

Please make these simple checks prior to contacting your service provider. Because adjustments to the machine are not covered under the terms of warranty, these tips can save you time and money. If you feel you are not comfortable performing trouble-shooting suggestions, please contact your local certified service provider.

Machine will not start	<ul style="list-style-type: none"> ✓ Make sure electrical cord is correctly seated in the electrical receptacle. ✓ Check circuit breaker in electrical panel.
Product is Soft	<ul style="list-style-type: none"> ✓ Do not make a consistency adjustment at this point. Always check product temperature first. Should be between 18-21 degrees soft serve, 17-20 degree's yogurt, 25-28 degrees shake, 25-28 degrees non-alcoholic frozen beverage and 18-22 degrees alcoholic frozen beverage. If using a soft serve product and temperature is lower than listed, product is broken down. See Product Breakdown in glossary section. Replace with fresh product. If using a frozen beverage product and temperature is lower than listed, product has too much sugar, alcohol or combination. Correct ingredients and start with freshly mixed product. ✓ Check for properly mixed product. Replace as necessary ✓ If using Re-run product, remove product and add fresh mix. ✓ Confirm that the carbtube has been installed (soft serve and shake only). Product will not thicken without carbtube. ✓ Check for dull scraper blades. Blades should be sharp. Replace every 6 months. ✓ Check Condenser for dirt or obstructions. See Quarterly Maintenance ✓ Confirm that the condenser fan is running. ✓ Confirm 6" of airflow on all both sides and back of machine. ✓ High ambient temperature. Recommended machine ambient temperature not to exceed 82 degrees.
Product is too Thick	<ul style="list-style-type: none"> ✓ Check for properly mixed product. ✓ Confirm freezing cylinder is not starved of product. See glossary (Starved Cylinder) ✓ Check product temperature. Should be between 18-21 degrees soft serve, 17-20 degree's yogurt, 25-28 degrees shake, 25-28 degrees non-alcoholic frozen beverage and 18-22 degrees alcoholic frozen beverage. ✓ Check for missing scraper blade or stator rod. Check dasher assemblies. ✓ Check for sticking spigot lever and or switch. If stuck in the up position, will cause unit to run continually. ✓ Restrictor tube (<i>frozen beverage machines only</i>) installed in rear hole. Install in front hole of mix-pan reservoir.
Front Plate Leaking	<ul style="list-style-type: none"> ✓ Confirm front plate o-ring is not ripped or torn. Replace if necessary. Replace seals and o-rings every six months. ✓ Do not lubricate front plate o-ring. ✓ Confirm spigot plunger o-rings are not ripped or torn. Replace if necessary. Replace every six months. ✓ Confirm spigot plunger o-rings are lubricated daily. ✓ Tighten front plate knobs evenly. ✓ Confirm stator rod is not worn or grooved.
Product leaking from the drip chute and or drip tube.	<ul style="list-style-type: none"> ✓ Rear Seal is worn. Replace. Note: Replace seals, o-rings and gaskets every six months. ✓ Do Not Lubricate the rubber portion of the rear seal ✓ The shaft of the dasher where the rear seal is installed must be lubricated daily. ✓ Confirm stator rod is not worn or grooved. ✓ Front plate knobs loose.
Squeaking , chirping noises and or vibration heard.	<ul style="list-style-type: none"> ✓ Use properly mixed product. Replace as necessary. ✓ Confirm freezing cylinder is not starved of product. See glossary (Starved Cylinder) ✓ Check lubrication ✓ Confirm all panel screws are installed and tightened ✓ Adjust width of drip tray bracket. ✓ Check for dull scraper blades. Blades should be sharp. Replace every 6 months.
Product in mix-pan too warm. (soft serve /shake machines)	<ul style="list-style-type: none"> ✓ Refrigerate product prior to use. ✓ Confirm storage source of product at 40 degrees or below. ✓ Maintain product level of ½ to ¾ full in mix-pan reservoir. ✓ Confirm magnetic agitator is installed and turning. ✓ Mix-pan lid must be installed at all times to prevent foreign materials contaminating product and to insulate product in the mix-pan .
Who to contact for service and parts	<ul style="list-style-type: none"> ✓ If you do not have a local service and parts provider, contact your SaniServ Dealer/Distributor. Use the location tools in this section to find an authorized SaniServ Service Agent or the location tools in the Sales section to find a SaniServ Distributor.

Note: Refer to glossary for those items selected in **bold**.

Standard Units