
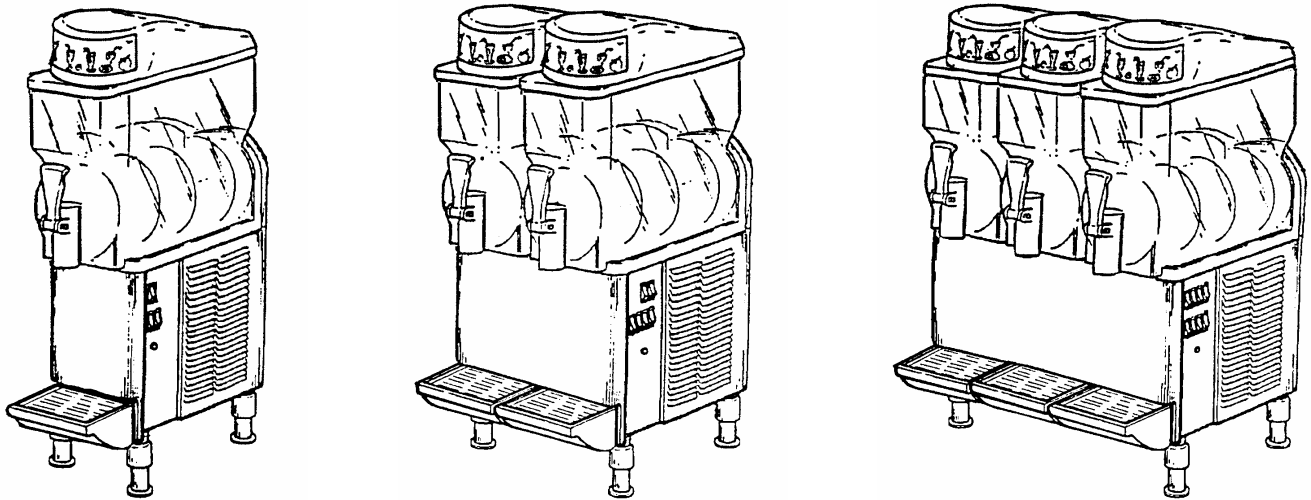


# SaniServ®

 An AFFINIS GROUP Company

*“Reliability from the team that Serves the Best”*



Visual Frozen Beverage Dispensers

## Operation Manual

SaniServ P.O. Box 1089 Mooresville, Indiana 46158

Dealer or Distributor Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Installed By: \_\_\_\_\_

**SERVICE:** Always contact your SaniServ dealer or distributor for service questions or service agency referral. If your SaniServ dealer or distributor cannot satisfy your service requirements, your SaniServ dealer is authorized to contact the factory for resolution.

**PARTS:** Always order parts from your SaniServ dealer or distributor. When ordering replacement parts, always specify the part numbers, give the description of the parts, the model number, and the serial number of your machine.

### **DISTRIBUTOR'S LIMITED PARTS REPLACEMENT WARRANTY**

Equipment installed in USA and Canada

SaniServ will replace or repair any part or parts found to be defective in material or workmanship for a period of one (1) year (2 years for compressors) from the date of original installation ( if date of install not determinable; date of purchase will be used), subject to the following limitations;

1. All warranty work must be performed at a SaniServ Authorized Service Location or at SaniServ's manufacturing facility.
2. This warranty applies only to the original purchaser of the machine from SaniServ or its Distributor/Dealer, and is valid only if the original purchaser has returned the fully completed warranty registration form within thirty (30)days of the date of installation.
3. This limited warranty does not cover the following:

labor, after 90 days of install, to replace any components found defective under terms of warranty unless authorized by SaniServ.

charges for travel / transportation / shipping charges

or rubber and non-metallic or synthetic parts including but not limited to gaskets, o-rings, hoses, augers bowls.

repairs required because of failure to regularly clean and maintain the equipment in accordance with instructions in the operator's manual

repairs required because the equipment (i) has been altered or repaired other than by a SaniServ Authorized Representative, (ii) has been damaged due to accident, misuse, or negligence, (iii) has not been used in accordance with the procedures and instructions contained in the operator's manual, or (iv) has been damaged during transit, delivery or placement.

**THE FOREGOING LIMITED WARRANTY IS EXPRESSLY MADE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE ORIGINAL PURCHASER'S ONLY REMEDY IS THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT OR PARTS PROVIDED ABOVE. IN NO EVENT SHALL SANISERV BE LIABLE FOR ANY AMOUNT EXCEEDING THE PURCHASE PRICE. UNDER NO CIRCUMSTANCES SHALL SANISERV BE LIABLE FOR LOSS OF PROFITS, LOSS OF BUSINESS, DAMAGE TO PROPERTY, OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

## TABLE OF CONTENTS

	Page
Introduction .....	4
Unpacking .....	4
Installation and Set-Up .....	4
Disassembly and Cleaning.....	6
Assembly and Lubrication .....	8
Sanitizing.....	10
Operation .....	10
Helpful Hints.....	11
Product Consistency Adjustment .....	11
Routine Maintenance .....	12
Seasonal Storage.....	12
Trouble Shooting Guide .....	13

## ILLUSTRATIONS

Fig. 1 Leg Installation.....	4
Fig. 2 Drip Tray Installation .....	5
Fig. 3 Machine Controls .....	5
Fig. 4 Emptying Bowls .....	6
Fig. 5 Removing the Bowl .....	6
Fig. 6 Removing the Spiral Auger .....	6
Fig. 7 Removing the Bowl Gasket.....	7
Fig. 8 Removing the Drip Trays .....	7
Fig. 9 Dispensing Spigot .....	7
Fig. 10 Drip Tray Installation .....	8
Fig. 11 Installing the Bowl Gasket.....	8
Fig. 12 Installing the Spiral Auger .....	9
Fig. 13 Installing the Clear Bowl .....	9
Fig. 14 Two Bowl Control Panel.....	10
Fig. 15 Product Consistency Adjustment .....	11
Fig. 16 Cleaning Condenser Fins .....	12

# Introduction

This manual provides a general system description of the SaniServ GHZ Series Visual Frozen Beverage Dispensers. It has been prepared to assist in the training of personnel on the proper unpacking, set up, installation, operation, sanitizing and maintenance of the machines.

