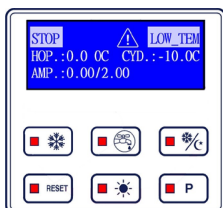


# TROUBLESHOOTING

## PROBLEM: LOW TEMP PROTECT



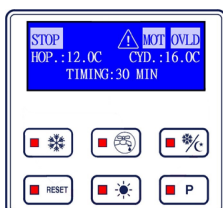
### Probable Cause

1. Inadequate mix in hopper.
2. Improper mixing of product.
3. Air tube isn't installed correctly.
4. Viscosity adjustment is set incorrectly.
5. Product is being drawn too quickly.

### Remedy

1. Ensure hopper is at least half full.
2. Follow manufacturer instructions for mixing product; ensure correct mix ratios.
3. Clean air tube, ensure proper orientation.
4. Lower viscosity setting as needed (Page 17 ).
5. Ensure air tube isn't clogged, allow machine 2 to 3 seconds between servings.

## PROBLEM: MOTOR OVERLOAD



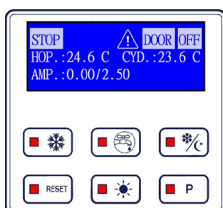
### Probable Cause

1. Viscosity adjustment is set incorrectly.
2. Inadequate mix in hopper.
3. Improper mixing of product.
4. Air tube isn't installed correctly.
5. Product is being drawn too quickly.

### Remedy

1. Lower viscosity setting as needed (Page 17).
2. Ensure hopper is at least half full.
3. Follow manufacturer instructions for mixing product; ensure correct mix ratios.
4. Clean air tube, ensure proper orientation.
5. Ensure air tube isn't clogged, allow machine 2 to 3 seconds between servings to recover.

## PROBLEM: DOOR OFF



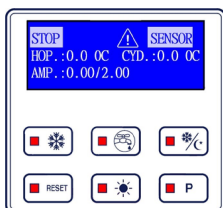
### Probable Cause

- Dispensing door is off.

### Remedy

- Install the dispensing door.

## PROBLEM: TEMPERATURE



### Probable Cause

- Malfunctioning temperature probe.

### Remedy

- Replace temperature probe.

## PROBLEM: MOTOR AMP



### Probable Cause

- Malfunctioning power board.

### Remedy

- Replace power board.

# TROUBLESHOOTING

## PROBLEM: HOPPER ISN'T COLD ENOUGH

### Probable Cause

1. Warm product was recently added.
2. Hopper temperature setting is too high.
3. Temperature offsets need adjustment.

### Remedy

1. Allow at least 1 hour after adding new mix for hopper temperatures to stabilize.
2. Adjust hopper temperature warmer (Page 17).
3. Call Spaceman Technical Support.

## PROBLEM: HOPPER IS FREEZING

### Probable Cause

1. Inadequate mix in hopper.
2. Hopper temperature setting is too low.

### Remedy

1. Ensure hopper is at least half full.
2. Adjust hopper temperature warmer (Page 17).

## PROBLEM: PRODUCT LEAKS EXCESSIVELY FROM DISPENSING DOOR SPOUT

### Probable Cause

1. Improper or inadequate lubrication of draw valve and draw valve O-rings.
2. Cracked, broken, or worn draw valve O-rings.

### Remedy

1. Use sufficient food-grade lubricant when assembling draw valves (Page 11).
2. Replace O-rings every 1 to 3 months.

## PROBLEM: MACHINE SHUTS DOWN AUTOMATICALLY

### Probable Cause

Cylinders are experiencing freeze-up (usually due to viscosity being set too high for selected product).

### Remedy

Reset machine (Page 15), and lower viscosity as required (Page 17).

## PROBLEM: PRODUCT LEAKS EXCESSIVELY INTO INTERNAL DRIP TRAY

### Probable Cause

1. Improper or inadequate lubrication of drive shaft seal.
2. Damaged, missing, or improperly installed drive shaft seal.

### Remedy

1. Use sufficient food-grade lubricant, and add sufficient lubricant inside drive shaft seal during assembly (Page 10).
2. Replace drive shaft seal every 1 to 3 months.

## PROBLEM: PRODUCT IS TOO SOFT

### Probable Cause

1. Machine isn't cleaned/lubricated adequately.
2. Inadequate mix in hopper.
3. Improper mixing of product.
4. Machine doesn't have adequate ventilation.
5. Viscosity adjustment is set incorrectly.

### Remedy

1. Clean and properly lubricate machine daily.
2. Ensure hopper is at least half full.
3. Follow manufacturer instructions for mixing product; ensure correct mix ratios.
4. Ensure at least 152mm (6") clearance on exhaust side and 15mm on all other sides.
5. Raise viscosity setting as needed (Page 17).

## PROBLEM: MACHINE IS MAKING NOISE

### Probable Cause

1. Improper assembly.
2. Wearable parts need replacement.
3. Internal cleaning/maintenance required.
4. Damaged internal parts.

### Remedy

1. Stop machine use, drain product with machine powered OFF; clean and inspect parts.
2. Replace wearable parts (including scraper blades) at least once every 3 months.
3. Contact Spaceman Technical Support.
4. Inspect parts carefully for damage, ensure proper assembly; replace as required.