a problem with the Soft-Serve Ice Cream Machine, please contact your local service technician.

Please familiarize yourself with the machine by taking some time to study this manual. If you get to know this little ice-cream factory, it has the potential of making good profit**.**

Notice and no warrantee: These pages are provided as a service and informational purpose only, and on the assumption that the recipient of the Soft-Serve Freezer and the operator of the Soft-Serve Freezer is competent to perform the required tasks, including, but not limited to operation and/or repair of power equipment, for which the information is provided, and that person is knowledgeable and mindful of proper safety precautions. Neither the manufacturer nor any of their respective employees make any claims about the suitability or fitness of the information contained herein which is provided strictly on an "as-is" basis, without any express or implied warranty, guarantee, assurance of quality, conformity of specifications, reliability, functionality, or suitability. In no event shall the manufacturer and/or its employees be held liable, whether in contract or tort, to any party for any direct, indirect, punitive, or consequential damages, including, but not limited to lost profits and business interruption, arising out of any errors, typographical or otherwise, inaccuracies, omissions, or delays arising out of or pertaining to the use, reliance on, or inability to use any type of information, part, or good, even if notified in advance about the possibility of such action. Information in this manual is subject to change without notice. All rights reserved.

**BEFORE USING THE MACHINE READ CAREFULLY THIS MANUAL. PAY ATTENTION TO THE SAFETY INSTRUCTIONS.**

## 3.SYMBOLS IN MANUAL

| | |
|---|---|
|  | **WARNING**<br>When you see this symbol on your freezer or in this manual, be alert to the potential for personal injury. Follow recommended precautions and safe operating practices. |
|  | **ELECTRIC DANGER**<br>This symbol indicates the presence of electric shock hazards. |
|  | **NOTE**<br>It points out significant information for the stuff involved. |
|  | **PROTECTIONS**<br>This symbol means that operator must use protection against an implicit risk of accident. |
|  | **MACHINE OPERATOR**<br>He/She is the person who has no specific expertise and she/he will operate the freezer. |
|  | **MAINTENANCE ENGINEER**<br>He/She is a skilled engineer for the operation of the machine under normal conditions; he/she is able to carry out interventions on mechanical parts and all adjustments, as well as maintenance and repairs. He/She is qualified for interventions on electrical and refrigeration components. |

**1. Freezer Serial Number:** You can find the specifications of the product on the ID label.

## 2. A brief description of the problem

……
……
……
……
……
……
……

## 5.ELECTRICAL CONNECTION NOTICE


1. Please make sure that the power supply conforms to the electrical data label (Rating Plate).

2. Check the data label (Rating Plate) for the required circuit breaker amperage. Only plug into an electrical wall socket that complies with the required amperage of the machine.

3. Machine should be installed according to the local authority electrical code/regulations it is used in, as well as to other work health and safety requirements. If you are not sure, please contact your local authority for details.

4. This symbol indicates the presence of electric shock hazards. Inside the enclosures of the machine there are electrical shock hazards, therefore, **DO NOT** remove any panels if you are not a qualified technician of an authorized service provider.

5. **WARNING**: To avoid risk of injury from electric shock, if you are not a qualified and duly authorized service technician, do not open the enclosure panels on the sides and back of the machine.

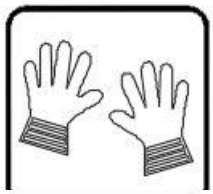
6. The power supply must be properly grounded to prevent electrical shock. Check with a qualified installer for compliance.

7. The fuse must be 220-240V, 50 Hz 16 Amp or 380-400V, 50 Hz 16 Amp (Before plugging in the machine, see metallised label on the back of the machine.)

## 6. WARNINGS & SAFETY


Read and understand all safety messages in this manual. Read and understand the safety decals on your freezer. Take notice of the location of all decals on the freezer and keep the safety decals in good condition. Check them periodically and replace missing, damaged or illegible safety decals. The safety decals must remain in place and legible for the life of the freezer.

Keep your Freezer clean and tidy! When it needs repairing, work with an authorized service agent.
the manufacturer is concerned about the safety of the person/s using the machine. Therefore please take note and abide by amongst others, the following WARNINGS:



- The weight of the machine is no less than 70 kg.The person who carries the machine must be careful while moving the freezer.
- Always follow local authority food safety and other health codes.
- **Do NOT** touch barrel feeder hole during cleaning.
- Always follow in-store operating and food hygiene safety and other health code
- Do not clean the machine with high-pressure water.
- Use potable water to clean the parts.
- **Do NOT** use the machine before studying this User Guide. Failure to follow this instruction may result in equipment damage, poor performance, health hazards or personal injury.
- Only use food-grade lubricant when changing or replacing the O-rings on the pistons.
- A potential risk exists if the User Guide instructions and other safety precautions are not strictly followed.
- **Do NOT** allow anyone to attempt any repairs to the machine, unless the main power supply to it has been disconnected from the power supply point.
- Never open the panels to reach inside the Freezer body. (Only by authorized technicians)
- Technical maintenance must be done by authorized technicians.
- **Do NOT** allow untrained personnel to operate the Soft-Serve Freezer.

- **Do NOT** insert or remove the beater from the freezing barrel while the Machine is connected to the power supply. First isolate the power supply.
- **Do NOT** remove the hopper cover (lid) unless you are filling or re-filling the hopper with the mix.
- **Do NOT** switch ON the Machine at the wall socket switch when the following has not yet been done: (a) the beater is inserted properly (b) the barrel head is fitted correctly and the four nuts screwed on correctly and tightly, and (c) the barrel is flooded with Mix.
- When removing, replacing or cleaning the removable parts do so with caution because the beater blades have sharp edges that can easily cause injury.

**WINTER STORAGE**

If the place of business is to be closed and the machine won't run during the winter months, it's important to protect the freezer.
Disconnect the freezer from the main power source to prevent possible electrical damage.

For **WATER-COOLED** freezers, disconnect the water supply. Use the air pressure on the outlet side to blow out any water remaining in the condenser. This is extremely important. Failure to follow this procedure may cause severe and costly damage to the refrigeration system.

*NOTICE: the manufacturer will not take any responsibility if the users do not follow all the instructions as described in this User Guide.*

# 7. PARTS IDENTIFICATION

## 7.1 Exploded View of Machines

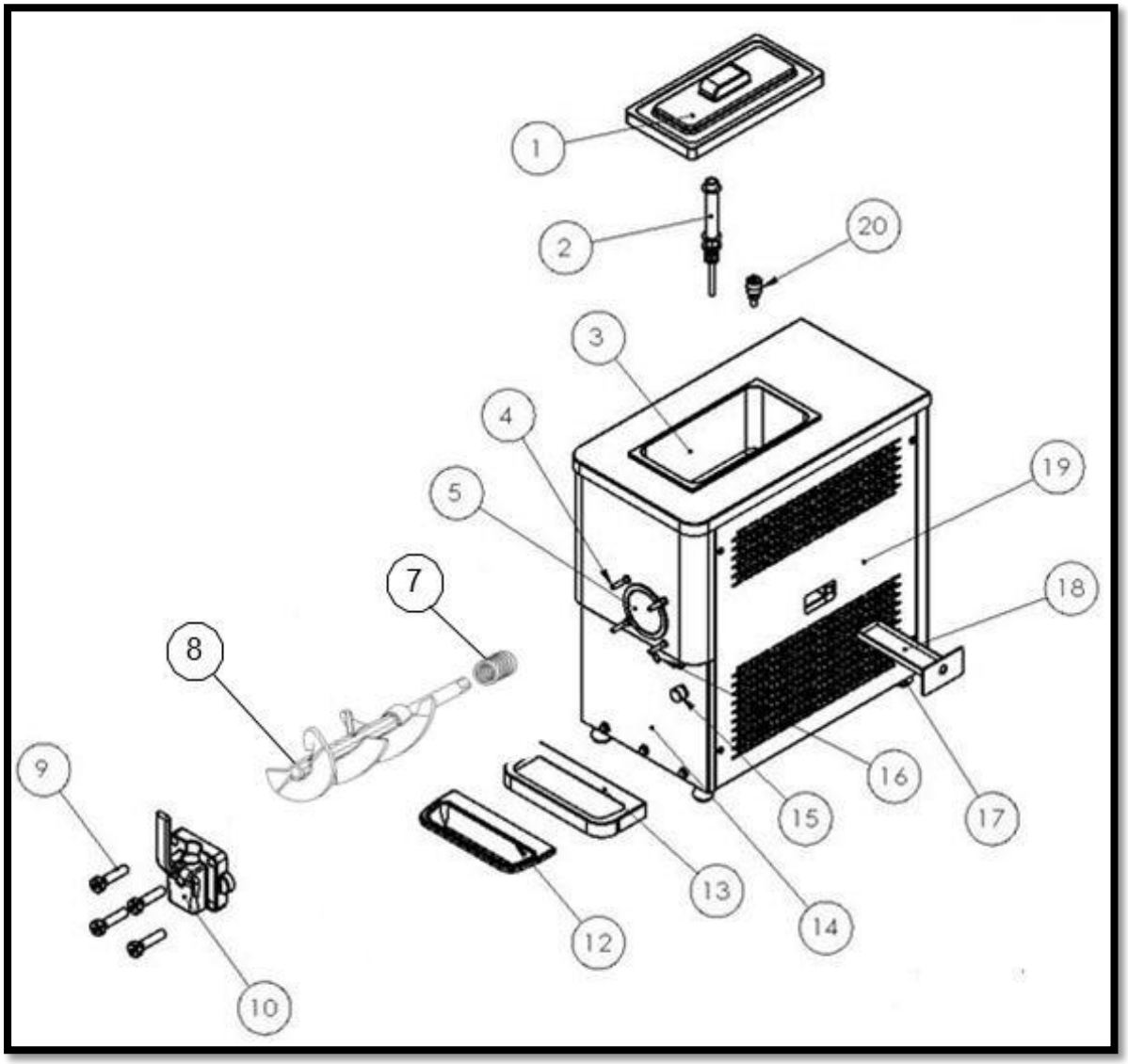



Figure 1

| NO | PART NAME | QUA. |
|---|---|---|
| 1 | Hopper Cover | 1 |
| 2 | Air Tube | 1 |
| 3 | Hopper | 1 |
| 4 | Stud | 4 |
| 5 | Barrel | 1 |
| 7 | Beater Seal | 1 |
| 8 | Beater | 1 |
| 9 | Head Screws | 4 |
| 10 | Head Group | 1 |
| 11 | Plastic Pusher | 1 |
| 12 | Drip Tray Holder | 1 |
| 13 | Drip Tray_L | 1 |
| 14 | Front Panel | 1 |
| 15 | Selector Switch | 1 |
| 16 | Photo Sensor | 1 |
| 17 | Base | 4 |
| 18 | Drain Drawer | 1 |
| 19 | Side Panel (Right) | 1 |
| 20 | Liquid Level Sensor | 1 |

