



**Model A118 & D118**  
**OPERATORS MANUAL**

Manual No. [513715](#)

Rev.2



This manual provides basic information about the machine. Instructions and suggestions are given covering its operation and care. This manual follows the guidance set forth in the following industry standards: ANSI Z535.6, ASTM F760-93, ASTM F1827-13, FDA Food Code.

The illustrations and specifications in this manual are not binding in detail. We reserve the right to make changes to the machine without notice, and without incurring any obligation to modify or provide new parts for machines built prior to date of change.

DO NOT ATTEMPT to operate the machine until instructions and safety precautions in this manual are read completely and are thoroughly understood. If problems develop or questions arise in connection with installation, operation, or servicing of the machine, contact Stoelting White Glove Service.

For warranty information, visit [stoeltingfoodservice.com](http://stoeltingfoodservice.com)



[stoeltingfoodservice.com](http://stoeltingfoodservice.com)

Stoelting Foodservice Equipment  
502 Highway 67  
Kiel, WI 53042-1600  
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## ***A Few Words About Safety***

### **Safety Information**

**Read and understand the entire manual before operating or maintaining Stoelting equipment.**

This manual provides the operator with information for the safe operation and maintenance of Stoelting equipment. As with any machine, there are hazards associated with their operation. For this reason safety is emphasized throughout the manual. To highlight specific safety information, the following safety definitions are provided to assist the reader.

The purpose of safety symbols is to attract your attention to possible dangers. The safety symbols, and their explanations, deserve your careful attention and understanding. The safety warnings do not by themselves eliminate any danger. The instructions or warnings they give are not substitutes for proper accident prevention measures.

If you need to replace a part, use genuine Stoelting parts with the correct part number or an equivalent part. We strongly recommend that you do not use replacement parts of inferior quality.



### **Safety Alert Symbol:**

**This symbol** Indicates danger, warning or caution. Attention is required in order to avoid serious personal injury. The message that follows the symbol contains important information about safety.

### **Signal Word:**

Signal words are distinctive words used throughout this manual that alert the reader to the existence and relative degree of a hazard.



The signal word “WARNING” indicates a potentially hazardous situation, which, if not avoided, may result in death or serious injury.



The signal word “CAUTION” indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury.

### ***NOTICE***

The signal word “*NOTICE*” indicates information relating to equipment/property damage. The information is not hazard-related.

### **NOTE**

The signal word “NOTE” indicates additional information relating to the subject, usually a hint or tip, that is not hazard-related and does not involve equipment/property damage.

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# Section 1 - Description and Specifications

## 1.1 DESCRIPTION

Stoelting's Frozen Uncarbonated Beverage Dispensers mix and serve a variety of frozen beverages including margaritas, slushes, coffee drinks, and dairy-based products. They are the ideal choice for bars and restaurants looking for flexibility, capacity and simple operation in a compact footprint.

This manual is designed to help qualified service personnel and operators with the installation, operation and maintenance of the Stoelting A118 & D118 machines.

## 1.2 MACHINE MODELS

This manual applies to the following machine models:

- |               |                |
|---------------|----------------|
| • A118-102    | • D118-102     |
| • A118-102-L  | • D118-102-L   |
| • A118-17     | • D118-17      |
| • A118-17-L   | • D118-17-L    |
| • A118-18     | • D118-18      |
| • A118-18-L   | • D118-18-L    |
| • A118-37     | • D118-18-L-AF |
| • A118-37-AF  | • D118-37      |
| • A118-37-L   | • D118-37-L    |
| • A118-38     | • D118-38      |
| • A118-38-L   | • D118-38-AF   |
| • A118X-302   | • D118-38-L    |
| • A118X-302-L | • D118-38-L-AF |
|               | • D118X-102    |
|               | • D118X-102-L  |
|               | • D118X-302    |
|               | • D118X-302-L  |



Figure 1-1 Model D118

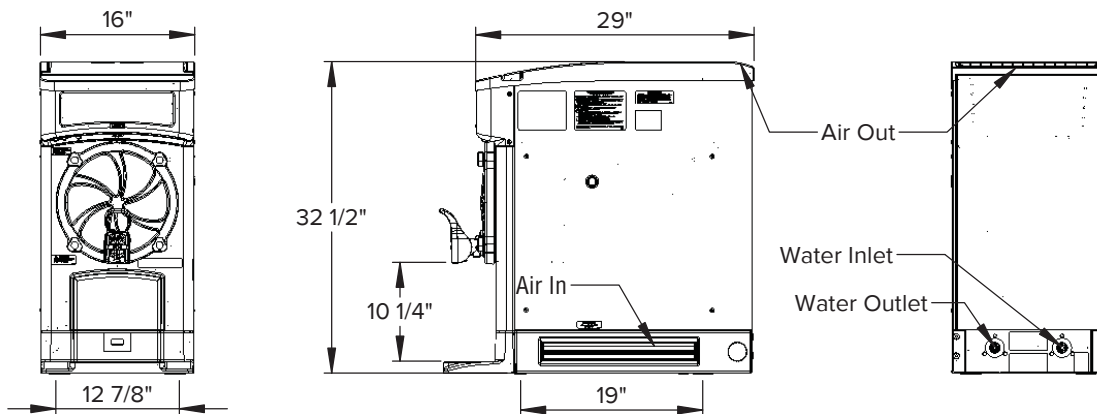


Figure 1-2 Specifications

### 1.3 SPECIFICATIONS

|                          | Model A118                                                                                                                                                               |                                  | Model D118                         |                                  |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------|----------------------------------|
| Dimensions               | Machine                                                                                                                                                                  | with crate                       | Machine                            | with crate                       |
| width                    | 16'' (40,6 cm)                                                                                                                                                           | 20'' (50,8 cm)                   | 16'' (40,6 cm)                     | 20'' (50,8 cm)                   |
| height                   | 32-1/2'' (82,6 cm)                                                                                                                                                       | 39-3/4'' (101,0 cm)              | 32-1/2'' (82,6 cm)                 | 39-3/4'' (101,0 cm)              |
| depth                    | 29'' (73,7 cm)                                                                                                                                                           | 41-1/2'' (105,4 cm)              | 29'' (73,7 cm)                     | 41-1/2'' (105,4 cm)              |
| Weight                   | 210 lbs (95,2 kg)                                                                                                                                                        | 240 lbs (108,8 kg)               | 210 lbs (95,2 kg)                  | 240 lbs (108,8 kg)               |
| Electrical               | 1 Phase,<br>115 VAC, 60Hz                                                                                                                                                | 1 Phase,<br>208-240 VAC, 60Hz    | 1 Phase,<br>115 VAC, 60Hz          | 1 Phase,<br>208-240 VAC, 60Hz    |
| running amps             | 10.2A                                                                                                                                                                    | 7.8A                             | 13.5A                              | 8.6A                             |
| connection type          | NEMA5-20P power<br>cord provided                                                                                                                                         | NEMA6-20P power<br>cord provided | NEMA L5-30P power<br>cord provided | NEMA6-20P power<br>cord provided |
| Compressor               | 4,500 Btu/hr                                                                                                                                                             |                                  | 8,000 Btu/hr                       |                                  |
| Drive Motor              | 1/7 hp                                                                                                                                                                   |                                  |                                    |                                  |
| Air Flow                 | Air cooled units require 3'' (7,6 cm) air space on both sides.                                                                                                           |                                  |                                    |                                  |
| Plumbing Fittings        | Water cooled units require 1/2'' N.P.T. water and drain fittings. Maximum water pressure of 130 psi. Minimum water flow rate of 3 GPM per barrel. Ideal EWT of 50°-70°F. |                                  |                                    |                                  |
| Hopper Volume            | 5 gallon (18,93 liters)                                                                                                                                                  |                                  |                                    |                                  |
| Freezing Cylinder Volume | 2 gallon (7,57 liters)                                                                                                                                                   |                                  |                                    |                                  |



## Section 2 - Installation Instructions

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### 2.1 SAFETY PRECAUTIONS

Do not attempt to operate the machine until the safety precautions and operating instructions in this manual are read completely and are thoroughly understood.

