



Model DQU411
Operator's Manual
513687 Rev.2

Section 1: Introduction

INTRODUCTION

OPERATION

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.

MAINTENANCE

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

TROUBLESHOOTING

PARTS



stoeltingfoodservice.com

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Section 1: Introduction

This manual is divided into the following five sections:

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- A. Parts of the Machine
- B. Specifications

OPERATION

- A. Empty the Freezing Cylinders - Start here if cleaning a machine with mix in it
- B. Disassemble Parts - Start here if cleaning an empty machine
- C. Cleaning Disassembled Parts
- D. Cleaning the Machine
- E. Assembling the Machine
- F. Sanitizing
- G. Freeze Down
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- I. Pump Hose Routing

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- A. Mix Pump Hose Replacement
- B. Mix Pump Hose Cleaning
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- D. Daily Procedures - Night
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- A. Troubleshooting Flow Charts

PARTS

- A. Auger Shaft & Front Door Parts
- B. Cab Tubing

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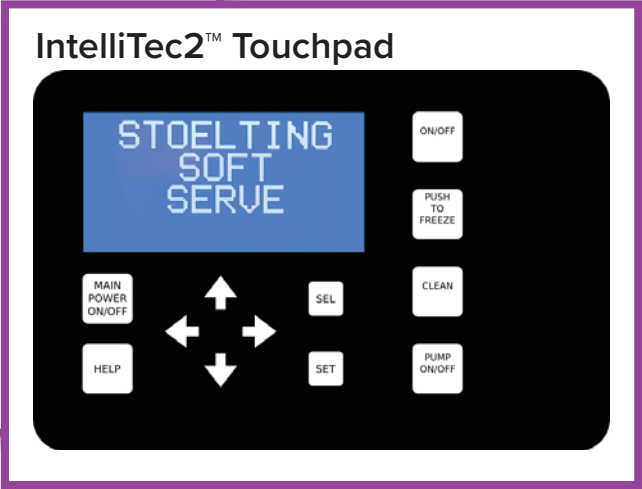
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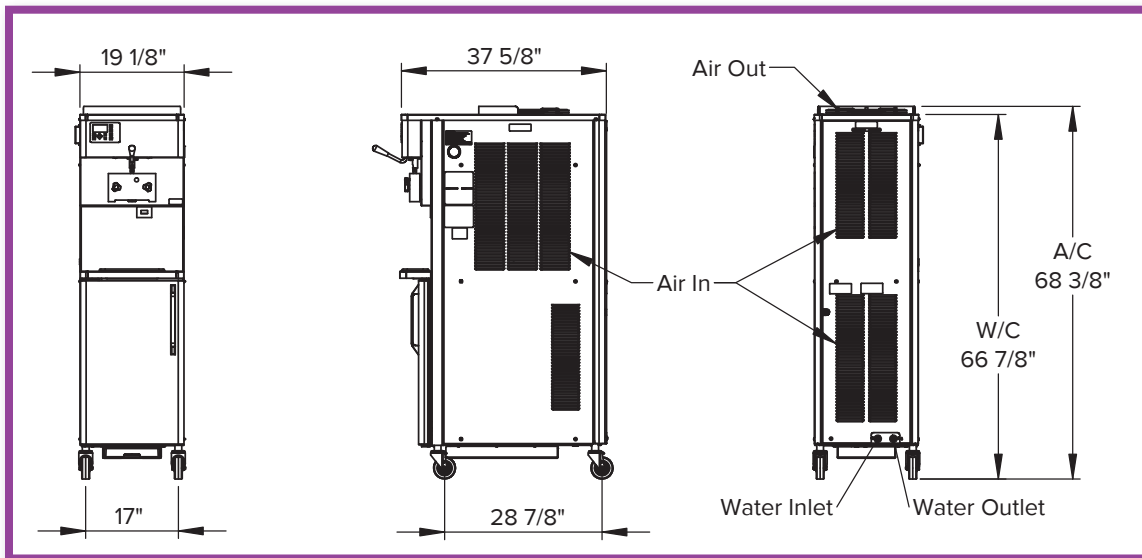
PARTS