Please read and fully understand the instructions in this manual **before** attempting to install, operate, or perform routine maintenance on the machine. The following sections of the manual must be performed in sequence:

- |                                      |                                    |                                  |
|--------------------------------------|------------------------------------|----------------------------------|
| <b>1. Unpacking</b>                  | <b>4. Assembly and Lubrication</b> | <b>7. Consistency Adjustment</b> |
| <b>2. Installation and Set-Up</b>    | <b>5. Sanitizing</b>               | <b>8. Maintenance</b>            |
| <b>3. Disassembly &amp; Cleaning</b> | <b>6. Operation</b>                | <b>9. Seasonal Storage</b>       |

## UNPACKING

After lifting the box off the machine, remove the styrofoam from the sides of the machine, the four plastic leg extensions, and all technical manuals, spare parts and lubricant found inside the bowl.

**DO NOT DISCARD THE MANUALS** - After machine Installation and Set-UP, place the manuals in a secure location for future reference.



The gearmotors (auger blade drive motors) have a plastic restraint to protect them in shipment. **THE PLASTIC RESTRAINT MUST BE REMOVED PRIOR TO MACHINE OPERATION.**

## INSTALLATION and SET-UP

1. Grasp the top of the leg extension (Fig. 1), and unscrew the bottom portion clockwise to the desired length. Tip the machine, first to one side, then to the other, just enough to push the leg extensions onto the factory installed plastic legs. **This unit must not be operated without the legs installed.**

2. Install the unit on a counter top that will support the combined weight of the dispenser and the product. Maintain the minimum clearance of 8 inches at the rear and sides of the machine for adequate ventilation. **Do not install the Visual Frozen Beverage machine near hot surfaces such as deep fryers or pizza ovens.**



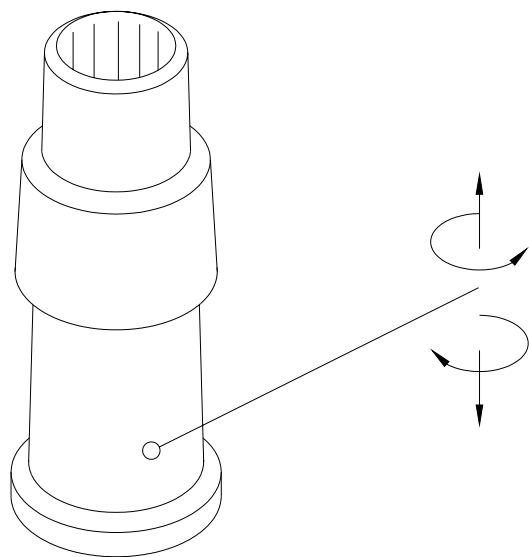
**When handling the machine, never grasp it by the bowls or by the evaporator cylinders.** The manufacturer **refuses** all responsibilities for possible damages which may occur through incorrect handling.



**If you must tip the machine on its side during the leg extension installation, allow the machine to lay on its side only long enough to install the legs.**

If the machine remains on its side for an extended period of time, and then the machine is set upright and turned on immediately, **THE COMPRESSOR COULD BE DAMAGED.** Therefore, you **must** allow the machine to set in the upright position several hours before turning on the compressor.

**If the machine comes in on its side, allow it to stand upright 24 hours before starting the**

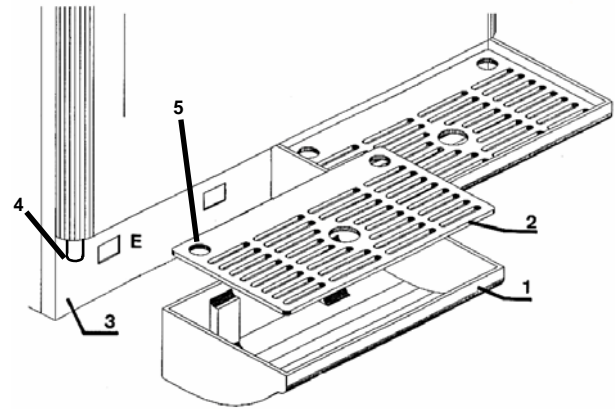


**Fig. 1  
Leg Extension Installation**

3. Install the drip tray(s) as shown in Fig. 2. Referring to notations in Fig. 2, place the hanging tabs on the rear of the drip tray (item 1) as high as possible into slots E on the face of the machine (item 3) and press toward the machine and down to lock the drip tray into place. Seat the drip tray insert (item 2) onto the drip tray as shown and insert the end of the drip tube (item 4) into the hole (item 5) provided in the drip tray insert. Repeat for all drip trays, inserts, and tubes.

4. To ensure the highest quality in the shipping of your unit, we have left the protective plastic film on both the unit and the drip trays for protection against scratching in transit. **Please remove the protective plastic film before operating your machine.**

5. Electrical and refrigeration specifications are located on the data plate on the rear of the individual units. **Before** connecting the Visual Slush machine to a power source, be certain that the Voltage and Amperage requirements of the equipment match those of the electrical outlet. Consult local authorities for information regarding electrical codes in the installation area.