Take notice of all warning labels on the machine. The labels have been put there to help maintain a safe working environment. The labels have been designed to withstand washing and cleaning. All labels must remain legible for the life of the machine. Labels should be checked periodically to be sure they can be recognized as warning labels.

If danger, warning or caution labels are needed, indicate the part number, type of label, location of label, and quantity required along with your address and mail to:

**Stoelting Foodservice Equipment**  
502 Hwy. 67  
Kiel, Wisconsin 53042

### 2.2 SHIPMENT AND TRANSIT

The machine has been assembled, operated and inspected at the factory. Upon arrival at the final destination, the entire machine must be checked for any damage which may have occurred during transit.

With the method of packaging used, the machine should arrive in excellent condition. THE CARRIER IS RESPONSIBLE FOR ALL DAMAGE IN TRANSIT, WHETHER VISIBLE OR CONCEALED. Do not pay the freight bill until the machine has been checked for damage. Have the carrier note any visible damage on the freight bill. If concealed damage and/or shortage is found later, advise the carrier within 10 days and request inspection. The customer must place claim for damages and/or shortages in shipment with the carrier. Stoelting, Inc. cannot make any claims against the carrier.

### 2.3 MACHINE INSTALLATION

Installation of the machine involves moving the machine close to its permanent location, removing all crating, setting in place, assembling parts, and cleaning.

1. Uncrate the machine.
2. Accurate leveling is necessary for correct drainage of machine barrel and to ensure correct overrun. Place a bubble level on the top of the machine at each corner to check for level condition. If adjustment is necessary, level the machine by turning the bottom part of each leg in or out.
3. Correct ventilation is required. The machine requires 3" clearance on both sides.
4. Install the drip tray support. Insert the pins on the bracket into the holes on the bottom of the front panel. Install the drip tray and drip tray grid.
5. Place the CLEAN-ON-OFF switch in the OFF position.
6. Connect the power cord to the proper power supply. Refer to the nameplate on your machine for proper supply. The unit must be connected to a properly grounded receptacle. The electrical cord furnished as part of the machine has a three prong grounding type plug. The use of an extension cord is not recommended. Do not use an adapter to circumvent the grounding requirement.
7. Follow the steps in Section 3 for proper cleaning and spigot assembly prior to operation.



## Section 3 - Initial Set-Up & Installation

### 3.1 OPERATOR'S SAFETY PRECAUTIONS

SAFE OPERATION IS NO ACCIDENT; observe these rules:

1. Know the machine. Read and understand the Operating Instructions.
2. Notice all warning labels on the machine.
3. Wear proper clothing. Avoid loose fitting garments, and remove watches, rings or jewelry that could cause a serious accident.
4. Maintain a clean work area. Avoid accidents by cleaning up the area and keeping it clean.
5. Stay alert at all times. Know which switch, push button or control you are about to use and what effect it is going to have.
6. Disconnect power for maintenance. Never attempt to repair or perform maintenance on the machine until the main electrical power has been disconnected.
7. Do not operate under unsafe operating conditions. Never operate the machine if unusual or excessive noise or vibration occurs.

### 3.2 OPERATING CONTROLS AND INDICATORS

Before operating the machine, it is required that the operator know the function of each operating control. Refer to Figure 3-1 for the location of the operating controls on the machine.



**WARNING**

#### Hazardous Voltage

The CLEAN-OFF-ON switch must be placed in the OFF (middle) position prior to disassembling for cleaning or servicing. Do not operate the machine with the panels removed.

#### A. CLEAN-OFF-ON SWITCH

The CLEAN-OFF-ON switch is used to supply power to the control circuit. When the switch is in the OFF (middle) position, power is not supplied to the control board or refrigeration system. When the switch is in the ON position, the machine operates in the freezing mode. When the switch is in the CLEAN position, all refrigeration stops and the auger starts rotating. If left in the CLEAN position, defrost mode begins.