A. Parts of the DQU411-I2 Machine



B. DQU411-I2 Specifications

Dimensions	DQU411-I2 Water Cooled		DQU411-I2 Air Cooled	
	Machine	with crate	Machine	with crate
width	19-1/8" (48,6 cm)	34" (86,4 cm)	19-1/8" (48,6 cm)	34" (86,4 cm)
height	66-7/8" (169,9 cm)	78" (198,1 cm)	66-7/8" (169,9 cm)	78" (198,1 cm)
depth	37-5/8" (95,6 cm)	48" (121,9 cm)	37-5/8" (95,6 cm)	48" (121,9 cm)
Weight	450 lbs (204,1 kg)	650 lbs (294,8 kg)	450 lbs (204,1 kg)	650 lbs (294,8 kg)
Electrical	1 PH	3 PH	1 PH	3 PH
running amps	17A	15A	18A	16A
connection type	NEMA L6-30P	NEMA L15-30P	NEMA L6-30P	NEMA L15-30P
Compressor	15,000 Btu/hr Scroll™ Compressor Cabinet - 1,300 Btu/hr Compressor			
Drive Motor	2 hp			
Cooling	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. Ideal EWT of 50°-70°F.		Air cooled units require 3" (7.6 cm) air space at the back and sides.	
Hopper Volume	Two - 8 gallon (30,28 liters)			
Freezing Cylinder Volume	1.33 gallon (5,4 liters)			



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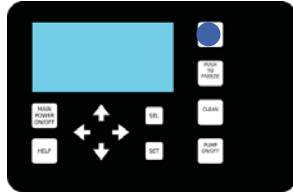
TROUBLESHOOTING

PARTS

A. Empty the Freezing Cylinders

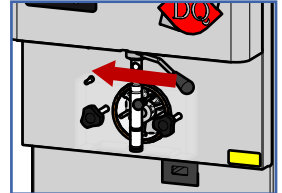
A.1

Turn off freezing cylinder.



A.4

Open the spigot to drain the product into a container until the container is full. Empty the container and repeat until product has been drained from the freezing cylinder.



A.2

In the cab, disconnect the bag adapter and place it in a bucket filled with cool tap water.

Remove the mix bag and store it in the cooler.

A.5

Refill the bucket in the cab with cool tap water (or Stera Sheen). Allow the freezing cylinder to fill then drain the water into a container. Repeat until the water draining from the freezing cylinder is clear.

NOTE

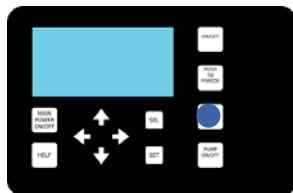
Optional: Fill the bucket with Stera Sheen solution to make cleaning parts easier after disassembly.

NOTE

If the “Clean Time Exceeded” warning is displayed on the IntelliTec2™, turn the freezing cylinder on and off again and press the Clean button to clear the warning.

A.3

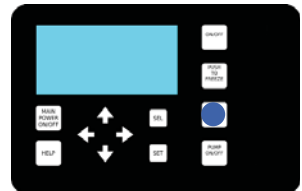
Press the Clean button.



A.6

Remove any remaining water from the bucket in the cabinet.

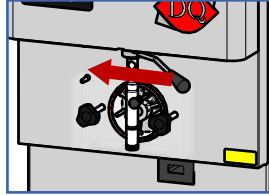
Drain the water and press the Clean button to stop the auger.



A.7

Remove the bucket in the cab and turn on the pump to clear any remaining liquid in the hoses.

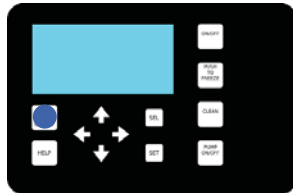
Open the spigot to drain the freezing cylinder.