**Fig. 2  
Drip Tray Installation**

6. Machine controls are illustrated in Fig. 3.

Cooler (Compressor) Switch  
 "0" Position: Off position  
 "I" Position: Cool drink mode<sup>1</sup>  
 "II" Position: Slush mode<sup>2</sup>

Agitator Switch  
 "0" Position: Agitator is off  
 "I" Position: Agitator is on

Main Power  
 "0" Position: Off position - Power is turned off to all functions  
 "I" Position: Machine has power

Display light  
 "0" Position: Lights are off  
 "I" Position: Lights are on



**CAUTION**

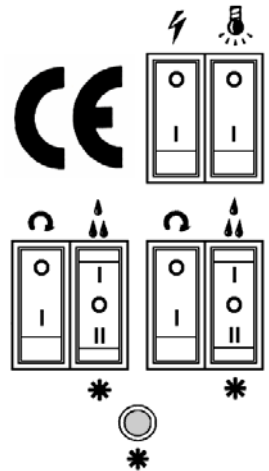
**TO PREVENT LOW VOLTAGE CONDITIONS TO THE COMPRESSOR, THE VISUAL SLUSH MACHINE SHOULD BE CONNECTED TO A DEDICATED LINE.**

**WARNING**

**FAILURE TO PROVIDE FOR PROPER EARTH GROUND ACCORDING TO LOCAL ELECTRICAL CODES COULD RESULT IN SERIOUS ELECTRICAL SHOCK.**

**DO NOT USE EXTENSION CORDS**

**Fig. 3  
Machine Controls**



## DISASSEMBLY AND CLEANING

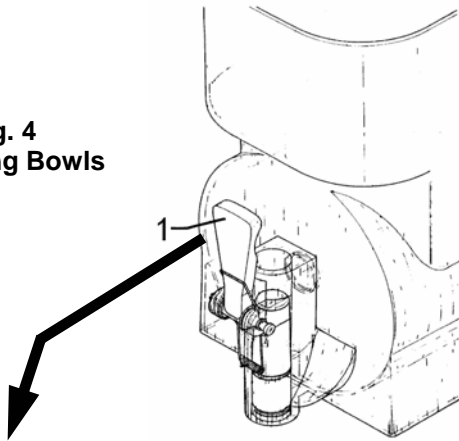
### CONSULT YOUR LOCAL HEALTH AGENCY FOR CLEANING AND SANITIZING REQUIREMENTS.

This unit does not come presanitized from the factory. Before serving product, the dispenser must be disassembled, cleaned, and sanitized. These instructions are general guidelines. Cleaning and sanitizing procedures **must** conform to local health agency requirements.

Prior to the disassembly and cleaning, the machine must be emptied of product. Use the following procedures (Steps 1-4). If this is the first time operation, disregard these steps.

1. Set the main power switch (Fig. 3) to the "I" position.
2. Set the agitator switch(es) to the "I" position (Fig. 3).
3. Set the cooler (compressor) switch(es) to "O".
4. Place a container under each spigot and dispense all product from the bowl(s) by pulling outward and downward on the dispensing handle(s) (Fig. 4 Item #1) to empty the machine.

**Fig. 4**  
Emptying Bowls



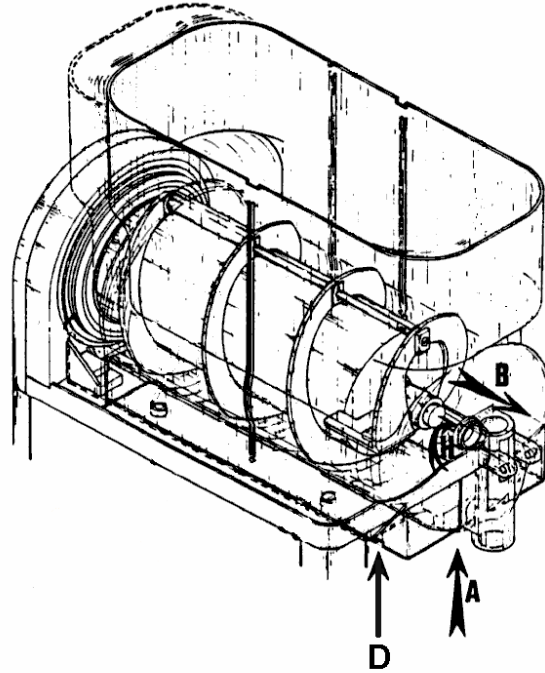
5. Remove the bowl cover from each bowl.

6. Run approximately one (1) gallon of **COLD** water (hot water could damage the the bowl or evaporator) to rinse the bowl(s). **NOTE: REPEAT THE PROCESS UNTIL THE BOWLS ARE FREE OF PRODUCT.**

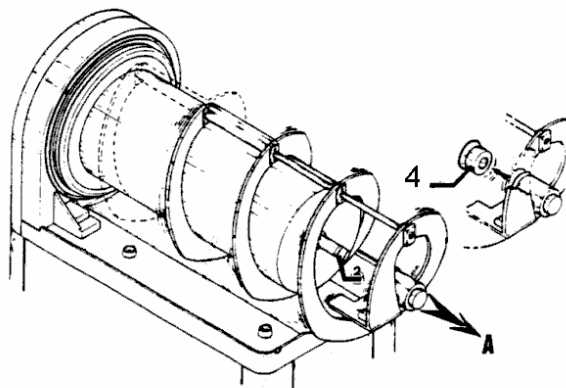
7. Set all control switches to the "O" or OFF position.