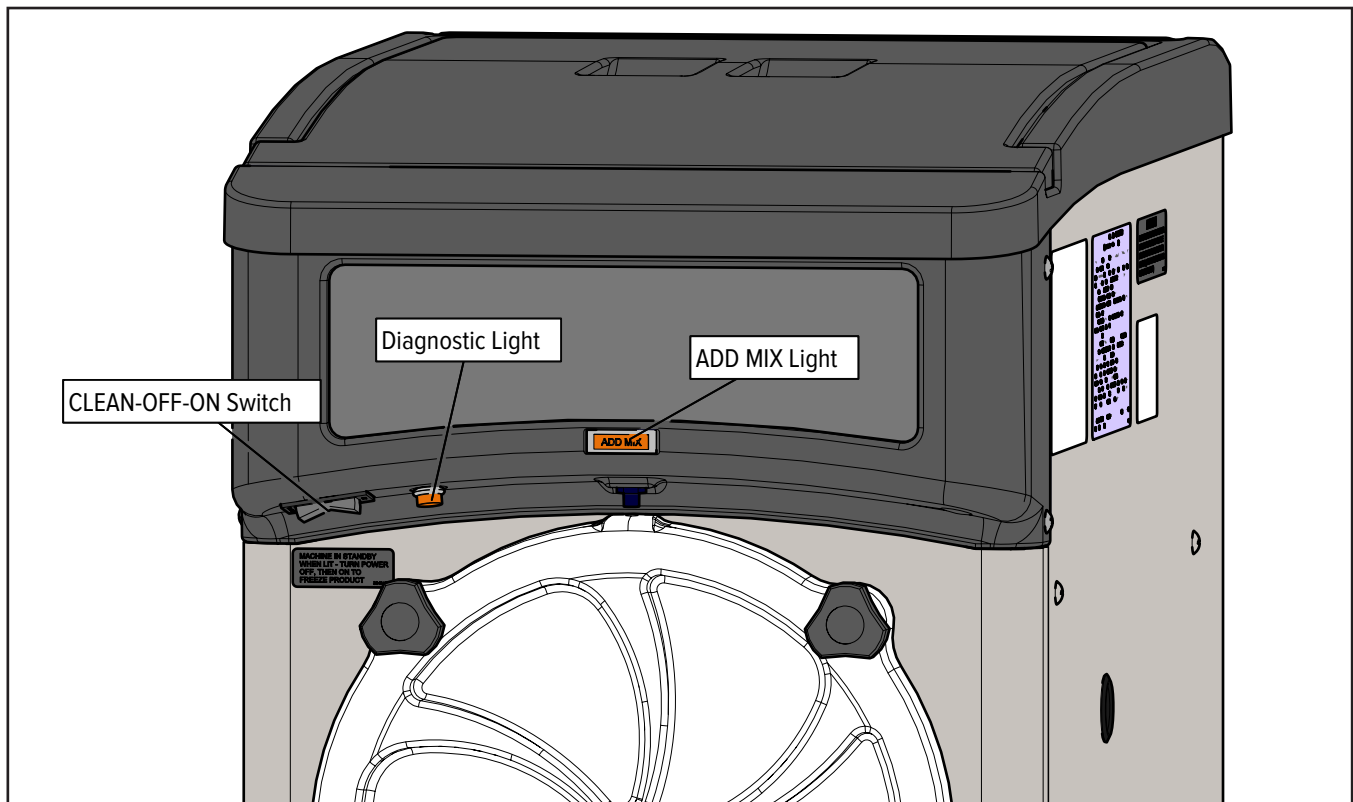


Figure 3-1 Controls

## B. ADD MIX LIGHT

The ADD MIX light flashes to alert the operator to a low mix condition. It does so by monitoring the mix level in the hopper. When the ADD MIX light is flashing, refill hopper immediately.

### NOTE

*Failure to refill hopper immediately may result in operational problems.*

## C. DIAGNOSTIC LIGHT

The Diagnostic Light is lit during defrost mode and flashes if an error occurs. There are two quick flashes if the drive motor is not sensed. Refer to the troubleshooting section for details.

## 3.3 REMOVING MIX FROM MACHINE

If the machine is empty, go to Section 3.4.

1. Place the switch in the CLEAN position.
2. After about 5 minutes, place a container under the spigot and drain the mix.
3. Fill the hopper with cool tap water.
4. Open the spigot to drain the water. If it is not clear allow the cylinder to refill with water and drain it again.
5. Place the switch in the OFF position.

## 3.4 DISASSEMBLY OF MACHINE PARTS

Before using the machine for the first time, complete machine disassembly, cleaning and sanitizing procedures need to be followed. Routine cleaning intervals and procedures must comply with the local and state health regulations. Inspection for worn or broken parts should be made at every disassembly of the machine. All worn or broken parts should be replaced to ensure safety to both the operator and the customer and to maintain good machine performance and a quality product.

To disassemble the machine, refer to the following steps:

1. Make sure the switch is in the OFF position and remove the hopper cover.



### CAUTION

#### Hazardous Moving Parts

Revolving auger shaft can grab and cause injury. Please the switch in the OFF (middle) position before disassembling for cleaning or servicing.

2. Hold the spigot handle and turn the handle retaining pin. Pull the handle forward and remove it.

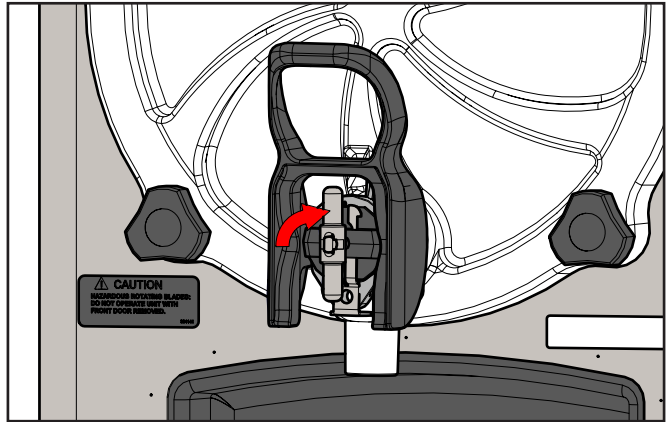


Figure 3-2 Remove Spigot Handle

3. Turn the inner spigot assembly counterclockwise 45° and pull the assembly out of the spigot housing.

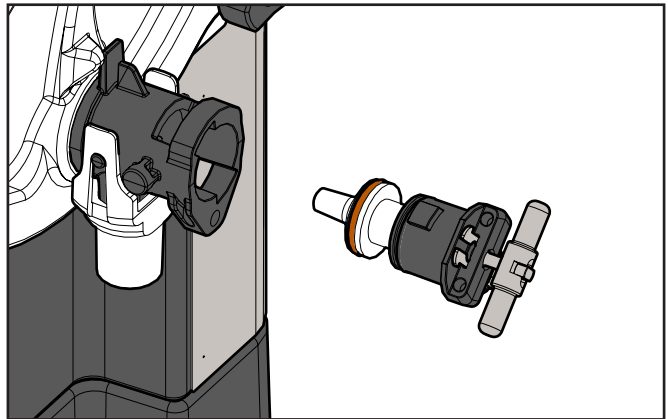


Figure 3-3 Remove Spigot Assembly

4. Remove the spigot extension from the spigot housing if it is installed.
5. Pull the lock tab forward and turn the spigot housing counterclockwise 90°. Pull the assembly out of the door.

### NOTE

*Use the optional spigot tool to assist pulling the lock tab forward.*

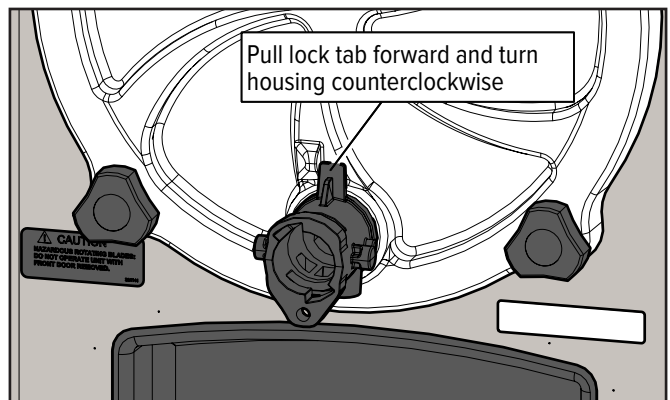
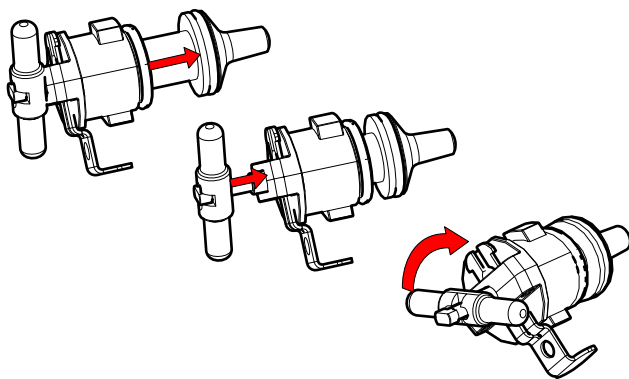


