

### 13.TROUBLESHOOTING GUIDE

**NOTE: the following procedures must be performed by a qualified service technician.**

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The machine does not cool, or cools only partially and the compressor is running	<ul style="list-style-type: none"> <li>The space around the machine is inadequate for ventilation</li> <li>The refrigeration system is working in DEFROST mode</li> <li>The condenser fins are clogged with airborne particles</li> <li>Fan motor is not running</li> <li>Refrigerant is leaking</li> <li>The solenoid valve is faulty</li> <li>The thermostat is faulty</li> </ul>	<ul style="list-style-type: none"> <li>Allow at least 20cm between the machine and anything next to it; keep it away from heat sources</li> <li>Return to FREEZE mode</li> <li>Clean the condenser fins</li> <li>Check the fan motor's electrical connections and, if disconnected, reconnect. If still not operating, replace the motor</li> <li>Locate the leak, eliminate it and recharge the system</li> <li>Replace the solenoid valve</li> <li>Replace the thermostat</li> </ul>
The machine does not cool, or cools only partially and the compressor is not running	<ul style="list-style-type: none"> <li>Electrical components of the compressor are not functioning</li> <li>Some electrical connections are not complete</li> <li>The compressor is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Replace the malfunctioning components</li> <li>Check the contacts and correct those incomplete</li> <li>Replace the compressor</li> </ul>
The machine is noisy	<ul style="list-style-type: none"> <li>The fan motor blades are hitting internal components</li> </ul>	<ul style="list-style-type: none"> <li>Check and correct</li> </ul>
The main power switch is "ON" but the unit is not running	<ul style="list-style-type: none"> <li>The main cover is not correctly assembled</li> <li>Some electrical connections are not complete</li> <li>The main power switch is broken</li> <li>The thermostat is faulty</li> <li>The gear motor is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Assemble the main cover correctly</li> <li>Check the contacts and correct those incomplete</li> <li>Replace the switch</li> <li>Replace the thermostat</li> <li>Replace the gear motor</li> </ul>
The bowl is leaking	<ul style="list-style-type: none"> <li>One of the bowl seal is not in place</li> </ul>	<ul style="list-style-type: none"> <li>Replace or reposition the seal</li> </ul>
The dispensing valve is leaking	<ul style="list-style-type: none"> <li>The dispensing valve has been incompletely or incorrectly replaced in its position</li> <li>The free movement of the valve is impeded</li> <li>Dispensing valve o-rings are damaged</li> </ul>	<ul style="list-style-type: none"> <li>Reassemble and replace</li> <li>Clean and lubricate the valve and the valve cylinder with the lubricant provided with the machine</li> <li>Replace the o-rings</li> </ul>
Product is flowing into drain tray through drainage pipe	<ul style="list-style-type: none"> <li>The bell shaped seal between the front of the cylinder and the auger hub has not been reinstalled properly</li> <li>The bell shaped shaft seal or the spindle bushing seal is damaged or worn</li> </ul>	<ul style="list-style-type: none"> <li>Find the seal and put it back in place</li> <li>Replace the damaged/worn seal and check the condition of the drive shaft</li> </ul>
The auger is not turning	<ul style="list-style-type: none"> <li>The main cover is not correctly assembled</li> <li>Some electrical connections are not complete</li> <li>The gear motor is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Assemble the main cover correctly</li> <li>Check the contacts and correct those incomplete</li> <li>Replace the gear motor</li> </ul>
The auger is creating noise as it rotates	<ul style="list-style-type: none"> <li>The bell shaped shaft seal has been replaced without lubrication or is damaged</li> <li>The auger has been incompletely or incorrectly reassembled</li> </ul>	<ul style="list-style-type: none"> <li>Replace or clean and lubricate with the lubricant provided with the machine</li> <li>Check and correct</li> </ul>