8. To remove the bowl (Fig. 5), push the bowl upward taking the bowl out of the gauge notch (Item D) and then pull the bowl forward off the bowl gasket.

9. Once the bowl has been removed, pull the spiral auger blade (Fig. 6) forward in the direction of arrow A. Be certain to remove the silicone gasket (Fig. 6 Item #4) and place it with the rest of the parts to be cleaned and sanitized.



**Fig. 5**  
Removing the Bowl



**Fig. 6**  
Removing the Spiral Blade

10. Remove the gasket (Fig. 7, Item #1) from the evaporator flange (Item C) by pulling forward.

11. Remove the drip tray (Fig. 8) by pulling up releasing the hanging tabs from the front panel of the machine. Then pull forward away from the machine. Remove the drip tray insert and place the insert and drip tray with the balance of the items to be cleaned and sanitized.

12. Take apart the dispense spigot assembly (Fig. 9) by removing the fastening pin (Item #2). Remove the handle (Item #1) by pulling forward. Take out the spring (Item #3). Push out the spigot plunger (Item #5) and remove o-rings (Items #4 and #6). Remove auger guide (Item #7).

**NOTE: When removing the spring (Item #3), pay close attention to the way it is installed on the handle. Otherwise, you may be confused when you try to reinstall the spring after the cleaning operation. On machines with more than one bowl, it is recommended that *only one* spring be removed at a time to make certain you know how to put it back on again.**

13. Place all removed parts (with the exception of the lighted top covers) in a three partition sink containing one part mild detergent solution, one part clear rinse, and one part sanitizing rinse consisting of 200 parts per million (P.P.M.) chlorine residual. **DO NOT** use an abrasive detergent. Use the small diameter brush to clean all holes and ports in the parts.

14. Do not immerse the lighted top covers in liquid. Wash with warm water and a mild nonabrasive food grade detergent. Rinse and allow to air dry.

15. Clean the evaporator (Fig. 7 Item #2) in the same manner as the lighted bowl covers.

16. After thoroughly washing the parts in the detergent solution, rinse them in the rinse water. Place the parts in the sanitizing solution for a minimum of five (5) minutes - or whatever is required by your local Health authority - and then air dry to prepare for assembly and lubrication. **DO NOT** wipe dry.

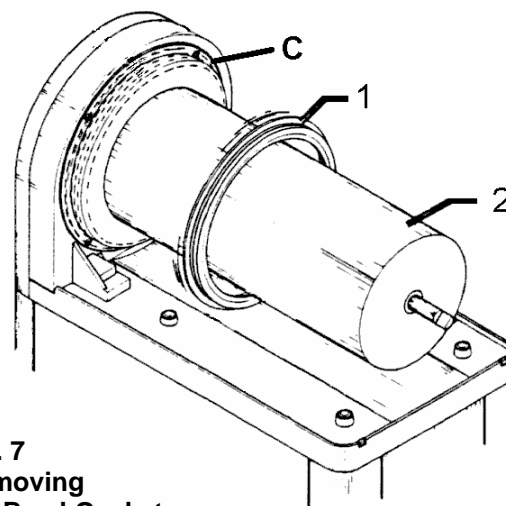


Fig. 7  
Removing  
the Bowl Gasket

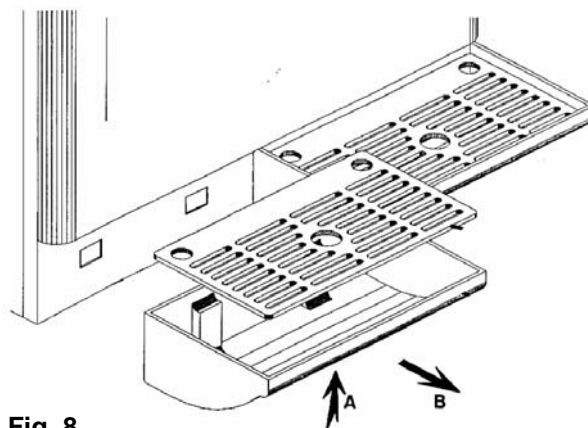


Fig. 8  
Removing the Drip Trays

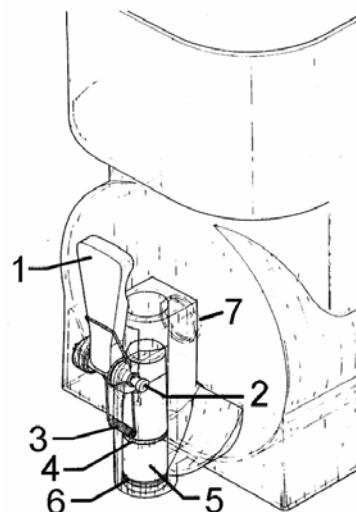


Fig. 9  
Dispensing Spigot



CAUTION

**DO NOT ALLOW THE PARTS TO BE IMMERSSED IN THE SANITIZING SOLUTION FOR MORE THAN 15 MINUTES UNLESS REQUIRED BY LOCAL HEALTH AUTHORITY REGULATIONS**

17. Clean all external surfaces of the unit with mild nonabrasive food grade detergent. Wipe dry. Do not use abrasive cleaners or abrasive pads such as SOS pads or ScotchBrite® on exterior panels or bowls. Use a cloth or a sponge to avoid scratching the plastic bowls and panels.