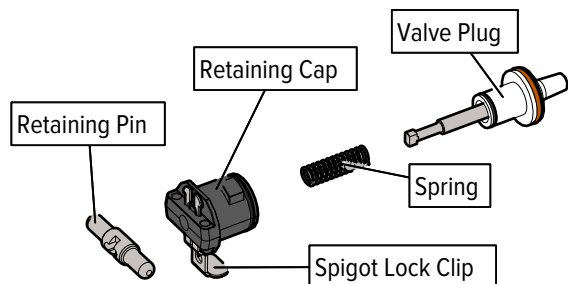
Figure 3-4 Remove Spigot Housing

6. On the inner spigot assembly, compress the valve plug and retaining cap together and rotate the pin 90°.



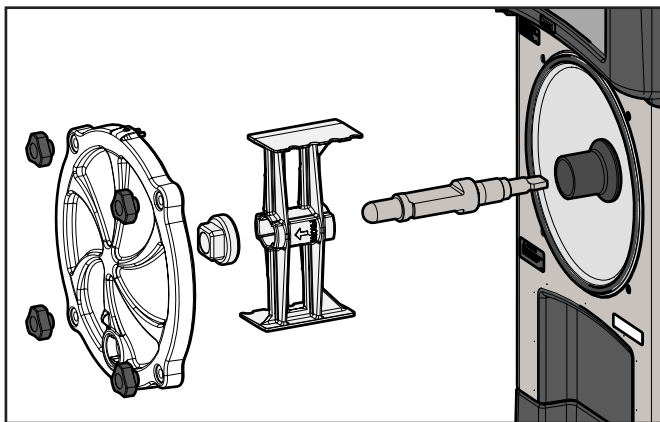
**Figure 3-5 Inner Spigot Assembly**

7. Remove the pin, retainer cap, and spring from the valve plug. Remove the spigot lock clip by squeezing it at the top and pulling downwards.
8. Remove the o-rings from the spigot assembly. First wipe off the lubricant using a clean paper towel. Then squeeze the o-ring upward with a dry cloth. When a loop is formed, roll the o-ring out of the groove.



**Figure 3-6 Spigot Components**

9. Remove front door by unscrewing knobs and then pulling the door off the studs. Remove the front door o-ring.
10. Remove the auger bushing, auger, and scraper from the freezing cylinder.
11. Remove rear seal and rear seal o-ring from the auger.



**Figure 3-7 Door & Auger Assembly**

### 3.5 CLEANING DISASSEMBLED PARTS

Disassembled parts require complete cleaning, sanitizing and air drying before assembling. Local and state health codes dictate the procedure required. Some state health codes require a four sink process (pre-wash, wash, rinse, sanitize, air dry), while others require a three sink process (without the pre-wash step). The following procedures are a general guideline only. Consult your local and state health codes for the procedures required in your location.

1. Place all parts in 90° to 110°F (32°C to 43°C) mild detergent water and wash thoroughly. Use the brushes that shipped with the machine to clean the parts.
2. Rinse all parts with clean 90° to 110°F (32°C to 43°C) water.
3. Place all parts in a sanitizing solution for at least 1 minute, then remove and let air dry completely before assembling in machine.

### 3.6 CLEANING THE MACHINE

The exterior of the machine should be kept clean at all times to preserve the luster of the stainless steel. A high grade of stainless steel has been used on the machine to ease cleanup. To remove spilled or dried mix, wash the exterior with 90° to 110°F (32°C to 43°C) mild detergent water and wipe dry.

Do not use highly abrasive materials, as they will mar the finish. Use a soft cloth or sponge to apply the solution. For best results, wipe with the grain of the steel.

1. Clean the rear seal surfaces on the inside of the freezing cylinder.
2. Using sanitizing solution and the large barrel brush provided, sanitize the freezing cylinder by dipping the brush in the sanitizing solution and brushing the inside of the freezing cylinder.
3. Wrap the brush in a clean sanitized cloth and thoroughly dry the freezing cylinder.
4. Remove the drain tray, drip tray and drip tray grid from the front of the machine. Clean and replace them.

### 3.7 ASSEMBLING THE MACHINE

To assemble the machine, refer to the following steps:

#### NOTE

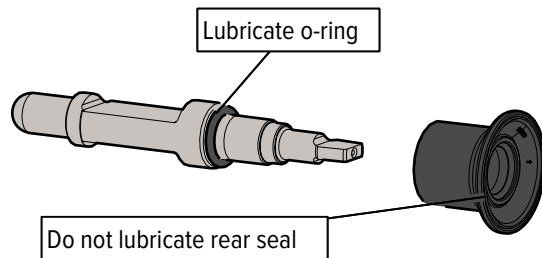
*Total Blend sanitary lubricant, or equivalent must be used when lubrication of parts is specified.*

*Total Blend can be used to lubricate parts and also as a spline lubricant. Do not use more than one packet of Total Blend per freezing cylinder.*

## NOTE

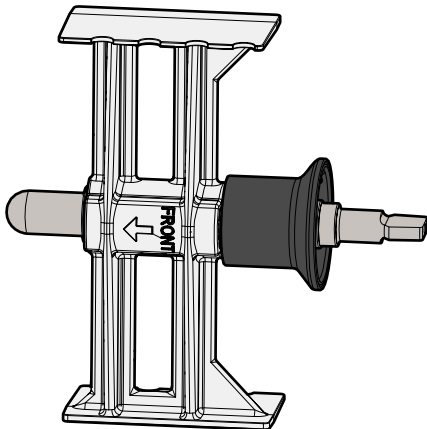
The United States Department of Agriculture and the Food and Drug Administration require that lubricants used on food processing equipment be certified for this use. Use lubricants only in accordance with the manufacturer's instructions.

1. Install the rear seal o-ring. Lubricate the outside of the rear seal o-ring with a generous amount of sanitary lubricant.



**Figure 3-8 Lubricate Rear Seal O-Ring**

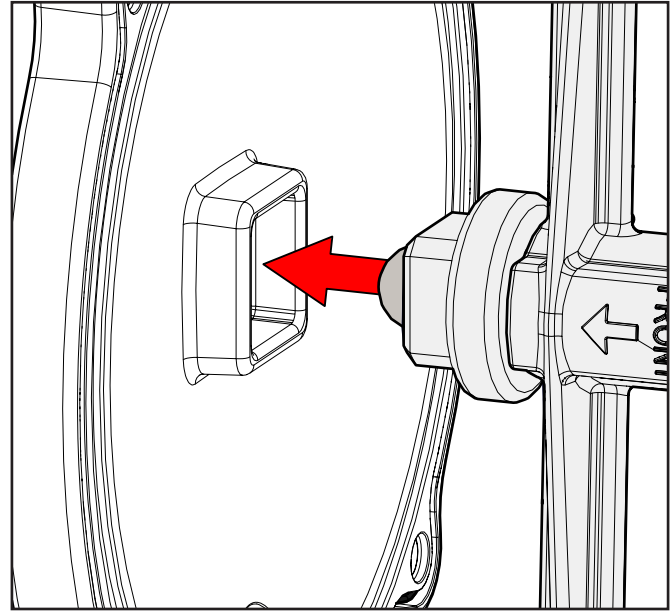
2. Install the rear seal onto the auger.
3. Install the scraper onto the auger. Make sure the FRONT arrow printed on the scraper faces towards the front.