Auger Flight Wear

A.8

Press and hold the Main Freezer Power button for three seconds to turn off the power.



B. Disassemble Parts

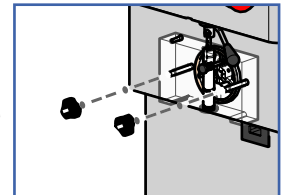
Before using the machine for the first time, complete machine disassembly, cleaning and sanitizing procedures need to be followed. Routine cleaning intervals and procedures must comply with the local and state health regulations. Inspection for worn or broken parts should be made at every disassembly 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. Check the wear line on the auger flights on a regular basis and replace as needed.

1. Front Door Disassembly

B.1

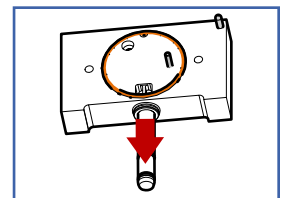
Remove the spigot extension or rosette cap if installed.

Unscrew the knobs on the front door and remove the door.



B.2

Remove the front door o-ring and remove the spigot from the front door.

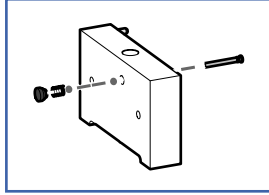


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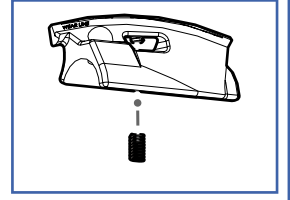
B.3

Remove the air bleed valve from the front door.



B.7

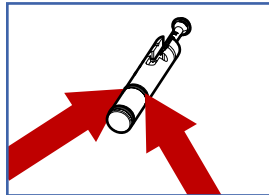
Unscrew springs from the auger flights.



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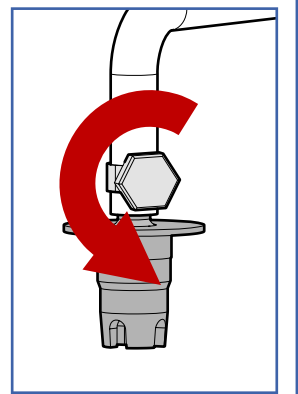
B.4

Remove all o-rings from parts by first wiping off the lubrication using a clean towel. Then squeeze the o-ring upward to form a loop. Roll the o-ring out of the groove.



B.8

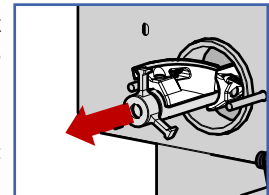
Unscrew the hose clamp on the bag adapter and remove the bag adapter.



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B.5

Remove front auger support and bushing and remove the auger from the freezing cylinder. As the auger is being pulled out, remove the plastic flights with springs.



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B.6

Wipe any remaining lubricant off the hex end of the auger and remove the rear seal assembly and o-ring.

Wipe any remaining lubricant off of the parts.

B.9

If the pump hoses require cleaning and inspection, follow the steps in Section 3.

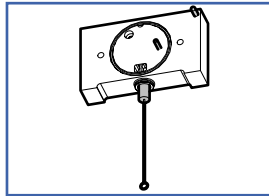
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C. Cleaning Disassembled Parts

Disassembled parts require complete cleaning, sanitizing and air drying before assembling. Local and state health codes will 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.

C.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 all holes in the front door, flights, mix pickup assembly, etc.



NOTE

Be sure to use the brushes that shipped with the machine to properly clean the parts.

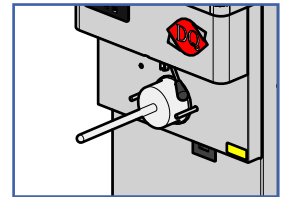
C.2

Rinse all parts with clean 90° to 110°F (32°C to 43°C) water. Then place all parts in a sanitizing solution for at least 1 minute, then remove and let air dry completely before assembling in machine.