18. Make certain that all parts have been cleaned. Proceed to the "**Assembly**" section of this manual.



**WHEN CLEANING THE UNIT, DO NOT ALLOW EXCESSIVE AMOUNTS OF WATER AROUND ELECTRICALLY OPERATED COMPONENTS OF THE MACHINE. ELECTRICAL SHOCK OR DAMAGE TO THE MACHINE MAY RESULT.**

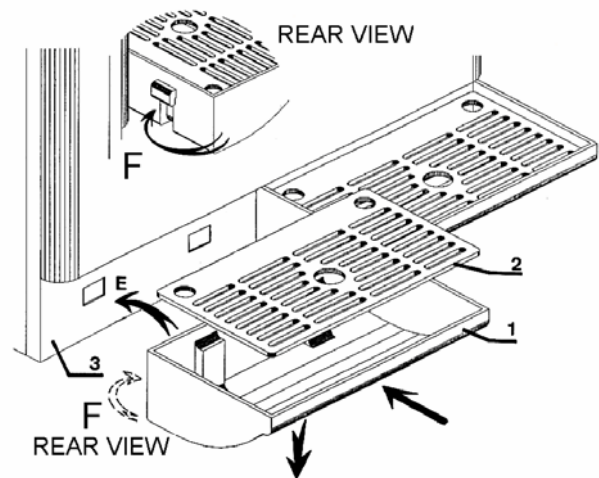
## ASSEMBLY AND LUBRICATION

1. Install the drip tray(s) as shown in Fig. 10. Referring to notations in Fig. 10, place the hanging tabs on the rear of the drip tray (item 1) as high as possible into slots E on the face of the machine (item 3) and press toward the machine and down to lock the drip tray into place. Seat the drip tray insert (item 2) onto the drip tray as shown.

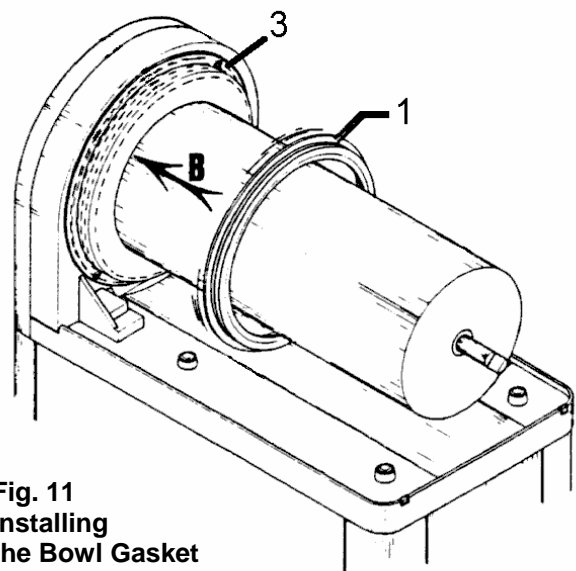
2. Apply a bead of Food Grade Lubricant such as SaniGel part number 1150 on each dispensing spigot plunger o-ring and between the two o-rings. Reassemble the spigot assembly by reversing the steps in Fig. 9 on page 7.

3. Reinstall the bowl gasket as shown in Fig. 11. Slide item #1 in the direction of arrow B and seat the gasket on the evaporator flange (item #3).

**NOTE: ONE SIDE OF THE BOWL GASKET IS THICKER THAN THE OTHER. THE THINNER RIBBED SIDE SHOULD FACE THE BOWL.**



**Fig. 10  
Driptray Installation**



**Fig. 11  
Installing  
the Bowl Gasket**



**DO NOT LUBRICATE THE BOWL GASKET - ITEM #1 IN FIG. 11**

## ASSEMBLY AND LUBRICATION

4. Assemble the spiral auger blade (Fig. 12). Insert the silicone gasket (Item #4) into the head of the spiral auger blade (Item C) and apply a Food Grade Lubricant such as SaniGel 1150 to the flanged surface of the silicone gasket (Item #4). SaniServ's Sani-Gel 1150 is available from your SaniServ distributor. Install the spiral auger blade (Item #1) around the evaporator (Item #3) and fit the head onto the drive shaft by turning slightly until it is seated. Lubricate the end of the spiral auger blade (Item #5) with SaniGel 1150.

### PROPER LUBRICATION IS ONE KEY FACTOR TO



**IMPORTANT**

### MINIMIZE MAINTENANCE REPAIRS AND TO EXTEND THE LIFE OF YOUR INVESTMENT

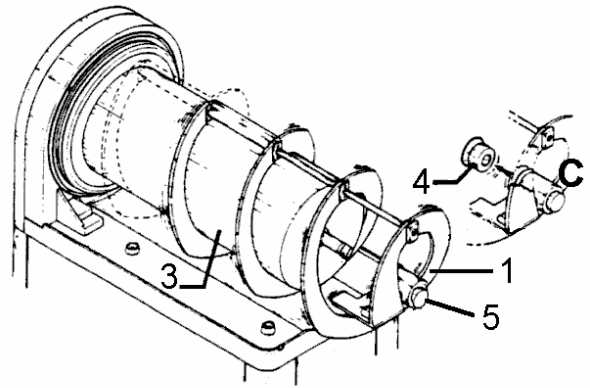
5. To replace the bowl (Item #1, Fig. 13), install the stainless steel auger guide (Item #2) inside the front of the bowl by pushing the small edge of the auger guide into the recess inside the bowl. While pushing the bowl (Item #1) back in the direction of Arrow B, align the hub of the spiral auger blade with the stainless steel auger guide (Item #2) inside the front of the bowl. Approximately 1/4" before seating the bowl, insert the hub of the spiral auger blade into the stainless steel auger blade guide and continue to push the bowl (Item #1) backward in the direction of Arrow B until the front gauge notch (Item D) fits into place in the front of the machine. Seat the bowl by pressing down in the direction of Arrow A.