**Figure 3-9 Auger Scraper**

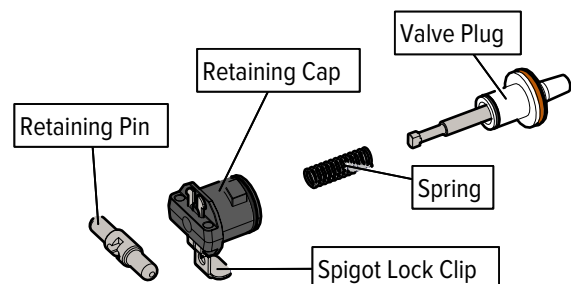
4. Lubricate the drive end of the auger with a small amount of Total Blend lubricant.
5. Insert the auger into the freezing cylinder. Position the auger with the scraper arms vertical and the drive end inserted just enough to engage the drive.
6. Apply a thin layer of sanitary lubricant to the inside and back (side facing auger) of the support bushing. Install the bushing onto the auger.
7. Fit the front door o-ring into the groove on the rear of the front door.

8. Align square cutout on the front door with the auger support bushing. Seat the bushing into the front door then place the door onto the mounting studs.



**Figure 3-10 Align Bushing**

9. Secure the front door to the machine by placing the knobs on the studs and tightening until finger tight. Tighten in a crisscross pattern. Do not overtighten. Proper o-ring seal can be observed through the transparent front door.
10. Place the o-ring onto the spigot housing and lubricate the o-ring with sanitary lubricant. Install the housing into the front door.
11. Assemble the spigot assembly.
  - a. Install the spigot lock clip into the retaining cap.
  - b. Place the o-rings onto the retaining cap and valve plug. Lubricate the o-rings with a generous amount of sanitary lubricant.
  - c. Put the spring and retaining cap onto the valve plug.
  - d. Press the retaining cap against the plug so that the retaining pin can be installed.
  - e. Install the pin onto the shaft and turn it 90°.



**Figure 3-11 Spigot Assembly**



12. Install the assembly into the spigot housing and rotate the assembly clockwise 90° to secure it.
13. Install the spigot handle onto the spigot assembly.
  - a. Make sure the handle retaining pin is vertical. Align the handle onto the pins in the spigot housing.
  - b. Pull and rotate the retaining pin so that it locks the handle in place.

### 3.8 SANITIZING

Sanitizing must be done after the machine is clean and just before the machine is filled with mix. Sanitizing the night before is not ensure sanitization the next day. However, you should always clean the machine and parts after each use.

#### NOTE

*The United States Department of Agriculture and the Food and Drug Administration require that all cleaning and sanitizing solutions used with food processing equipment be certified for this use.*

When sanitizing the machine, refer to local sanitary regulations for applicable codes and recommended sanitizing products and procedures. The frequency of sanitizing must comply with local health regulations.

Mix sanitizer in quantities of no less than 2 gallons of 90° to 110°F (32° to 43°C) water. Allow sanitizer to contact the surfaces to be sanitized for 5 minutes. Any sanitizer must be used only in accordance with the manufacturer's instructions and provide a 100 parts per million strength solution.

1. Prepare 2 gallons of Stera-Sheen sanitizing solution following the manufacturer's instructions.
2. Pour the sanitizing solution into the hopper.
3. Place the switch into the CLEAN position to start the auger rotating.
4. Check for leaks at the front door seals and in the drain tray.
5. While the cylinder is being sanitized, use a sanitized soft bristle brush dipped in sanitizing solution to clean the hopper and hopper cover.
6. After 5 minutes, open the spigot to drain the sanitizing solution.
7. When the solution has drained, place the switch in the OFF position. Allow the freezing cylinder to drain completely.

The machine is now sanitized and ready for adding mix.

### 3.9 FREEZE DOWN AND OPERATION

1. Sanitize immediately before use.
2. Fill the hopper with mix. Open the spigot and drain a small amount of mix to remove any remaining sanitizer.

3. Place the switch in the ON position.

#### NOTE

*After the drive motor starts, there is a delay before the compressor starts.*

4. After 15 to 20 minutes the product will be at consistency and will be ready to serve. Freeze down time may vary depending on mix type and ambient temperatures.
5. To dispense, pull or push the spigot handle. To prevent from dispensing, push the spigot lock clip upwards.
6. Do not operate the machine when the ADD MIX light is on. Refill the hopper immediately.

### 3.10 DAILY DEFROST

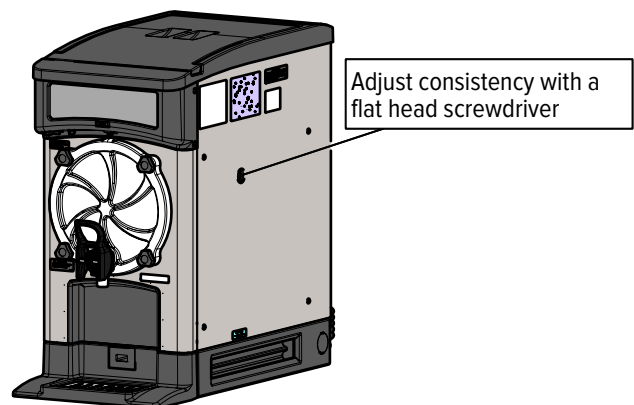
The machine must be placed in defrost mode on a daily basis to prevent large ice crystal buildup.

1. Place the switch in the CLEAN position.
2. The auger rotates continuously for 20 minutes. After 20 minutes the defrost mode begins. The auger rotates for 90 seconds every 7 minutes and the diagnostic light is lit.
3. Keep the machine in defrost mode for at least 4 hours daily.
4. Place the switch in the ON position to return to freeze down product and return to normal operation.

### 3.11 CONSISTENCY ADJUSTMENT

The consistency adjustment screw is located behind the access plug on the right side panel. Remove the plug to access the screw.

To adjust consistency, use a flat head screwdriver. Turn clockwise for thicker product and counterclockwise for thinner product. Allow 15-30 minutes for the consistency change to show up in the product.



**Figure 3-12 Consistency Adjustment Screw**

### 3.12 PREVENTIVE MAINTENANCE

Stoelting recommends that a maintenance schedule be followed to keep the machine clean and operating properly.

#### A. DAILY

1. The machine must be placed in defrost mode for 4 hours to prevent ice buildup (see Section 3.10)
2. The exterior should be kept clean at all times to preserve the luster of the stainless steel. A mild alkaline cleaner is recommended. Use a soft cloth or sponge to apply the cleaner.

#### B. WEEKLY

1. Check o-rings and rear seal for excessive wear and replace if necessary.
2. Remove and clean the drip tray:
  - a. Remove the drain tray
  - b. Gently lift the drip tray upwards to disengage it from the support and pull it out.
  - c. Clean the drain tray and drip tray. Clean behind the drip tray and at front of the machine with a mild detergent.
  - d. Replace the drip tray and drain tray.

#### C. QUARTERLY

##### Air-Cooled

The air-cooled condenser is a copper tube and aluminum fin type. Condensing is totally dependent upon airflow. A plugged condenser filter, condenser, or restrictions in the lower vented panels lowers the capacity of the system and may cause damage to the compressor.