D. Cleaning the Machine

D.1

Using a detergent solution and the large barrel brush provided, clean the freezing cylinder by dipping the brush in the solution and brushing the inside of the freezing cylinder.



Make sure to thoroughly clean the rear seal surface on the inside of the freezing cylinder.

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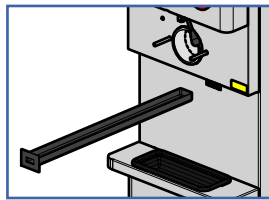
D.2

Wrap the brush in a clean cloth and thoroughly dry the freezing cylinder.

OPERATION

D.3

Remove the drain tray from the front of the machine. Remove the drip tray from the front panel. Clean and replace the trays.



MAINTENANCE

D.4

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. A mild alkaline cleaner is recommended. Use a soft cloth or sponge to apply the cleaner. For best results, wipe with the grain of the steel.

TROUBLESHOOTING

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E. Assembling Machine

NOTE

Total Blend or equivalent must be used when lubrication of machine parts is specified.

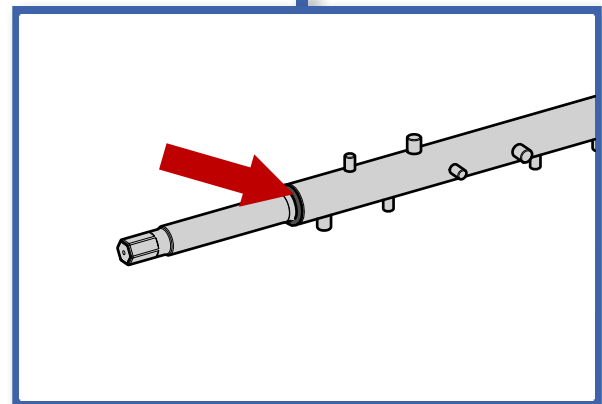
The USDA and FDA require that lubricants used on food processing equipment must be certified for this use. Use lubricants only in accordance with the manufacturer's instructions.

NOTE

Stoelting recommends allowing the parts to air dry before assembling.

E.1

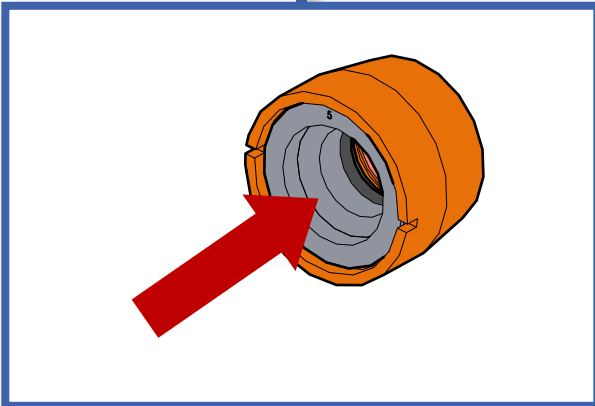
Install the rear seal o-ring onto the auger. Lubricate the outside of the o-ring with a generous amount of sanitary lubricant.



E.2

Install the adapter into the rear seal WITHOUT LUBRICANT. Then lubricate the inside of the adapter and install it onto the auger.

DO NOT lubricate the outside of the rear seal.



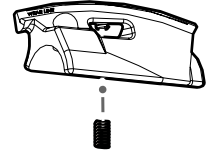
E.3

Lubricate the hex end of the auger with Total Blend.



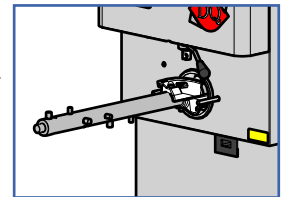
E.4

Screw the springs onto the studs in the plastic flights. The springs must be screwed into the flights completely to provide proper compression.