Table 1

## 7.2 Exploded View of Dispensing Head

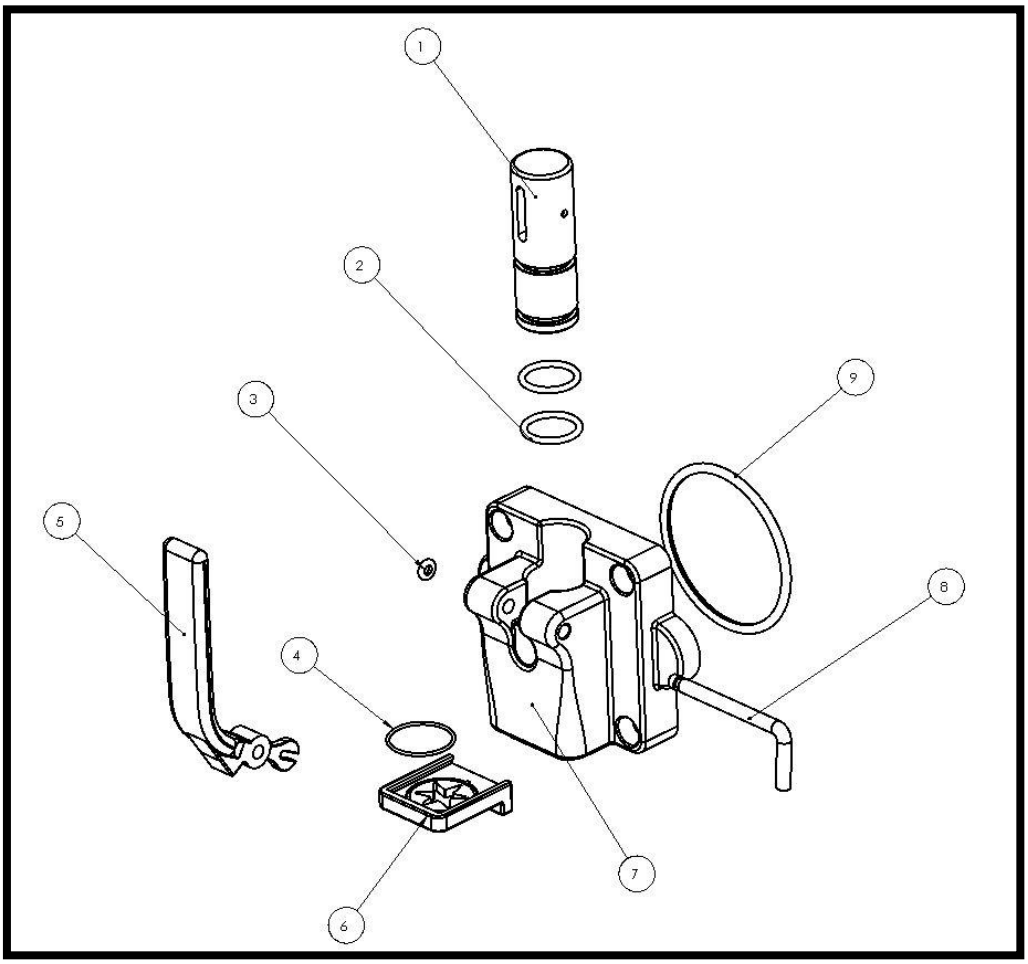



Figure 2

| NO | PART NAME | QUA. |
|---|---|---|
| 1 | Piston | 1 |
| 2 | 27,2 x 3,53 mm O-Ring | 2 |
| 3 | 4,8 x 3,53 mm O-Ring NBR | 1 |
| 4 | 34,65 x 1,78 mm O-Ring | 1 |
| 5 | Handle | 1 |
| 6 | Nozzle | 1 |
| 7 | Dispensing Head | 1 |
| 8 | Lifter Rod | 1 |
| 9 | 89,69 x 5,33 mm Silicon O-Ring | 1 |

Table 2

## 7.3 Exploded View of Beater- Efe 100

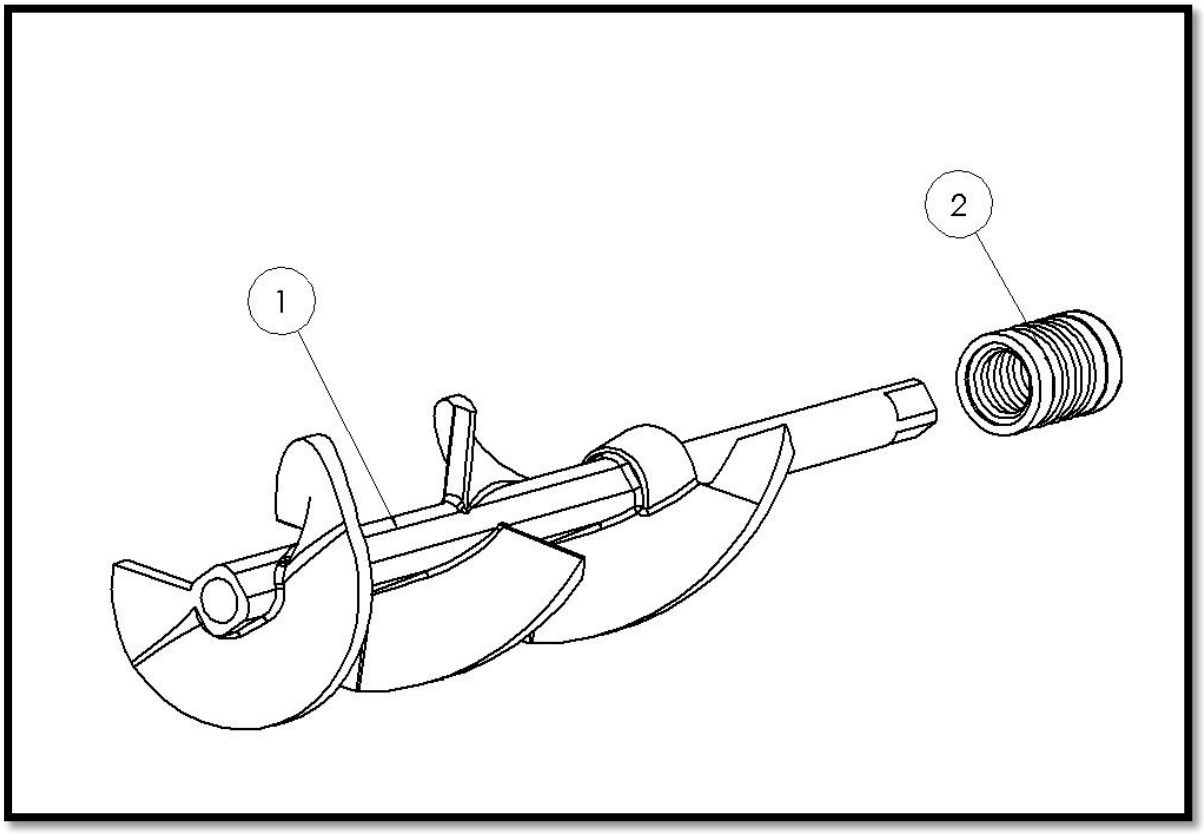



Figure 3

| NO | PART NAME | QUA. |
|---|---|---|
| 1 | Beater | 1 |
| 2 | Beater Seal | 1 |

Table 3

## 7.4 Exploded View of Air Tube

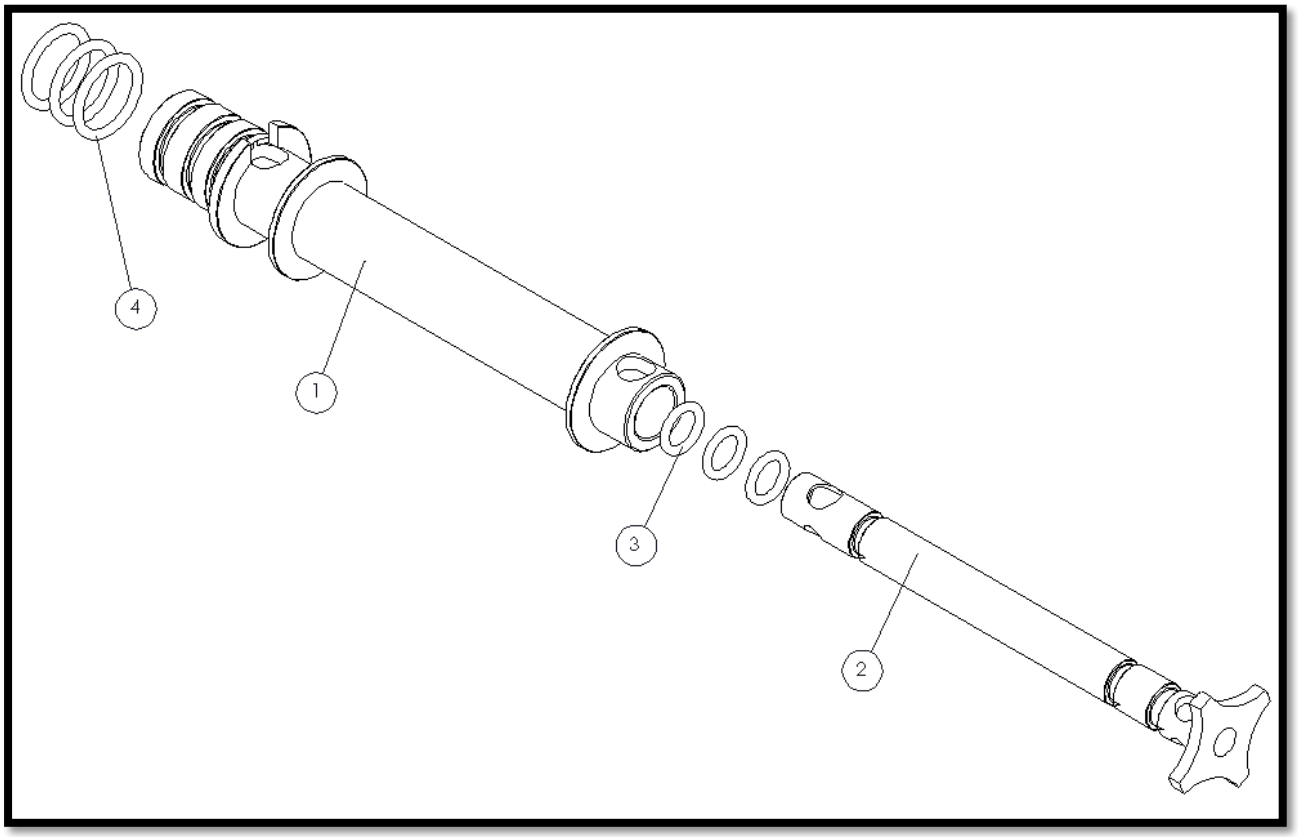



Figure 4

| NO | PART NAME | QUA. |
|---|---|---|
| 1 | Outer Air Tube | 1 |
| 2 | Inner Air Tube | 1 |
| 3 | 8 x 2,50 O-Ring | 3 |
| 4 | 18,70 x 2,62 O-Ring | 3 |