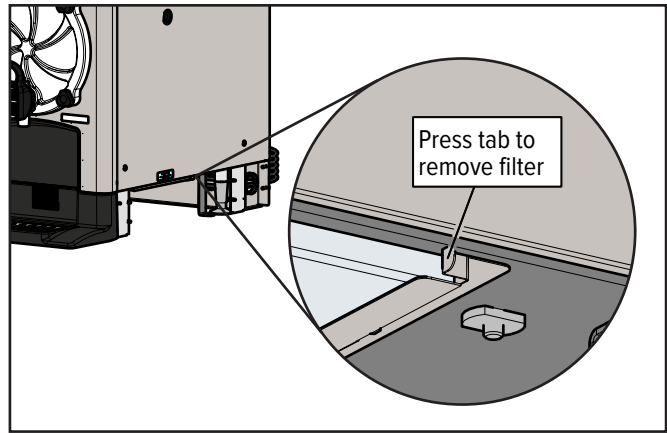
The condenser must be kept clean of dirt and grease. The machine must have a minimum of 3" ventilation on the right and left sides of the unit for free flow of air. Make sure the machine is not pulling over 100° F (37° C) air from other equipment in the area.

The condenser and condenser filter require periodic cleaning. To clean, refer to the following procedures.

#### NOTE

*The machine has a two filters. Both filters must be cleaned.*

1. Remove the drain tray. Gently lift the drip tray upwards to disengage it from the support and pull it out.
2. Remove the lower vented panels on the left and right side of the machine by pulling the front of the panel outward to unfasten it from the leg. Then pull the panel forward to disengage it from the pins.
3. Press the filter tab and pull the filter out.



**Figure 3-13 Filter Removal**

4. Visually inspect the condenser filter for dirt.
5. If the filter is dirty, vacuum or brush clean, rinse with clean water and allow to dry before replacing on the machine.

#### NOTE

*If the condenser is not kept clean, refrigeration efficiency is lost.*

##### Water-Cooled

The water-cooled condenser is a tube and shell type. The condenser needs a cool, clean supply of water to properly cool the machine. Inlet and discharge lines must be 3/8" I.D. minimum. Make sure the machine is receiving an unrestricted supply of cold, clean water.

### 3.13 EXTENDED STORAGE

Refer to the following steps for storage of the machine over any long period of shutdown time:

1. Place the CLEAN-OFF-ON switch in the OFF (middle) position.
2. Disconnect (unplug) from the electrical supply source.
3. Clean all parts that come in contact with mix thoroughly with a warm water cleaning solution. Rinse in clean water and dry parts. Do not sanitize.

#### NOTE

*Do not let the cleaning solution stand in the hopper or in the freezing cylinder during the shutdown period.*

4. Remove, disassemble and clean the front door, spigot and auger parts.
5. In a water cooled machine, disconnect the water lines and drain water. With a flathead screwdriver, hold the water valve open and use compressed air to clear the lines of any remaining water.



## Section 4 - Troubleshooting

### 4.1 LIGHT INDICATORS

The machine has two lights that alert the user if a problem occurs: an ADD MIX light and a Diagnostic Light.

The ADD MIX light flashes to alert the operator to a low mix condition. It does so by monitoring the mix level in the hopper. When the ADD MIX light is flashing, refill hopper immediately.

The Diagnostic Light is on during defrost mode and flashes if an error occurs. Refer to the chart below for details.

| Indication        | On                                             | Two Blinks                                                                                                                                                                                                                                                                                                    |
|-------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Conditions        | Defrost Mode                                   | Drive current is not sensed                                                                                                                                                                                                                                                                                   |
| Self Correction   | N/A                                            | The machine attempts to sense drive current with a 3 second pre-stir. If current is sensed, the machine returns to normal operation. If current is not sensed, the machine waits 7 minutes and tries to sense current with another 3 second pre-stir. After the third attempt, the compressor runs on timers. |
| Operation         | Every 7 minutes the auger runs for 90 seconds. | Every 21 minutes the compressor runs for 10 seconds.                                                                                                                                                                                                                                                          |
| Corrective Action | N/A                                            | Contact White Glove Service                                                                                                                                                                                                                                                                                   |

## 4.2 TROUBLESHOOTING

| PROBLEM                                | POSSIBLE CAUSE                                                                                                                                                                                                                                                                                                     | REMEDY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Machine does not run.</b>           | <ol style="list-style-type: none"> <li>1 Power to machine is off.</li> <li>2 Blown fuse or tripped circuit.</li> <li>3 Freeze-up (auger does not turn).</li> <li>4 Front door not in place.</li> </ol>                                                                                                             | <ol style="list-style-type: none"> <li>1 Supply power to machine.</li> <li>2 Replace or reset.</li> <li>3 Turn CLEAN-OFF-ON switch OFF for 15 minutes, then restart.</li> <li>4 Assemble front door in place.</li> </ol>                                                                                                                                                                                                                                                                             |
| <b>Machine does not shut off.</b>      | <ol style="list-style-type: none"> <li>1 Consistency temperature setting is too firm.</li> <li>2 Refrigeration problem.</li> </ol>                                                                                                                                                                                 | <ol style="list-style-type: none"> <li>1 Turn Consistency Adjustment knob counter-clockwise.</li> <li>2 Check system. (Call White Glove for service)</li> </ol>                                                                                                                                                                                                                                                                                                                                      |
| <b>Product has large ice crystals.</b> | <ol style="list-style-type: none"> <li>1 Machine was in freeze mode without dispensing product for an extended period.</li> </ol>                                                                                                                                                                                  | <ol style="list-style-type: none"> <li>1 Use defrost mode daily. To use defrost mode, turn the switch to Clean. After 20 minutes, defrost mode automatically begins. Allow to remain in defrost mode for at least 4 hours.</li> </ol>                                                                                                                                                                                                                                                                |
| <b>Product is too firm.</b>            | <ol style="list-style-type: none"> <li>1 Consistency temperature setting is too firm.</li> </ol>                                                                                                                                                                                                                   | <ol style="list-style-type: none"> <li>1 Turn Consistency Adjustment knob counter-clockwise.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Product is too thin.</b>            | <ol style="list-style-type: none"> <li>1 No vent space for free flow of cooling air.</li> <li>2 Air temperature entering condenser is above 100°F.</li> <li>3 Condenser is dirty.</li> <li>4 Consistency setting too soft.</li> <li>5 Auger is assembled incorrectly.</li> <li>6 Refrigeration problem.</li> </ol> | <ol style="list-style-type: none"> <li>1 A minimum of 3" of air space on both sides.</li> <li>2 Change location or direct hot air away from machine.</li> <li>3 Clean. (See Section 3)</li> <li>4 Turn Consistency Adjustment knob clockwise.</li> <li>5 Remove mix, clean, reassemble, sanitize and freeze down.</li> <li>6 Check system. (Call White Glove for service)</li> </ol>                                                                                                                 |
| <b>Product does not dispense.</b>      | <ol style="list-style-type: none"> <li>1 No mix in hopper.</li> <li>2 Drive motor overload tripped.</li> <li>3 Freeze-up (auger does not turn).</li> <li>4 Freeze-up (mix inlet tube frozen shut).</li> </ol>                                                                                                      | <ol style="list-style-type: none"> <li>1 See Auto Fill Troubleshooting section.</li> <li>2 Allow drive motor overload to auto-reset. (If condition continues, call White Glove for service.)</li> <li>3 Turn Clean/Off/On switch Off for 15 minutes, then restart. Make sure brix is below 10%</li> <li>4 Turn machine off and unplug. Use a food safe plastic spoon handle to poke the ice blockage through the mix inlet into the freezing cylinder. Connect power and turn machine on.</li> </ol> |
| <b>Rear auger seal leaks.</b>          | <ol style="list-style-type: none"> <li>1 Outside surface of rear auger seal is lubricated.</li> <li>2 Rear seal missing or damaged.</li> <li>3 Seal o-ring missing, damaged or installed incorrectly.</li> <li>4 Worn or scratched auger shaft.</li> </ol>                                                         | <ol style="list-style-type: none"> <li>1 Clean lubricant from outside of rear seal, lubricate inside of seal and reinstall.</li> <li>2 Check or replace.</li> <li>3 Check or replace.</li> <li>4 Replace auger shaft.</li> </ol>                                                                                                                                                                                                                                                                     |
| <b>Front door leaks.</b>               | <ol style="list-style-type: none"> <li>1 Front door knobs are loose.</li> <li>2 Spigot parts are not lubricated.</li> <li>3 Chipped or worn spigot o-rings.</li> <li>4 O-rings or spigot installed wrong.</li> <li>5 Inner spigot hole in front door nicked or scratched.</li> </ol>                               | <ol style="list-style-type: none"> <li>1 Tighten knobs.</li> <li>2 See Section 3.</li> <li>3 Replace o-rings.</li> <li>4 Remove spigot and check o-ring.</li> <li>5 Replace front door.</li> </ol>                                                                                                                                                                                                                                                                                                   |