6. If you are ready to operate your machine, proceed directly to the "SANITIZING" section of this manual. If not, install the lighted bowl cover(s) to prevent debris and contaminants from entering the bowls.

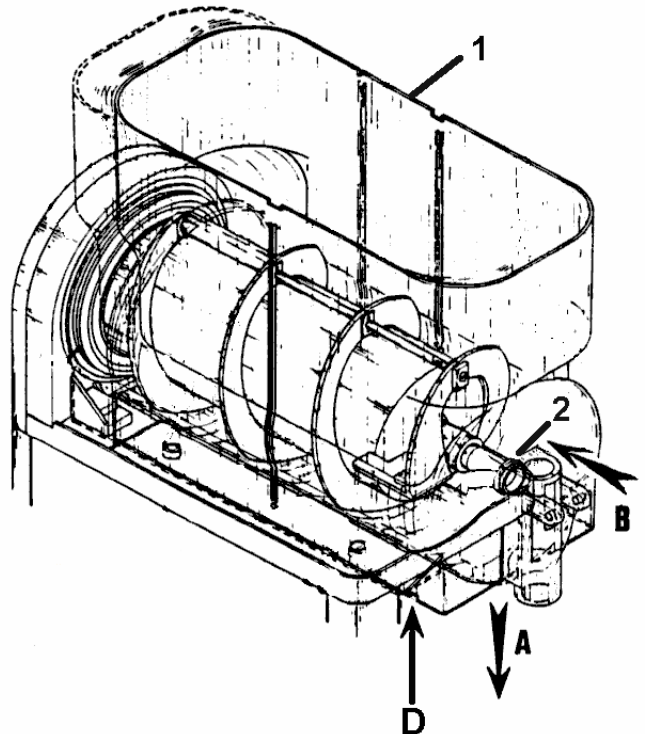


**IMPORTANT**

**ALWAYS SANITIZE THE MACHINE IMMEDIATELY BEFORE USE**



**Fig. 12**  
**Installing the Spiral Auger**



**Fig. 13**  
**Installing the Clear Bowl**

## SANITIZING



### IMPORTANT

#### UNIT MUST BE CLEANED AND SANITIZED DAILY

Sanitizing should be performed immediately prior to starting the machine. **Do not allow the unit to set for extended periods of time after sanitizing.**

1. Wash hands with a suitable antibacterial soap.
2. Prepare approximately two (2) gallons of sanitizing solution equivalent to 150 p.p.m. chlorine residual or whatever is required by your local health agency.
3. With the Cooler (compressor) switch in the "0" off position (See Fig. 3), pour the sanitizing solution into the bowl(s).

4. Using the brush provided, wipe the solution on all surfaces of the bowl above the level of the sanitizing solution and on the underside of the bowl cover(s).

5. Install the bowl cover(s) and set the main power switch(es) to the "I" position. **Do not set the "cooler" switch(es) to "I" or "II". Freeze up could occur and damage the unit.** Set the agitator switch(es) to "I". Allow the solution to agitate for a minimum of two minutes. Drain the solution out of the bowl by pulling downward on the dispensing spigot handles.

6. Use fresh mix to chase any remaining sanitizer from the bottom of the bowls. Drain this solution and discard.

7. Set all control switches to the "O" position. Proceed directly to "Operation".

#### DO NOT RINSE OUT THE MACHINE

## OPERATION

**Always start with a cleaned and sanitized dispenser. Use only fresh mix when filling the units. Following these instructions is critical to the maximum operating efficiency of the machine.**

1. Fill the bowls with product to the maximum level line. Do not over fill. For frozen beverage products, the mix must have a brix (sugar content) level of at least 12 brix (plus or minus 1/2 brix). Note: Pre-cooled mix will decrease cool down time. Be sure to keep mix in the bowls at all times to avoid starving the barrels.

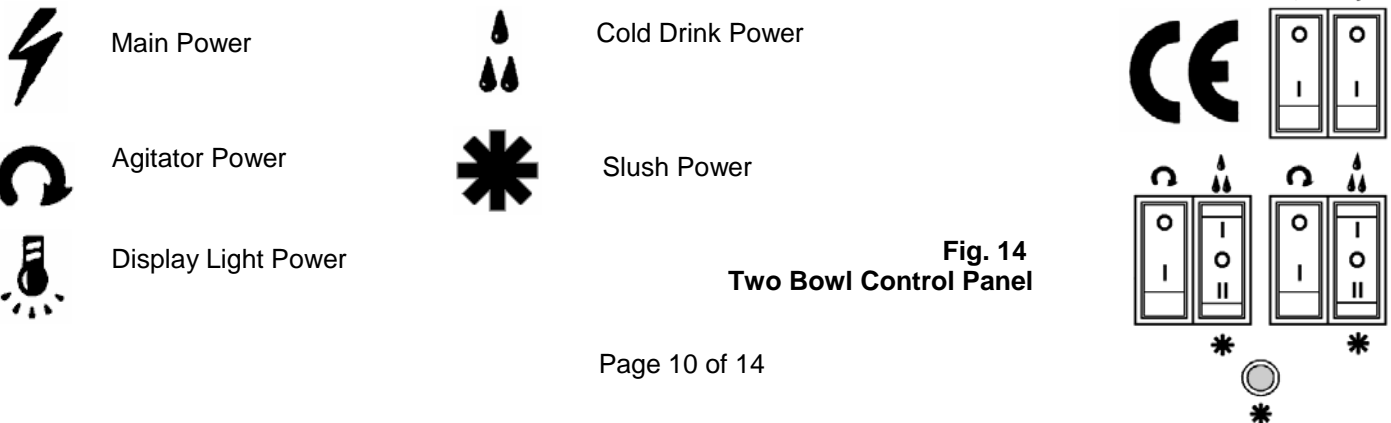
2. Start the machine by setting the main power and agitator switches to the "I" position (Fig. 14) Set the cooler (refrigeration) switch(es) to "I" for cool drink mode or "II" for slush mode. **Note: The "cooler" switch is a three position switch. In order to have the machine off, the switch needs to be in the middle position. Your machine is also equipped with a time delay relay which provides a four minute delay before the compressor will start.**

3. Place lighted bowl covers on the machine and plug in the rear cord. **Always** operate the machine with the lighted bowl covers in place.