Table 4

## 7.5 Exploded View of Liquid Level Sensor

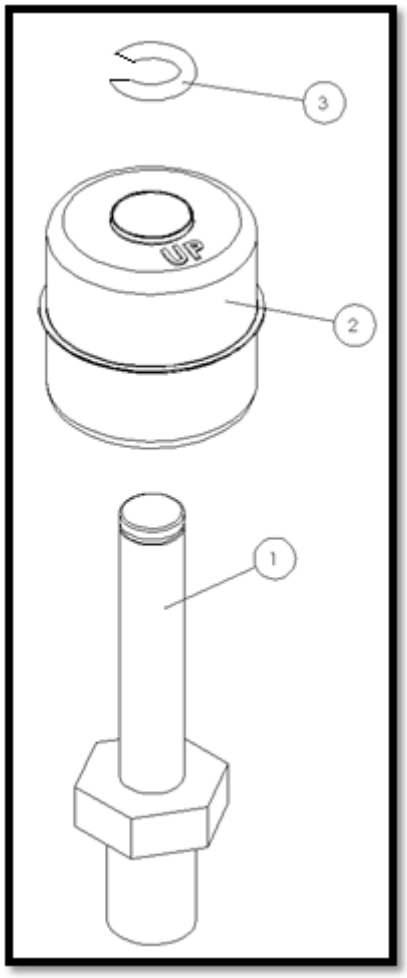



Figure 4

| NO | PART NAME | QUA. |
|---|---|---|
| 1 | PLS_045 Liquid Level Sensor Body | 1 |
| 2 | PLS Liquid Level Sensor Float | 1 |
| 3 | Plastic Ring | 1 |

Table 4

## 8. MACHINES WITH AIR-COOLED CONDENSER

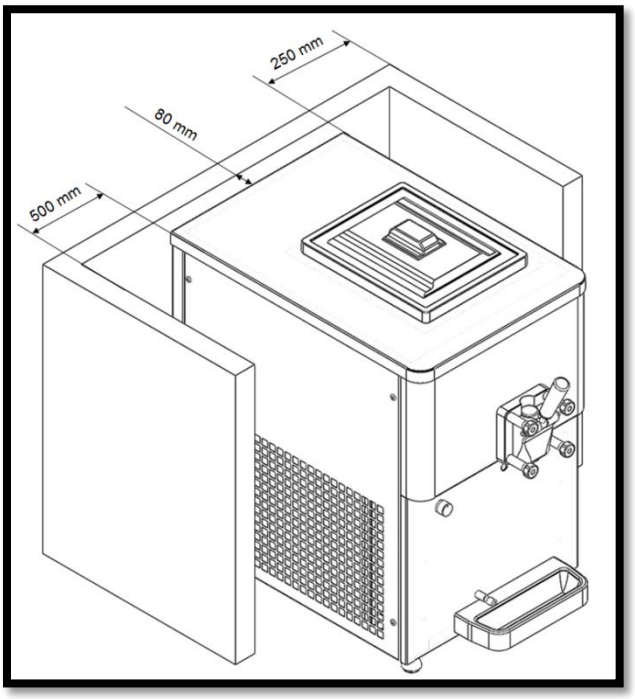



Figure 5

Requires a minimum of 500 mm of clearance on the left side, 250 mm on the right side and 80 mm in the rear of the unit. (Figure 7)

The clearance will allow sufficient amount of air flow across the condensers. Failure to allow adequate clearance can reduce the refrigeration capacity of the freezers and cause permanent damage to the compressors.

Position the machine for easy accessibility for cleaning, servicing and maintenance. A clean environment is also essential for the proper performance of the freezer.

**Attention**: The freezer must not be exposed to direct sunlight. If it stands in direct sunlight the performance will decrease. As the air temperature increases the performance decreases. This is true for all refrigeration equipment.

## 9. MACHINES WITH WATER-COOLED CONDENSER

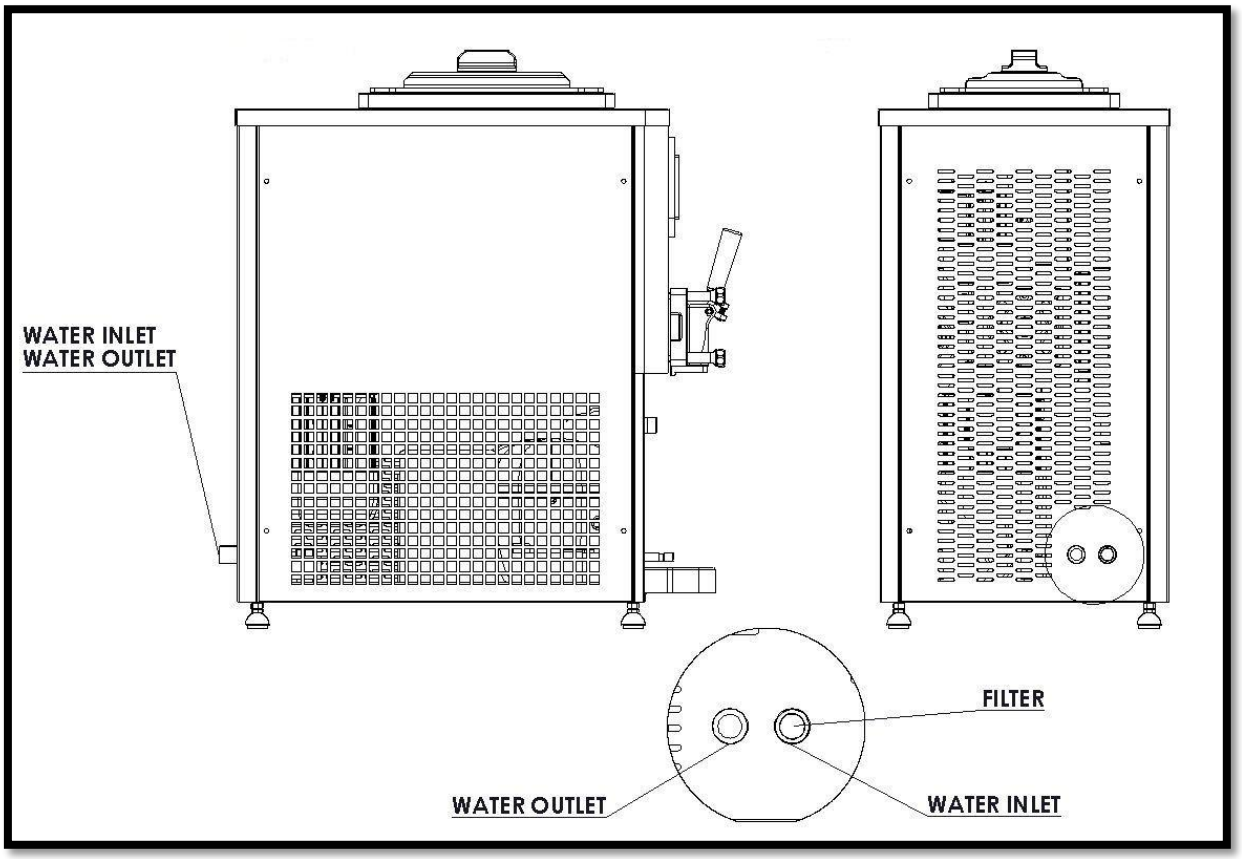



Figure 6

Water-cooled machine must be connected to running water supply, or a cooling tower. Water must have a pressure between **1-10 bar** and a delivery at least equal to the estimated hourly consumption.

Connect inlet pipe marked by plate “Water Inlet” to water supply installing a shut-off valve, and outlet pipe marked by plate “Water Outlet” to a drain pipe, installing a shut-off valve.

If water valve is retarded, this operation will have to be carried out by skilled personnel. Valve adjustment must be carried out in such a way that no water flows when machine is off and lukewarm water flows when machine is on.

Water consumption increases if temperature of entering water is above 20°C.

The filter should be cleaned every 3 months.

The use of potable water in the cooling system is recommended.

## 10. CONTROL DIAL

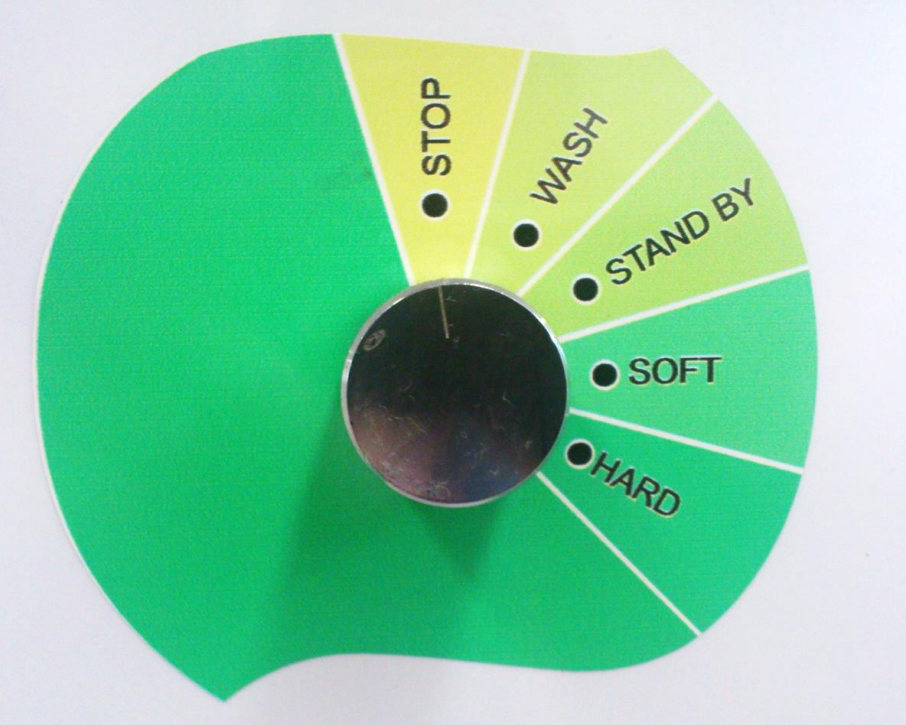



Figure 7

The CONTROL DIAL has the following selections:

**STOP**
In the STOP position, no refrigeration occurs in hopper and barrel.

**WASH**
In the WASH position the Soft-serve in the barrel will be agitated, however no refrigeration will occur.

**STAND-BY**
In the STAND BY position the barrel will retain frozen product in a semi-soft state for prolonged periods of non-use. Both barrel and hopper will be chilled.

**SOFT / HARD**
Choose the SOFT / HARD selection depending on the type of Soft-Serve Product you have chosen and the consistency you find more preferable.

## 11. OPERATING PROCEDURE


1. Always wash your hands with soap and potable water before assembling the machine. (Preferably use new paper towels to dry your hands)

2. Only use the removable parts after they have been washed sanitized and air-dried.

3. Fit the beater assembly only when machine is off.

4. Follow all the instructions of this manual and the operating procedures of the store owner, and at all times follow recognized in-store hygiene procedures, in particular those in respect of dairy products.

5. Repairs must be done by the persons who are authorized by Smach®, if not, any product failure warrantee will become invalid and void.

## 12. PREPARATION AND START UP PROCEDURE

### 12.1 PREPARATION

Make sure that all the removable parts have been washed with potable water and sanitized, and then air dried before they are used.

**Attention**: NEVER ASSEMBLE OR DISASSEMBLE ANYTHING UNLESS YOU HAVE:

1. Select the STOP Mode.
2. Switch off the power at the wall and un-plugged the power cable.

You must use food grade lubricant to do the assembly described below.