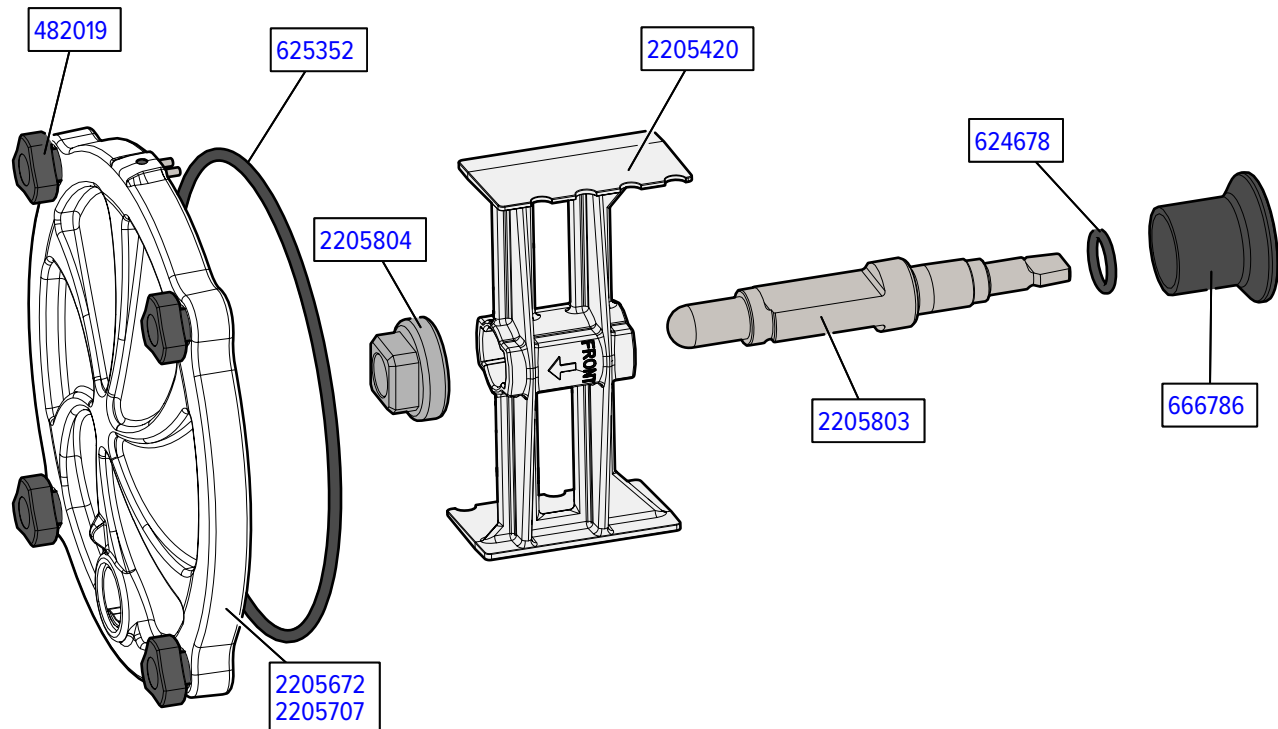
## Section 5 - Replacement Parts

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### 5.1 DECALS & LUBRICATION

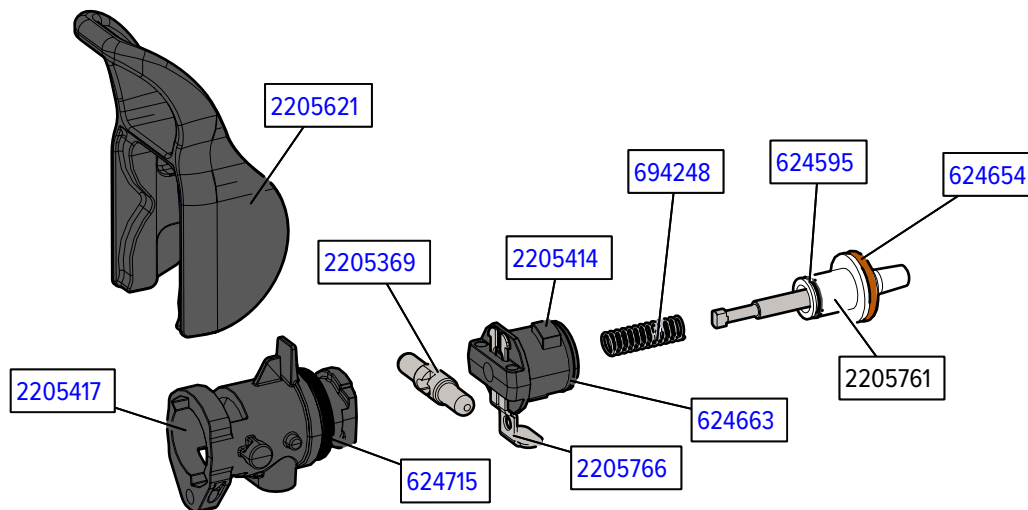
| Part Number                | Description                                                               | Quantity |
|----------------------------|---------------------------------------------------------------------------|----------|
| <a href="#">C-1000-26C</a> | Decal - Made In USA                                                       | 1        |
| <a href="#">208135</a>     | Brush - 4" x 8" x 16" (Barrel)                                            | 1        |
| <a href="#">208467</a>     | Brush - 3/8" x 1" x 5"                                                    | 1        |
| <a href="#">236073</a>     | Card - Cleaning Instructions                                              | 1        |
| <a href="#">324065</a>     | Decal - Water Inlet                                                       | 1        |
| <a href="#">324105</a>     | Decal - Caution Electrical Shock                                          | 3        |
| <a href="#">324106</a>     | Decal - Caution Electrical Wiring Materials                               | 1        |
| <a href="#">324107</a>     | Decal - Caution Hazardous Moving Parts                                    | 2        |
| <a href="#">324141</a>     | Decal - Caution Rotating Blades                                           | 1        |
| <a href="#">324208</a>     | Decal - Attention Refrigerant Leak Check                                  | 2        |
| <a href="#">324509</a>     | Decal - Cleaning Instructions                                             | 1        |
| <a href="#">324584</a>     | Decal - Adequate Ventilation 3"                                           | 3        |
| <a href="#">324686</a>     | Decal - Danger Automatic Start (A/C Only)                                 | 2        |
| <a href="#">324852</a>     | Decal - Clean Condenser Filter                                            | 1        |
| <a href="#">324865</a>     | Decal - Standby Light                                                     | 1        |
| <a href="#">325006</a>     | Decal - Stoelting                                                         | 1        |
| <a href="#">325009</a>     | Decal - Backlit Shroud                                                    | 1        |
| <a href="#">325010</a>     | Decal - Stoelting Black                                                   | 1        |
| <a href="#">325032</a>     | Decal - White Glove Service                                               | 1        |
| <a href="#">490749</a>     | Leg - Front (See # <a href="#">2183636</a> Leg Spacer)                    | 2        |
| <a href="#">490750</a>     | Leg - Rear (w/Suction Cup) (See # <a href="#">2183636</a> Leg Spacer)     | 2        |
| <a href="#">508053</a>     | Lubricant - Total Blend (50 Packets)                                      | 1        |
| <a href="#">513691</a>     | Manual - Operators (2 Scraper Blade Auger)                                | 1        |
| <a href="#">513715</a>     | Manual - Operators (1 Scraper Blade Auger)                                | 1        |
| <a href="#">2183636</a>    | Spacer - Leg (Above Leg <a href="#">490749</a> & <a href="#">490750</a> ) | 4        |
| <a href="#">2205934</a>    | Spigot Removal Tool                                                       | 1        |