4. After the unit is in operation, frequently monitor the level of product in the bowls. When the product reaches the minimum fill level - center of the handle fastening pin (fig. 9 item 2), add product or shut the unit off. **DO NOT** operate the unit with product below the "Minimum" level. Some models display a decal on the bowl.

5. Allow the unit to run for approximately 1 - 2 hours. If the machine is not dispensing product at the desired consistency after this time, refer to the "Consistency Adjustment" section of this manual. NOTE: The length of time for freeze down of slush varies according to ambient temperature, initial product temperature, Brix reading, and alcohol content.

Note: The refrigeration stops automatically when slush reaches the proper thickness. The mixers will continue



**Fig. 14**  
**Two Bowl Control Panel**

## HELPFUL HINTS

### Bowl Covers:

Leave the covers in place on top of the machine. This prevents foreign materials from contaminating the mix.

### Drip Tray and Drip Tray Insert:

Remove daily and clean to remove residue.

### Excessive Heat:

The dispenser must be able to emit heat away from it. In case of excessive heating, check air flow through the unit. Heating sources such as glass panes, or walls and boxes may obstruct air flow and cause excessive heating. Allow at least 8 inches of free space all around the dispenser.

### Filling:

To shorten slush recovery time and to increase production, the bowl should be refilled when the product reaches the minimum fill level (center of the handle fastening pin - fig. 9 item 2) and at the start of each day.

**Mixing:** Prepare product per specific label instructions.

### Product Settling or Separating:

If product is left in the dispenser overnight, set the refrigeration switches to the "I" position (the cold beverage position) and leave in that position overnight. This eliminates any overnight ice block formation which could result in possible damage to mixers.

**Note: Never shut the machine completely off overnight when frozen product is in the bowl(s). Doing so would permit the frozen product to form ice blocks which can damage the machine.**

### Soft Drink Temperature:

The proper temperature of the beverage (when unit is used as soft drink dispenser) is factory preset and is controlled by an internal thermostat.

## PRODUCT CONSISTENCY ADJUSTMENT IN THE SLUSH MODE

Adjustments to the consistency control system can be made by the owner. Should any problems arise when making adjustments, it is recommended that a serviceman trained on SaniServ equipment be contacted. **DO NOT** attempt to make repairs on the machine.

Initial adjustments have been performed at the factory. However, to satisfy individual preferences, the following adjustment may be required.

Note: If the product does not freeze to a hard enough consistency, the problem may not necessarily be that of the machine. Take the temperature of the product to verify that it corresponds to the mix supplier's or manufacturer's recommendations (Average dispensing temperature is 26-28 degrees F.).

1. Use a standard screwdriver (Item #3 in Fig. 15) to turn the consistency adjustment set screw Item #2 located in the rear wall of each bowl housing Item #1 as follows:

**thinner** - (clockwise), in the direction of Arrow C to obtain thinner product - the indicator (Item #4) will go up in the opening towards "D"

**thicker** - (counterclockwise) in the direction of Arrow B to obtain thicker product - the indicator will go down in the opening towards "E".

2. Wait until the product has had sufficient time to accept the adjustment and check the consistency. This may require 1 to 2 hours.

3. Repeat steps 1 and 2 until the desired consistency is obtained.

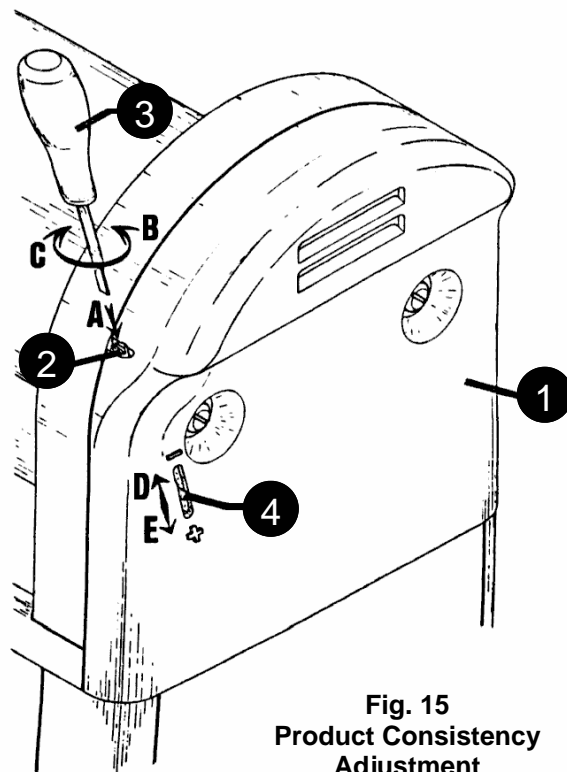


Fig. 15  
Product Consistency  
Adjustment

## ROUTINE MAINTENANCE



**WARNING**

**MAINTENANCE IS TO BE PERFORMED BY QUALIFIED PERSONNEL ONLY**



**CAUTION**

**WHEN HANDLING THE MACHINE, NEVER GRASP IT BY THE BOWLS OR THE EVAPORATOR CYLINDERS.**

**DISCONNECT THE MACHINE FROM ITS POWER**



**WARNING**

**SOURCE BEFORE PERFORMING ANY MAINTENANCE. PERSONAL INJURY OR DAMAGE TO THE MACHINE COULD RESULT.**

**Daily:** Inspect the machine for signs of product leaks past seals and gaskets. If proper assembly does not stop leaks around gaskets or seals, check for improper lubrication and worn or damaged parts. Replace parts as needed.