Prepare the mixture as shown in product description.

## 12.2 STARTING THE MACHINE

Fill the hopper with the mix, up to half level of the hopper. Let the Barrel fill up with the mix. Wait till all the air has bubbled out of the barrel. The barrel will be full when the bubbling stops. Then place the air tube and fill the hopper.

Fill the hopper, up to the level of upper hole of the air tube.
**Do NOT fill above the upper hole of the air tube. (Figure 11)**

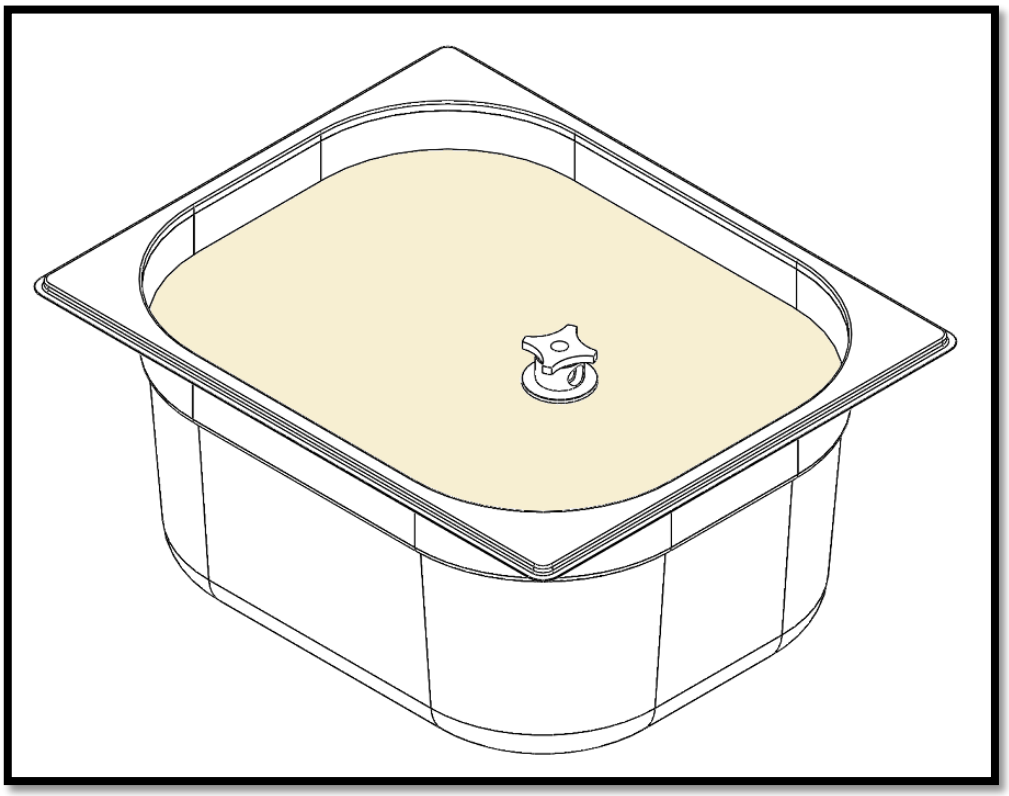


Figure 8

Close the hopper cover and turn the freezer to WASH mode again and wait 2 minutes. Then discharge ice cream to take out pressure. Otherwise, the barrel can freeze and it may damage the freezer.

After taking the pressure out, the freezer is ready to use. Place the Hopper Cover, turn the control dial to SOFT or HARD mode and wait till the freezing down has completed. The Freezer will stop and become quiet when the Soft-serve is frozen down for the selected state of SOFT or HARD. (*Once the machine has reached the selected hardness the refrigeration compressor will automatically stop for pre-set intervals*).

### 12.3 DISPENSING ICE CREAM

After the Freezer has frozen down and stopped, pull the Dispensing Handle and dispense about 300 grams of Soft-Serve into a washed and sanitized beaker. Measure the temperature and record it next to the hopper liquid temperature on the temperature record chart referred to below. (Discard the Soft-serve if not used immediately).

**NOTICE: The temperature of the Soft-serve should be between: -6.5ºC and -8.0ºC.**

When a serve is dispensed the Freezer is automatically activated by the movement detector switch when it senses the cone in hand being held below the dispense head nozzle.

## 13. STEP-BY-STEP CLEANING - SANITIZING PROCEDURE

When properly used and cared for the machine will provide a consistent quality Soft-Serve or Frozen Yoghurt. Like all equipment used to manufacture food products it will require daily cleaning and regular maintenance. A specified amount of care and attention is required including but not limited to everything prescribed in this manual.

**Attention**: Because of bacteria population increases very fast, cleaning and sanitizing is vital. Extra attention must be given for cleaning and sanitizing properly.

## 13.1 CLEANING PROCEDURE

Follow these steps for cleaning: (All water used must be potable water)

1. Firstly take off air tube.
2. Turn the machine to the “WASH” mode and wait 3 minutes.
3. Place an empty container under the dispense head and drain the remaining Soft-Serve and liquid into a clean, sanitized bucket. Immediately place a tight sealing lid onto the bucket and store refrigerated. (preferably below 5ºC)
4. Fill the hopper with cold water and allow the machine to run for 2-3 minutes before draining the water into the bucket.
5. Fill the hopper with warm water. Allow the machine to run for approximately 5 minutes before draining the liquid into the bucket.
6. Repeat step 4 until the water runs clear.
7. Set the control DIAL to STOP mode and then switch off the power at the wall socket and unplug the power cable.
8. Remove the screws of the Dispense Head.
9. Remove and disassemble the dispense Head, Piston, Beater and O-rings. .(Please use the o-ring remove apparatus. (Figure 11))
10. Remove the liquid level sensor. Remove the retaining ring and float.
11. Wash and sanitize hopper, barrel and all the removable parts according to the sanitizer manufacturer’s instructions and allow the parts to air-dry. Do not use any chemicals other than the approved Sanitizer during the cleaning process.
12. Assemble all the parts, ensuring the O-rings and their groves are properly lubricated.
13. Start by lubricating the harmonica-shaped Beater Shaft seal and slip it onto the beater shaft:
    a. Place the beater into the barrel and turn it slowly until it locks into position.
    b. Lubricate the smaller O-rings, slip them onto the piston and place the piston into the dispense head.
    c. Lubricate the large O-ring and place into the back of the dispense head.
14. Place the dispense head back onto the machine and tighten the screws in a cross-wise manner.

Do NOT touch barrel feeder hole during the cleaning process!

For optimal machine-performance, the condenser must be cleaned from dust and dirt regularly by an authorized technician.

The nozzle must be cleaned and sanitized every 6 hours.

For water-cooled machines, the filter must be cleaned every 3 months.

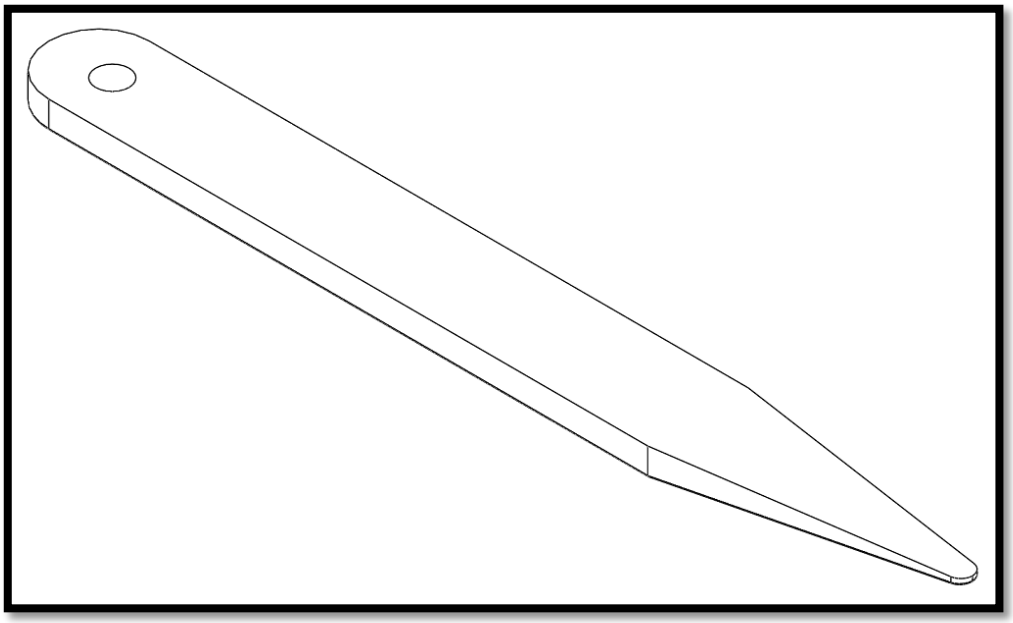


Figure 9

## 13.2 SANITIZING PROCEDURE

After cleaning procedure, hopper, barrel and all the removable parts must be sanitized.

The sanitizer is based on alcohol and QAC.
It is suitable for metals against corrosion.
It provides a fast and effective disinfection.
It is a volatile material, so it leaves no residue on the applied surface.


- Keep out of reach of children.
- Rinse well after application.
- Avoid eye contact. In case of contact, wash with water immediately.
- Avoid skin contact.
- Do not use for face, body, hand and food cleaning.
- Keep in a cool place.
- Do not expose to direct sunlight.

**Directions to Use**

It is a ready to use solution. Apply through spraying and wiping. It is recommended to wait at least 5 minutes after spraying.

The sanitizing solution mustn’t be mixed with water.

## 13.3 BRUSH CLEANING PROCEDURE

*Optional highly recommends the brush set for a proper detailed cleaning.