## 5.2 AUGER & DOOR



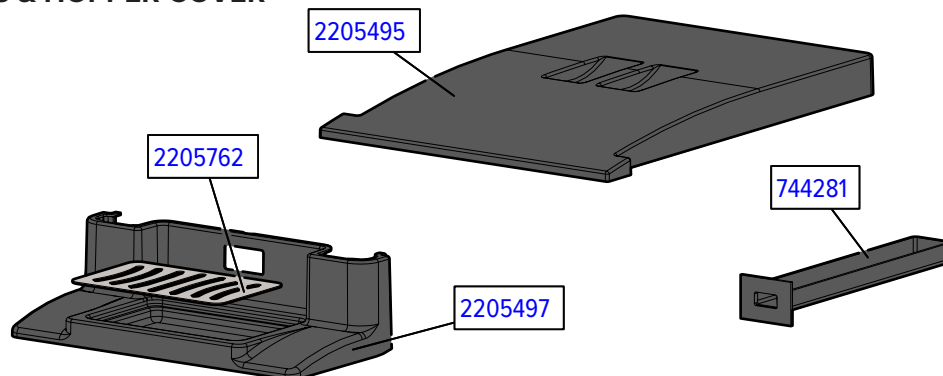
| Part Number              | Description                                   | Quantity |
|--------------------------|-----------------------------------------------|----------|
| <a href="#">482019</a>   | Knob - Front Door (Black)                     | 4        |
| <a href="#">624678-5</a> | O-Ring - Rear Seal - Black (5 Pack)           | 1        |
| <a href="#">625352</a>   | O-Ring - Front Door - Black                   | 1        |
| <a href="#">666786</a>   | Seal - Rear Auger - Black                     | 1        |
| <a href="#">2204983</a>  | Auger Shaft (2 Scraper Blades Required)       | 1        |
| <a href="#">2205002</a>  | Scraper Blade (2 Required)                    | 2        |
| <a href="#">2205308</a>  | Bearing - Front Auger (2 Scraper Blade Auger) | 1        |
| <a href="#">2205420</a>  | Scraper Blade (1 Required)                    | 1        |
| <a href="#">2205672</a>  | Door Assembly w/Magnet & Lights               | 1        |
| <a href="#">2205707</a>  | Door Assembly w/Magnet (Non-Lit Units)        | 1        |
| <a href="#">2205803</a>  | Auger Shaft (1 Scraper Blade Required)        | 1        |
| <a href="#">2205804</a>  | Bearing - Front Auger (1 Scraper Blade Auger) | 1        |

### 5.3 SPIGOT ASSEMBLY



| Part Number              | Description                                                        | Quantity |
|--------------------------|--------------------------------------------------------------------|----------|
| <a href="#">482064</a>   | Handle Only - "T" (High Flow Spigot Assembly)                      | -        |
| <a href="#">624595-5</a> | O-Ring - Spigot Shaft Plug (Inner) (5 Pack)                        | 1        |
| <a href="#">624654-5</a> | O-Ring - Spigot Shaft Plug (Outer) (5 Pack)                        | 1        |
| <a href="#">624658-5</a> | O-Ring - Spigot Extension (5 Pack)                                 | -        |
| <a href="#">624663-5</a> | O-Ring - Retaining Cap (5 Pack)                                    | 1        |
| <a href="#">624715-5</a> | O-Ring - Spigot Housing (5 Pack)                                   | 1        |
| <a href="#">694248</a>   | Spring - Standard Spigot Assembly                                  | 1        |
| <a href="#">694466</a>   | Spring - High Flow Spigot Assembly                                 | -        |
| <a href="#">2205369</a>  | Spigot Valve Pin - Standard Spigot Assembly                        | 1        |
| <a href="#">2205414</a>  | Spigot Valve Retaining Cap - Standard & High Flow Spigot Assembly  | 1        |
| <a href="#">2205417</a>  | Spigot Housing (Push-Pull Tube) - Standard Spigot Assembly         | 1        |
| <a href="#">2205621</a>  | Handle Only - Spigot Push-Pull (Molded) - Standard Spigot Assembly | 1        |
| <a href="#">2205766</a>  | Spigot Lock Clip - Standard & High Flow Spigot Assembly            | 1        |
| <a href="#">2206047</a>  | Spigot Shaft & Plug Assembly - Standard Spigot Assembly            | -        |
| <a href="#">2208319</a>  | Spigot Housing - High Flow Spigot Assembly                         | -        |
| <a href="#">2208653</a>  | Spigot Assembly - High Flow                                        | -        |
| <a href="#">2208777</a>  | Spigot Shaft & Plug Assembly - High Flow Spigot Assembly           | -        |
| <a href="#">2209096</a>  | Spigot Extension w/O-Ring (Molded)                                 | -        |

### 5.4 TRAYS & HOPPER COVER



| Part Number             | Description               | Quantity |
|-------------------------|---------------------------|----------|
| <a href="#">744281</a>  | Tray - Drain (Front)      | 1        |
| <a href="#">2205495</a> | Cover - Hopper            | 1        |
| <a href="#">2205497</a> | Tray - Drip (Molded)      | 1        |
| <a href="#">2205686</a> | Panel - Drip Tray Support | 1        |
| <a href="#">2205762</a> | Insert - Drip Tray        | 1        |