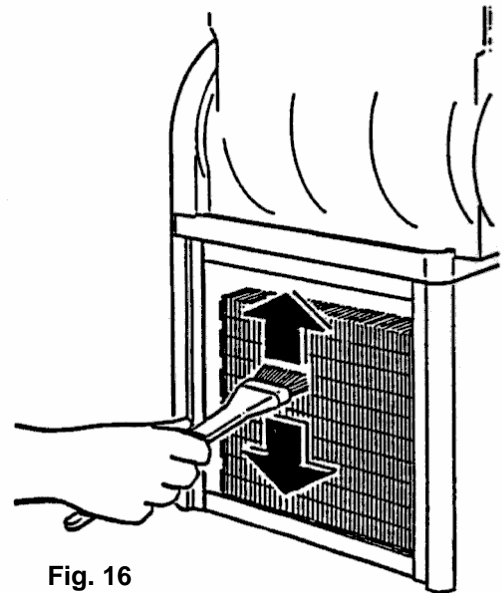
**CONDENSER FINS ARE VERY SHARP. USE EXTREME CAUTION WHEN CLEANING.**



**WARNING**

**Monthly:** Thoroughly clean the condenser fins on all air-cooled machines. Loosen lint and dirt by gently brushing the finned surface as shown in Fig. 16. Remove all lint and dust with a vacuum or compressed air. A dirty condenser greatly reduces refrigeration capacity and efficiency. When using compressed air, place a damp cloth on the opposite side of the condenser to catch the flying dirt or lint.

**Annually:** Remove the panels and clean the inside of the machine including the base, side panels, condenser, etc.



**Fig. 16**  
**Cleaning Condenser Fins**

## SEASONAL STORAGE

To protect the unit during seasonal shut-down, it is important that the dispenser be stored in the proper manner. Use the following procedures:

1. Turn off all power and unplug the machine from its power source.
2. Wash all parts that come in contact with product with a warm mild detergent solution. Rinse in clear water and dry all parts thoroughly.

3. Store the loose parts outside of the machine.
4. Do not lay heavy objects on the plastic or rubber parts.
5. Cover the machine and all loose parts to protect them from dust or other elements that could contaminate them while in storage. Place the machine in a dry location.

## TROUBLE SHOOTING GUIDE

TROUBLE	POSSIBLE CAUSE	REMEDY
Machine overheats	Machine vents are blocked Not enough air clearance Condenser is clogged	Clear obstructions Increase clearance to 8" minimum Clean condenser
Dispensing Spigot drips	O-rings may be improperly placed	Make sure the o-rings are in place and are not cut Check o-ring lubrication Make certain the spigot plunger is completely closed and seated Verify that the spring works correctly
Machine is not cooling the product	Voltage may be labeled improperly Machine has no power The condenser is dirty No refrigerant	Verify that the voltage supply matches the label on the back of the machine Be sure the machine is plugged in Clean the condenser carefully with a brush - do not damage the fins see Fig. 16 Contact Service Company
The unit does not work	No power Switch Power cord loose or damaged Defective switch Wiring disconnected	Connect unit to power supply Locate problem and correct Replace power cord if necessary Replace switch Check wiring for loose connection or broken wire
One of the augers does not work	Motor connection loose Defective switch Frozen Product Auger is stuck Bad gear motor	Check wiring to motor Replace switch Remove frozen blocks Check auger, replace if necessary Replace gear motor
No compressor light when the unit is on	Defective wiring connection Defective consistency switch Burned out bulb Defective thermostat	Check wiring Check switch Replace bulb Replace thermostat

TROUBLE	POSSIBLE CAUSE	REMEDY
Compressor does not start Note: Compressor has a 4 minute delay timer before starting	Defective overload Defective relay Improper voltage Defective compressor	Replace Replace Compare voltage to dataplate Replace
Unit cools but does not freeze	Cooling Switch is set to "I" The condenser is dirty Not enough air clearance around the unit Mix has very high Brix or alcohol content Consistency (Thickness) adjustment is set too thin	Correct the switch setting to "II" Clean condenser - see Routine Maintenance section of manual Set clearance to 8" minimum Remix with 12% sugar content Increase the consistency (density) setting - Fig. 15
One bowl does not cool	Defective solenoid valve Defective thermostat Defective density switch Defective front panel switch	Replace Replace Replace Replace
One bowl cools but does not freeze	Density switch when set at lower level is defective Cooling Switch is set to "I"	Replace Correct the switch setting to "II"
Noisy gear motor	Consistency switch set too thick Mix brix too low Defective gear motor	Decrease the consistency setting Replace mix with 12% sugar Replace gear motor
Leaky Bowl	Gasket has been lubricated Gasket is improperly installed or is defective	Remove lubrication Reinstall gasket, replace if necessary
Cover light does not work	Burned out bulb Defective cable Defective plug Defective fuse Defective transformer Defective light switch	Replace bulb (12 volt) Replace cable Replace plug Replace fuse Replace transformer Replace switch

# Notes

*“Reliability from the team that Serves the Best”*

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