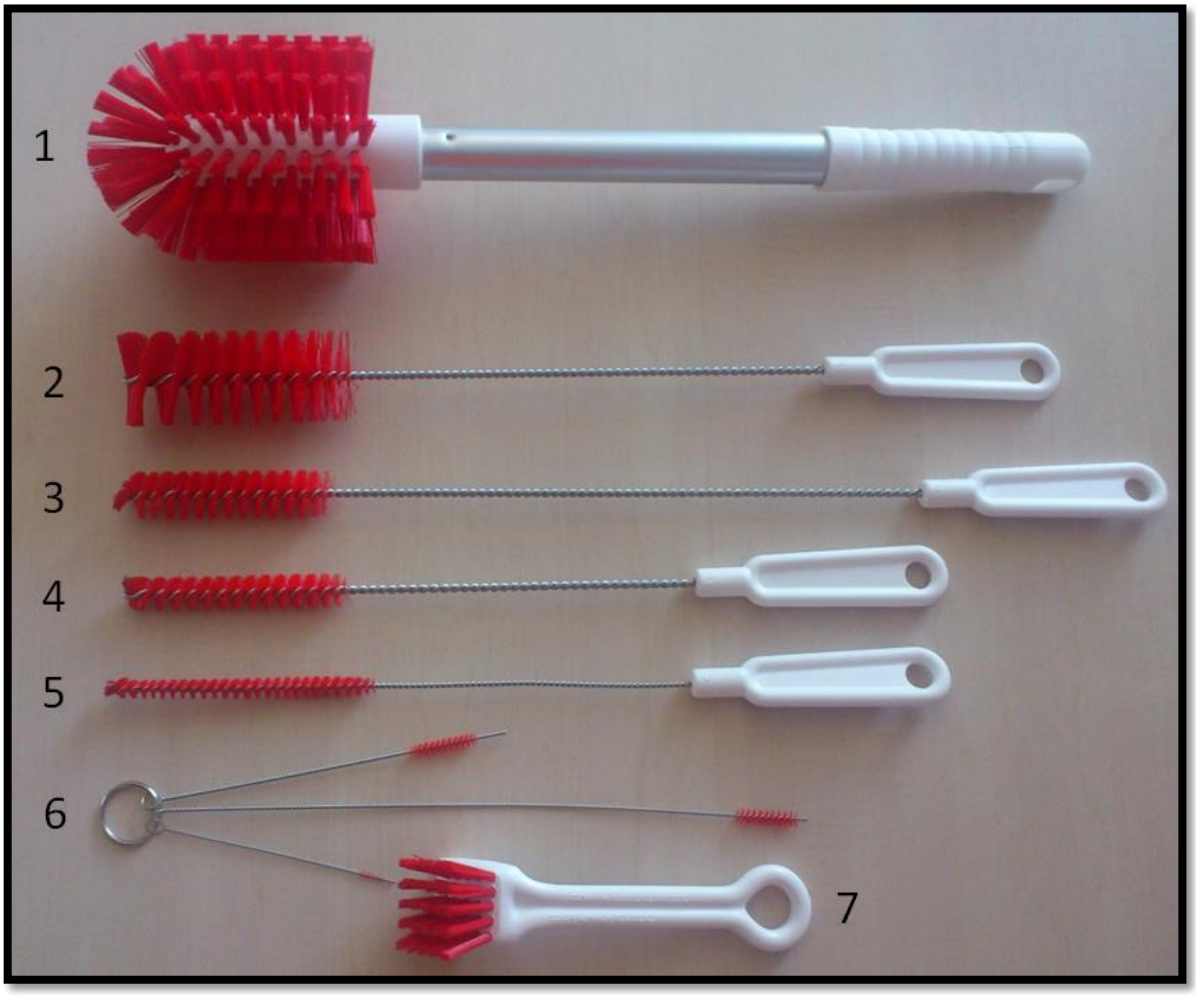



Figure 10

| No | Part Name | Area of Usage |
|---|---|---|
| **1** | Brush - Ø90x120x440 | Barrel, Hopper, Drip Tray |
| **2** | Brush - Ø40 x100x400 | Head (Piston Grove), Barrel Feeder Hole |
| **3** | Brush - Ø20x90x450 | Pump cover and Pump body holes, Outer Air Tube, Scrapper Blades, Pusher, Dasher, Head Screw Holes |
| **4** | Brush - Ø15x90x350 | |
| **5** | Brush – Ø9x110x350 | Barrel Feeder Hole, Pump Feeder Tube, Inner Air Tube, Compression Feed Pipe, Head (Motion Pin Hole), Liquid Level Sensor |
| **6** | Triple Brush - Ø6 Ø5 Ø2 | Pump Cover, Pump Feeder Tube, Air Tube, Compression Feed Pipe, Head |
| **7** | Hand Brush - 30x35x170 | Nozzle, Head (Back Side), Drip Tray, Pump |

Table 5

Make sure all brushes are available for brush cleaning.

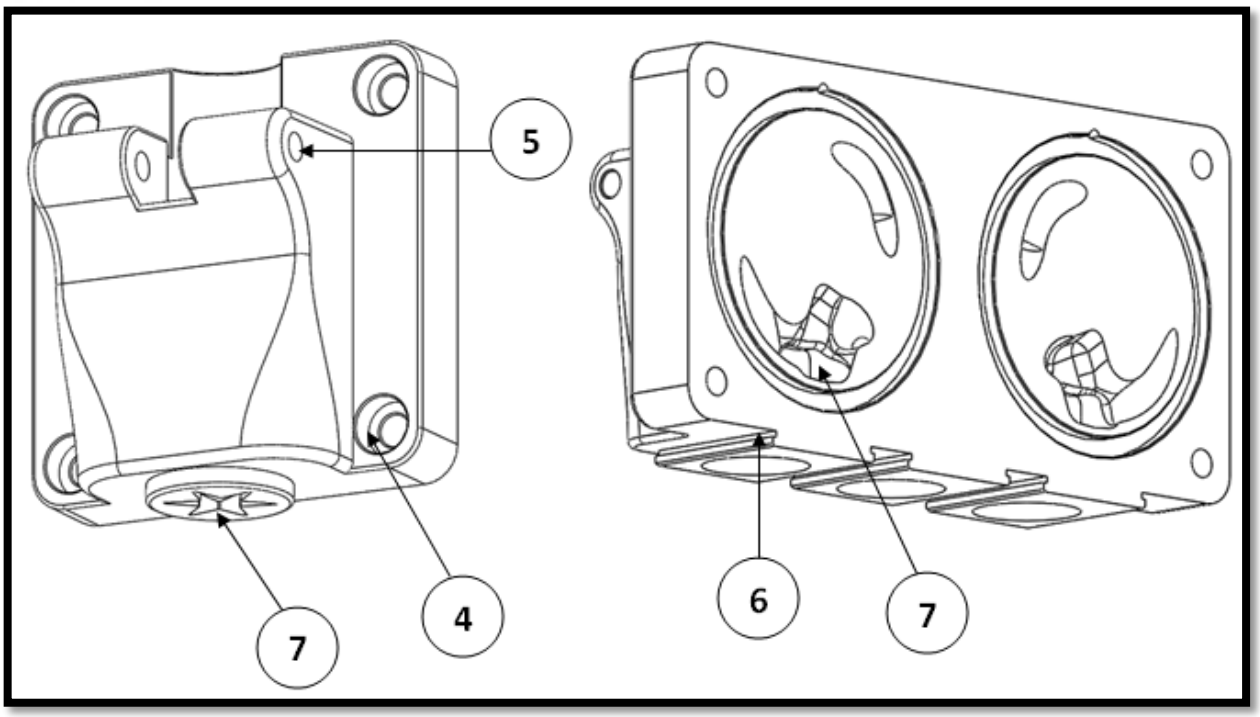



Figure 11

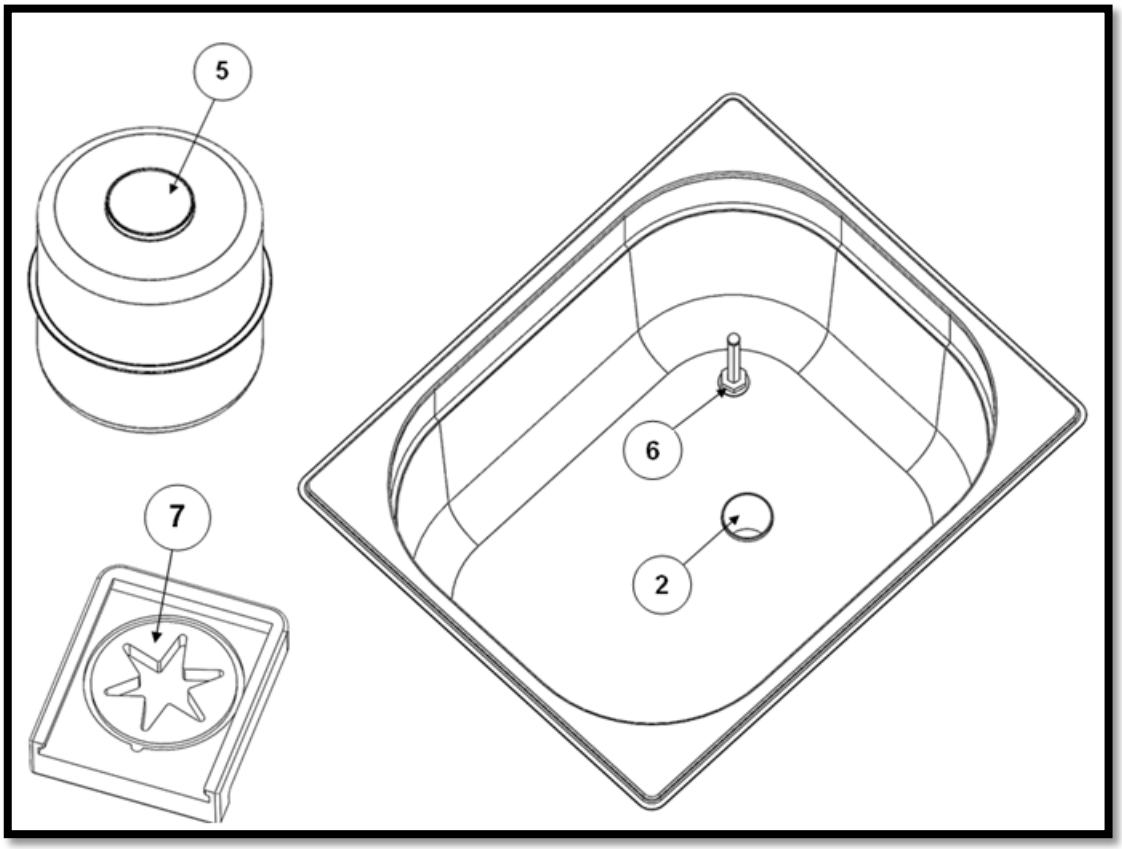



Figure 12

# 14. STEP-BY-STEP ASSEMBLY PROCEDURE

## 14.1 DISPENSING HEAD ASSEMBLY

### 14.1.1 Dispensing Head O-Ring Assembly:

Place a small amount of lubricant onto your index- and middle finger and hold the large DISPENSING HEAD SEAL O-RING between the lubricated fingers and your thumb. Gently pull the O-ring through your lubricated fingers until it is entirely covered. The coating of lubricant should be thicker than on the piston as it will prevent the O-ring from slipping during the latter stages of the assembly. Place the O-ring gently into the designated groove of the Dispensing head and press firmly into place.

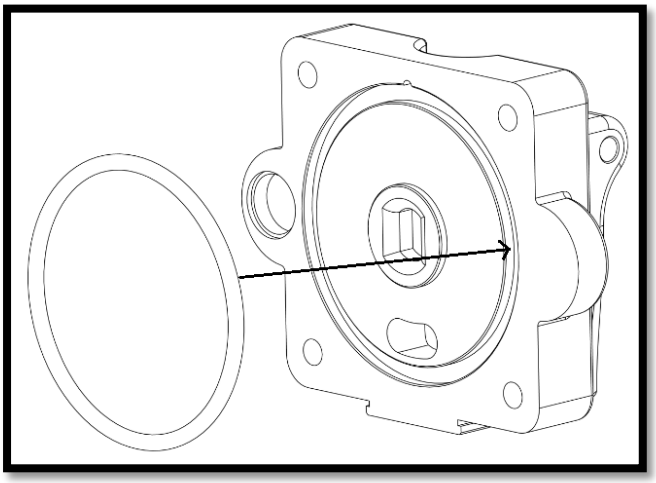


Figure 13

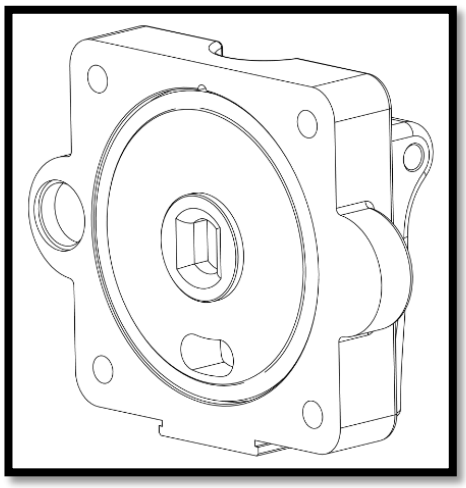


Figure 14

**14.1.2 Dispensing Head Piston – O-Ring Assembly:** Assemble the Dispensing Head piston using food grade lubricant. Slip the appropriate O-rings onto the piston.

Place a small amount of lubricant onto your middle and index finger and evenly coat the piston's entire surface. The coating must be all-encompassing but must not be too thick; a very thin layer will suffice.

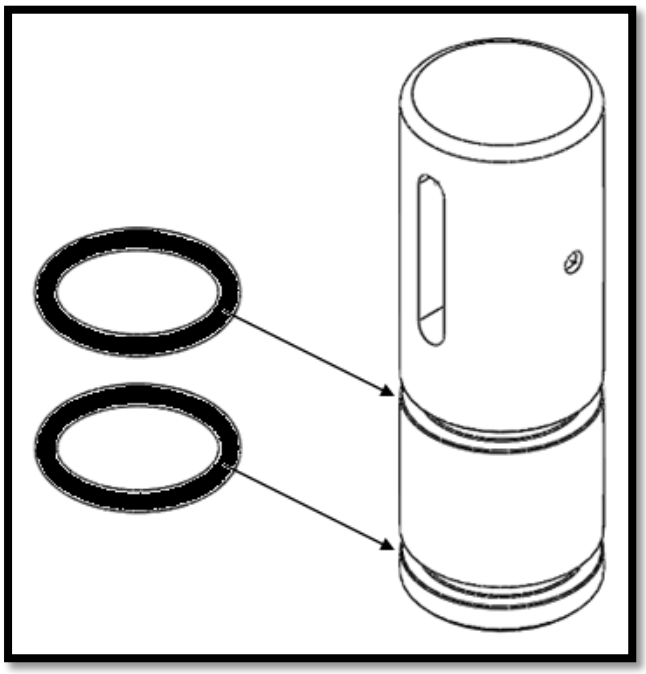


Figure 15

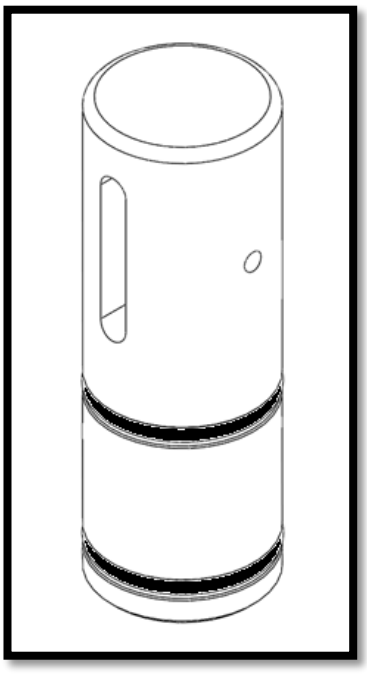


Figure 16

**14.1.3 Dispensing Head Piston Assembly:** Insert the lubricated piston into the dispense head. This motion should be quite free and without too much force. If the piston does not move freely, a little more Lubricant is required.

In that case, remove the piston, add a little more lubricant as prescribed above and re-insert.

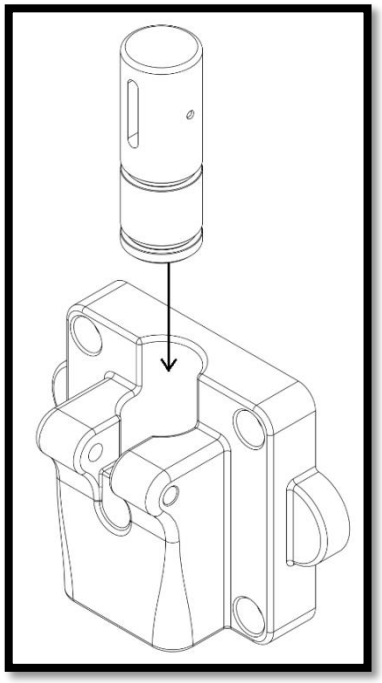


Figure 17

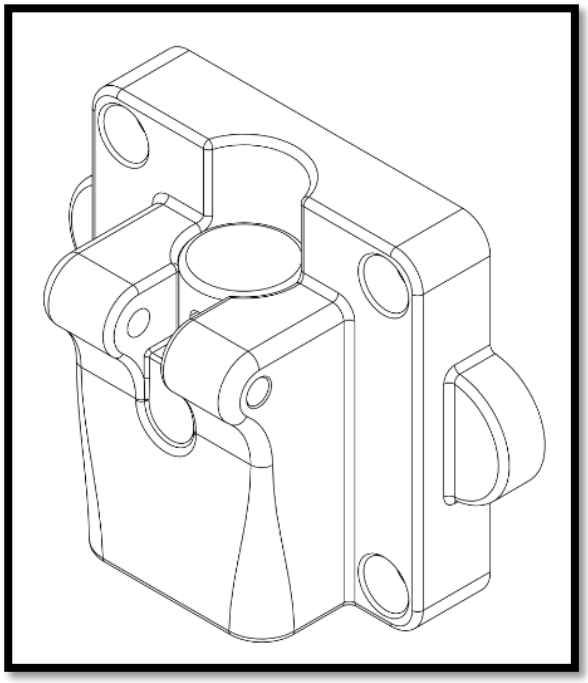


Figure 18

**14.1.4 Dispensing Head Nozzle – O-Ring Assembly:** Lubricate the O-Ring and place it gently into the designated groove on the nozzle. Then place the nozzle.

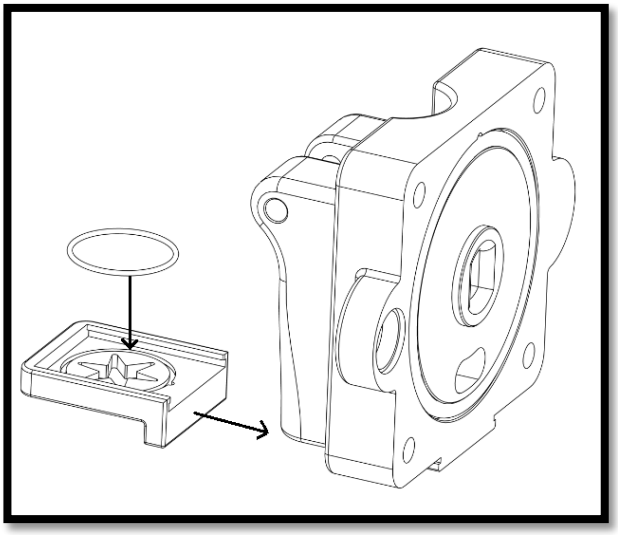


Figure 19

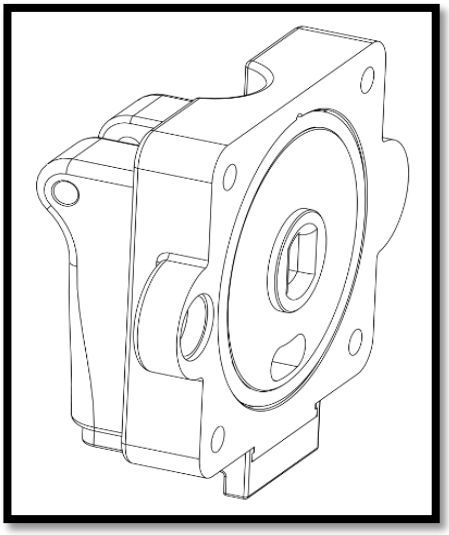


Figure 20

**14.1.5 Dispensing Head Piston Lifter Assembly:**

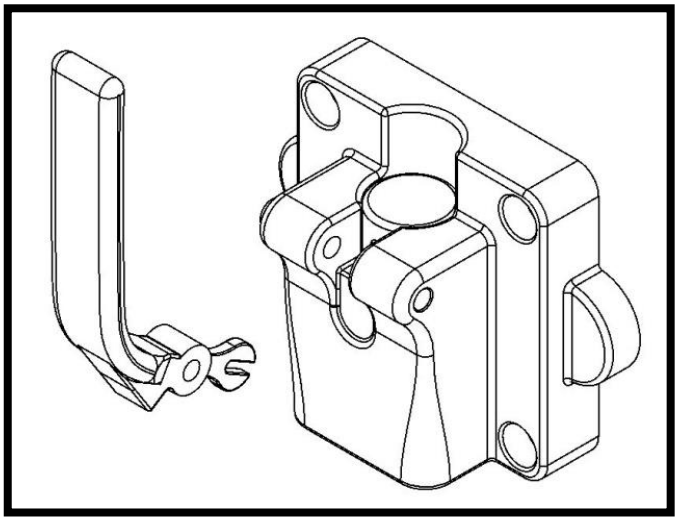


Figure 21

### 14.1.6 Dispensing Head Lifter Rod Assembly:

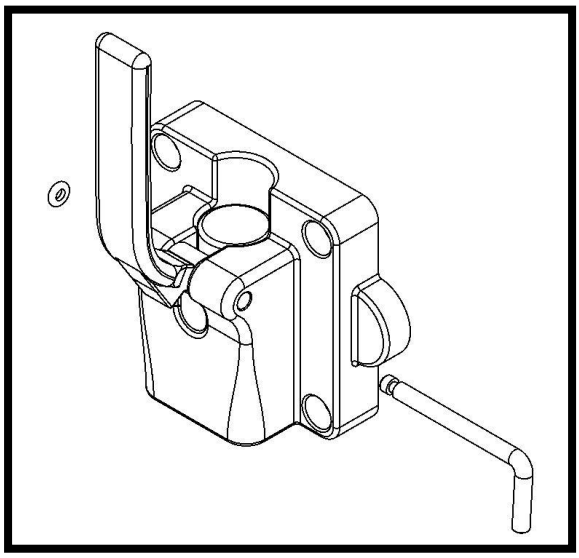


Figure 22

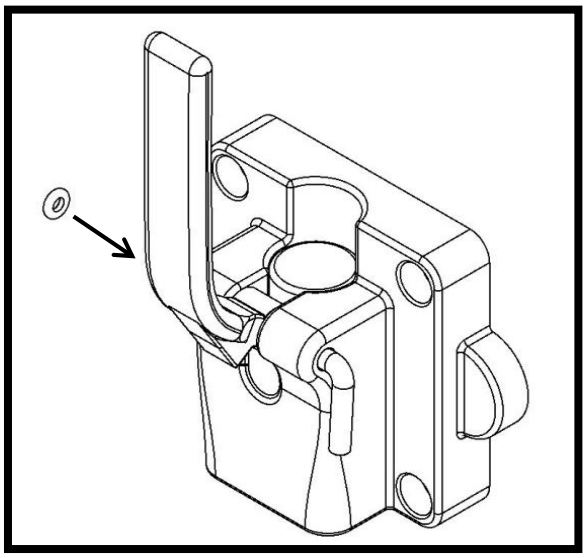


Figure 23

### 14.1.7 Dispensing Head Assembled:

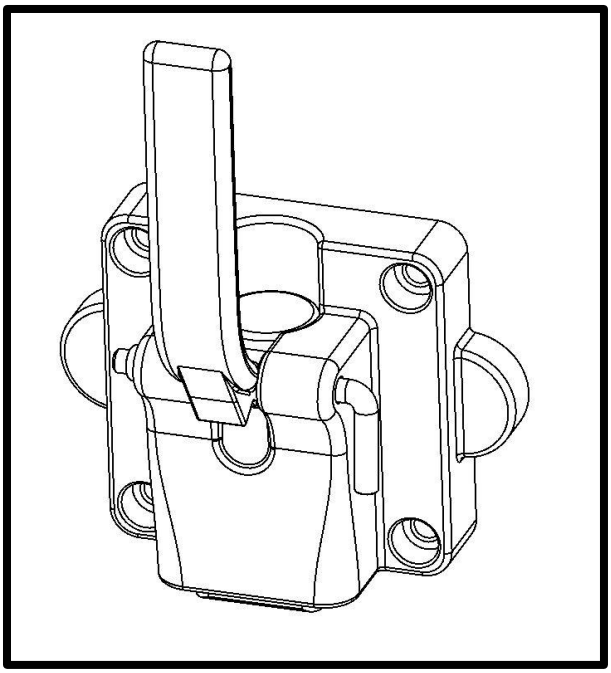


Figure 24

## 14.2 BEATER ASSEMBLY

**14.2.1 Beater Seal Assembly:** Lubricate the TWO faces of the Beater Drive Shaft Seal and slip over the drive shaft.

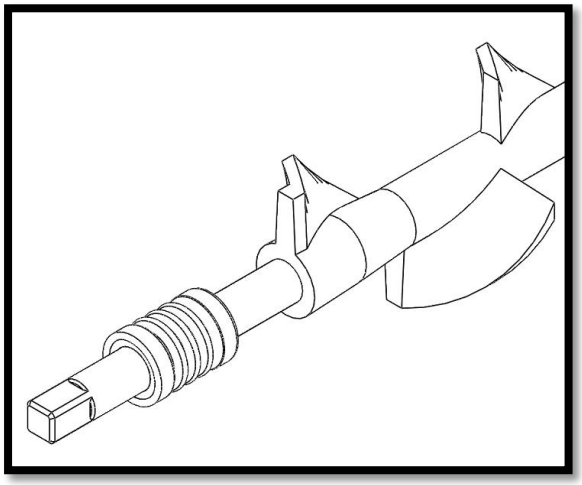


Figure 29

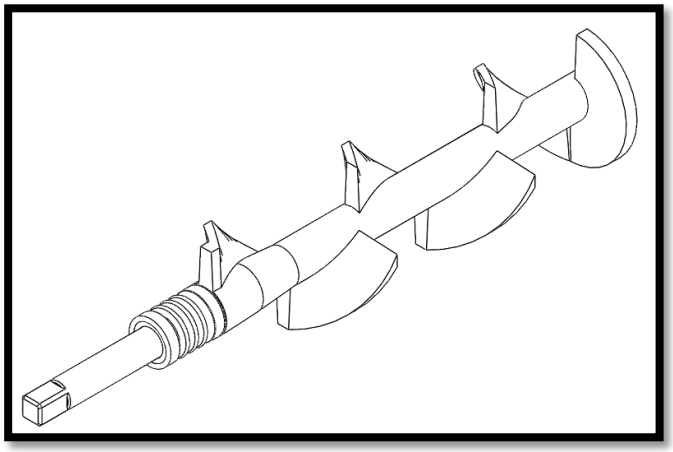


Figure 30

### 14.2.2 Inserting the Beater into the Barrel

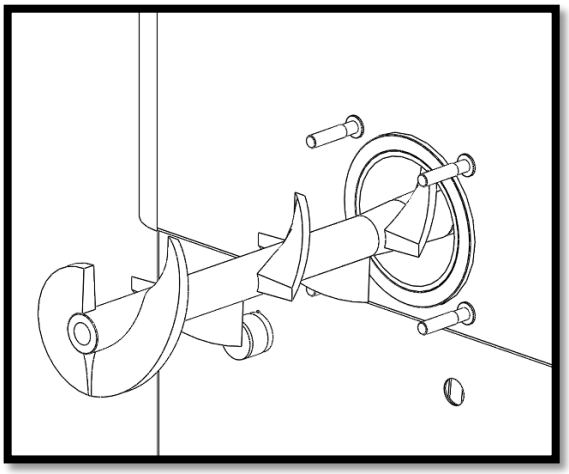


Figure 31

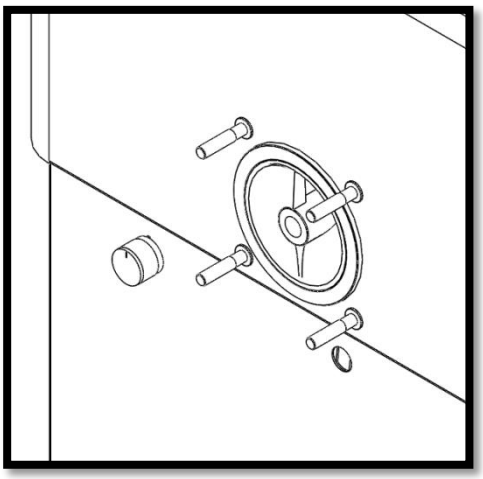


Figure 32

Make sure the barrel is free of any obstruction before you insert the beater. The beater must slide in easily with a final firm push and some turning to align the shaft with the gearbox socket.

When it is pushed in, the beater seal will push it out a few millimeters like a spring. Do not be concerned about this, as you place the dispensing head on, the dispense head will push it into position.

## 14.4 FITTING THE ASSEMBLED DISPENSING HEAD

### 14.4.1 Placing the Dispense Head:

Place the dispense head over the 4 fitting bolts. Make sure the dispense handle is in the **UP** position so Soft-Serve liquid does not run out.

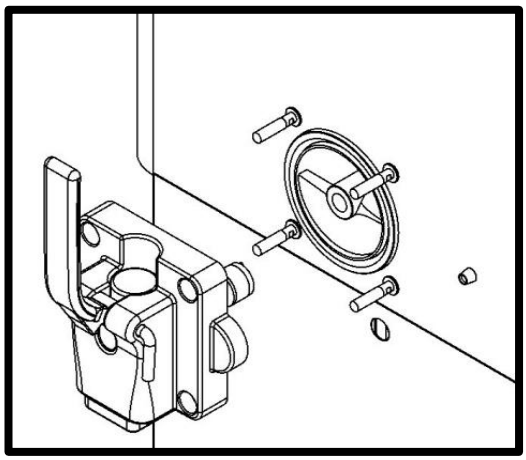


Figure 33

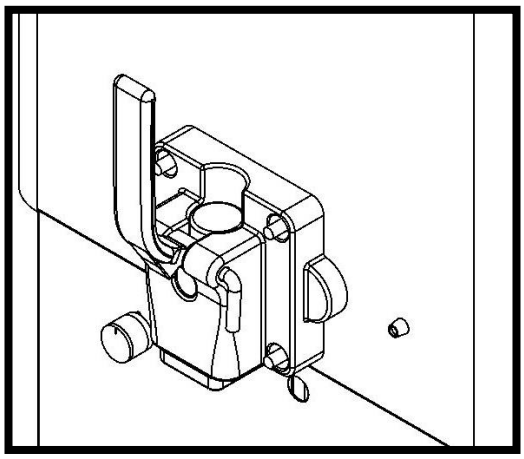


Figure 34

### 14.4.2 Tightening the Screws:

Tighten the 4 Dispense Head Screws in a cross order (i.e., left-hand top and right-hand bottom and then right-hand top and left-hand bottom.

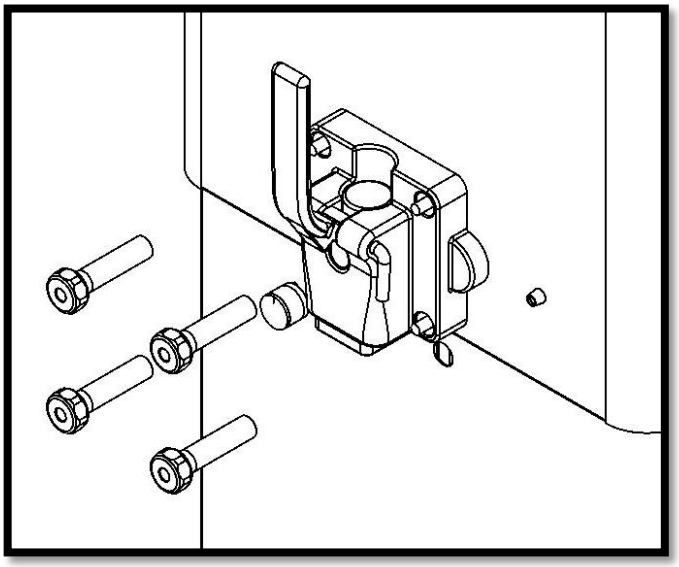


Figure 35

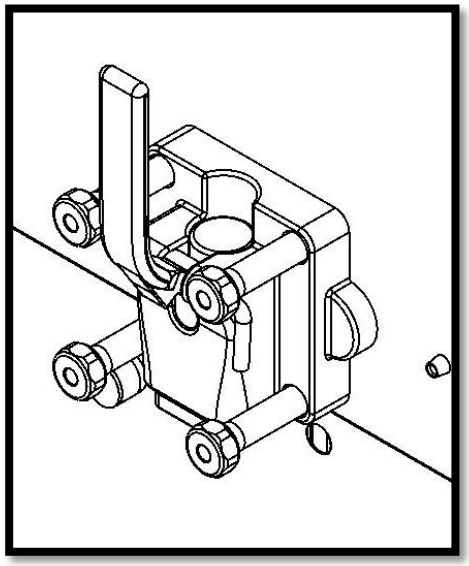


Figure 36

### 14.4.3 Speed Adjustment:

The speed (mass flow rate) of discharging ice cream can be adjusted with “Speed Adjuster Screw”. When you turn the screw **CLOCKWISE**, mass flow rate will decrease and ice cream discharge will be **SLOWER**. When you turn the bolt **COUNTER-CLOCKWISE**, mass flow rate will increase and ice cream discharge will be **FASTER**.

### 14.5 ASSEMBLY OF THE AERATION TUBE

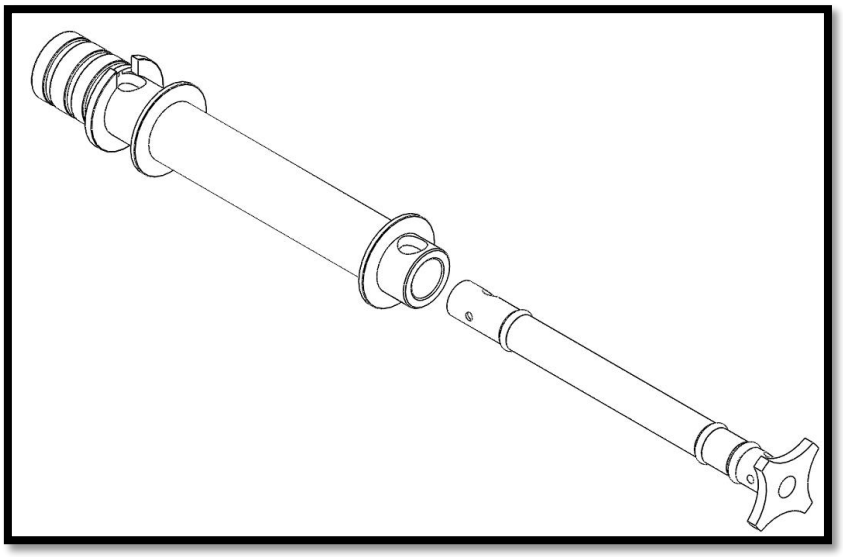


Figure 37

Grease and fit the o-rings to the slots on the inner and outer aeration tubes.

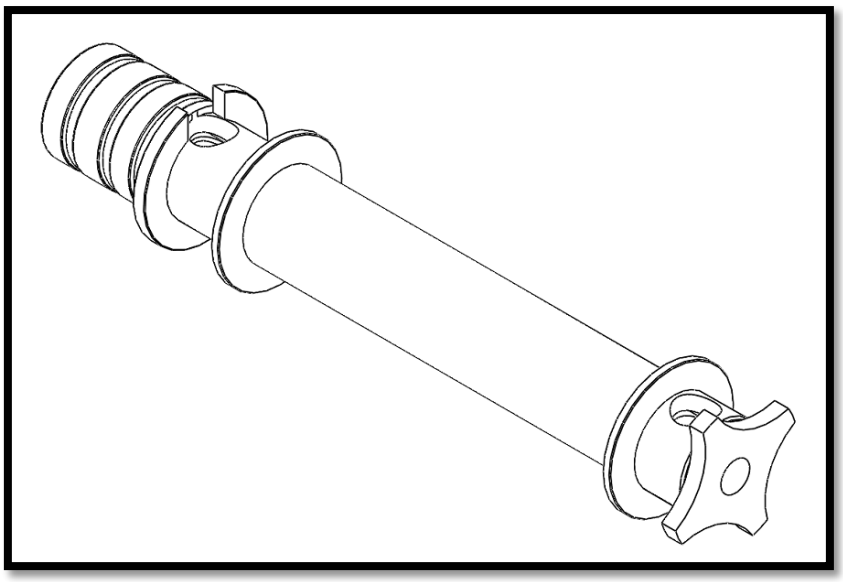


Figure 38

Slip two parts to each other. Select the suitable hole size by turning the inner tube.

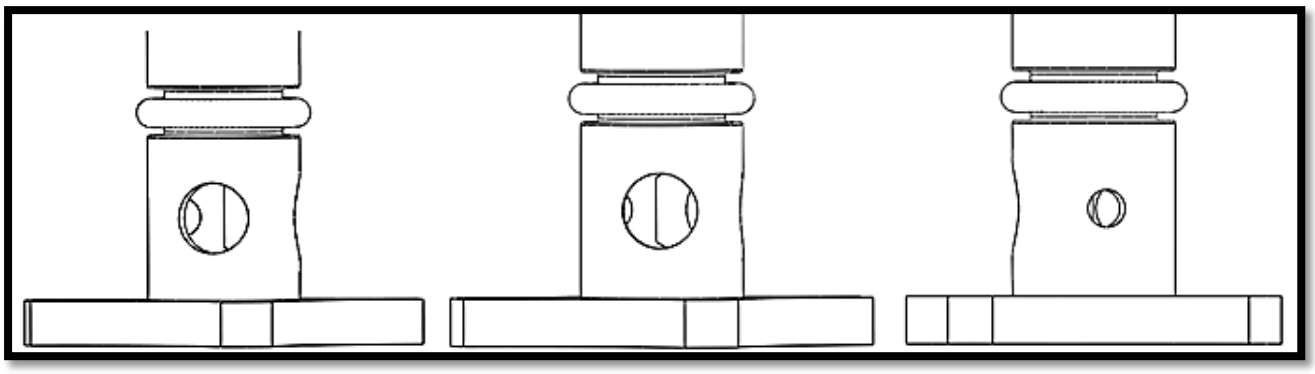


Figure 39

The **INNER** tube has 3 different size holes. The inner aeration tube could be turned inside the outer, to select SMALL, MEDIUM or LARGE hole. (Figure 39)

The selection of the correct inner tube hole-size depends on the product that is run through the Soft-Serve Freezer and what amount of aeration is desired.

The **SMALL HOLE** will increase air percentage in the Soft-Serve and yield higher overrun.
The **MEDIUM HOLE** will result in an average air percentage and yield a medium overrun.
The **LARGE HOLE** for will decrease the air percentage and yield a lower overrun.
The **LARGE HOLE** setting may also be required for high-viscosity (thick) Liquid mixes.

The **LOW apparat** setting may also be required for high-viscosity (thick) liquid mixes.

## 14.6 LIQUID LEVEL SENSOR ASSEMBLY

Place the liquid level sensor float on the body. Make sure the float is placed correctly. The up side of the float is marked as shown in the picture. After placing float, place the Ring to the groove.

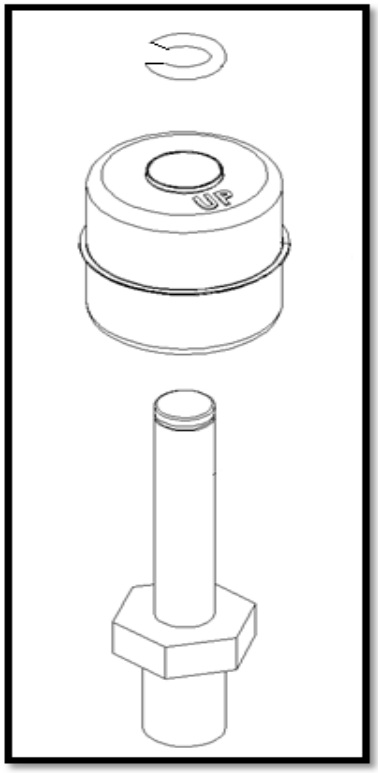



Figure 40

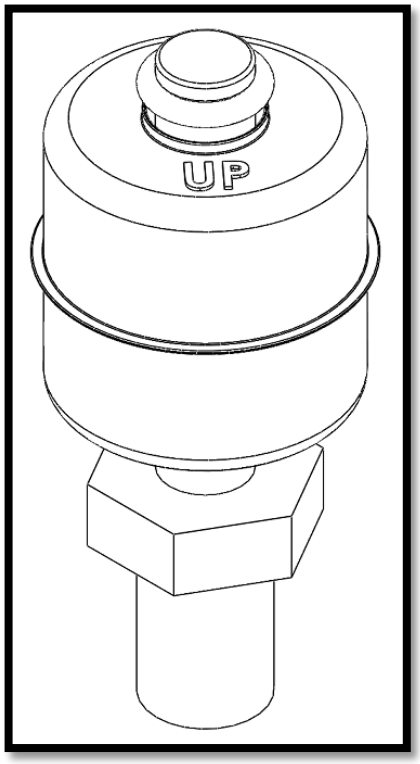



Figure 41

## 14.7 HOPPER COVER ASSEMBLY

Place the HOPPER COVER in position. You should place the Hopper Cover before running the machine.

## 15. POSSIBLE FAILURES AND SOLUTIONS

**Attention**: DO NOT ALLOW ANY TECHNICAL MAINTENANCE OR REPAIRS BEFORE DISCONNECTING THE FREEZER FROM THE POWER SUPPLY.

If the solutions listed below in the Trouble Shooting guide do not resolve your operational problems, call an authorized service agent for further assistance.

### TROUBLESHOOTING GUIDE

| | Problem | Cause | Solution |
|---|---|---|---|
| 1 | Machine does not run | No electricity//power | Check if plugged in and switch on at wall socket. |
| | | Dispensing Head hasn't been assembled properly. | Ensure that, the head is assembled properly. |
| | | No mix in the hopper. | Re-fill the hopper. |
| | | There is voltage fluctuation. | Plug off and wait for 30 seconds and plug on again.<br>Check if there is another machine is connected in the same socket. |
| 2 | Compressor starts, then stops after a few seconds. | a) Air-cooled machine: No air circulation<br>b) Water-cooled machine: No water circulation | a)Check the clearances around the machine.<br>b)Check the water inlet, outlet and filter. Check that pipe is not squashed nor bent. |
| 3 | Machine fails to cut-off when running on SOFT or HARD mode | a) Air-cooled machine: Air circulation is restricted.<br>b) Water-cooled machine: Water circulation is restricted. | a)Check the clearances around the machine.<br>b)Check the water inlet, outlet and filter. Check that pipe is not squashed nor bent. |
| | | Too much air in the freezer-barrel. | Open Dispense head and drain-off ½ liter of product. |
| | | No mix in the Hopper | Re-fill the Hopper |
| 4 | Machine works, but no product comes from the Dispense Head. | Dispense head is blocked with ice. | Place the machine onto Wash mode and allow the product to thaw. Remove 1 liter mix and re-start the machine. |
| | | Mixing instuctions of Soft-serve was not followed | Drain the machine and re-fill with proper mix. |
| | | The frozen product is too hard. | Set the Control Dial to Wash mode and allow the product to soften. |
| 5 | Machine runs, but Product is too soft | Mixing instuctions of Soft-serve was not followed | Drain the machine and re-fill with proper mix. |
| | | Machine remained idle without dispensing product for too long. | Remove 1 liter of frozen product and allow the machine to recover. |
| | | Too much frozen product is dispensed at a time. | Allow the machine to recover; then continue to draw within the production-limits for this model. |

| | | | |
|---|---|---|---|
| 6 | Mix leaks from the Dispense Head | Piston O-rings are missing | Drain the machine and add piston O-rings |
| | | Piston O-rings are worn | Drain the machine and replace the piston O-rings |
| | | Nozzle O-ring is missing. | Add nozzle O-Ring. |
| | | Nozzle O-ring is worn. | Replace the nozzle O-Ring. |
| | | Dispense Head O-ring is missing or displaced | Drain the machine and add or adjust O-ring |
| | | Dispense Head bolts are not tightened sufficiently or are tightened unevenly | Tighten Disphense head screws evenly and properly |
| 7 | Mix leaks from the Drip Tube | Beater-seal is missing | Drain the machine and add Beater-Seal |
| | | Beater-seal is worn | Drain the machine and replace beater-seal. |

## WARRANTY DOCUMENT AND CONDITIONS

# WARRANTY

Invoice Date/No:
Delivery Date:

SEAL & SIGNATURE

This warranty given by the manufacturer does not apply in the following cases:

1) The failures results from misusage of product or usage of other applications.
2) After the delivery, the failures resulted from moving, carrying of the machine.

**On the condition that any distortions made on warranty or on the serial number the product will be out of the warranty.**