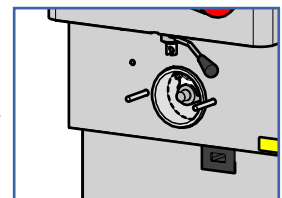
E.5

Install the two plastic flights onto the rear of the auger and insert it part way into the freezing cylinder.



E.6

Install the remaining plastic flights, push the auger into the freezing cylinder and rotate it slowly until the auger engages the drive shaft.



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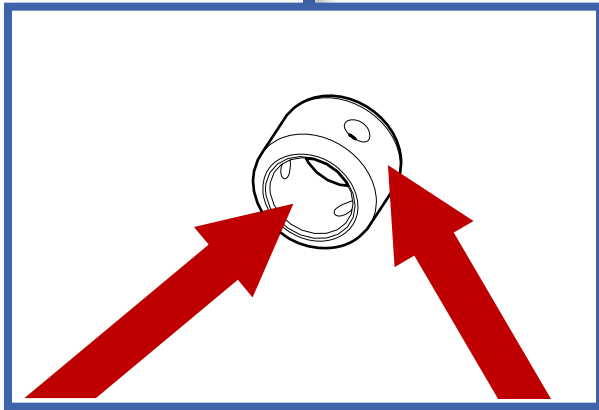
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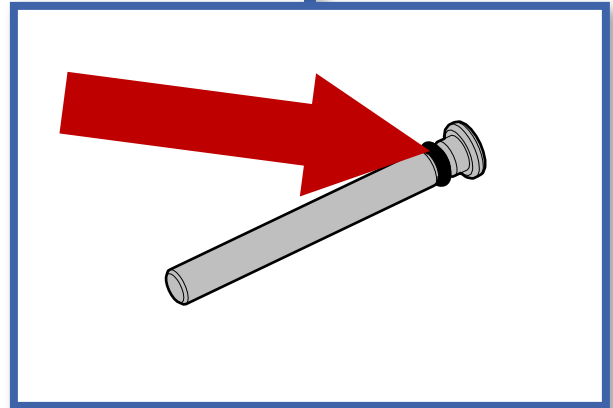
E.7

Apply a thin layer of sanitary lubricant to the inside and outside of the auger support bushing.



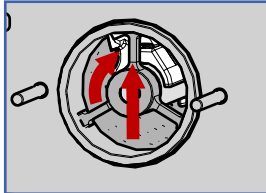
E.9

Assemble the air bleed valve o-ring onto the air bleed valve. Position the o-ring into the groove. Apply a thin film of sanitary lubricant to the o-ring.



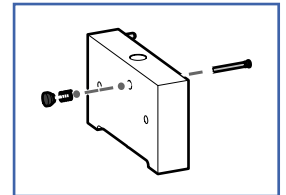
E.8

Install the bushing onto the auger support and install the auger support into the front of the auger. Rotate the auger support so that one leg of the support points straight up.



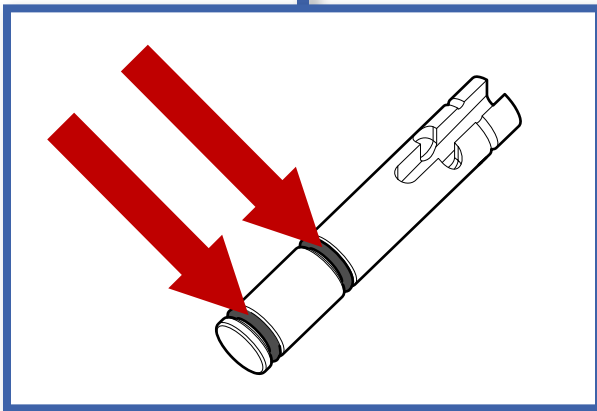
E.10

Insert the air bleed valve into the back of the front door. Install the compression spring onto the air bleed valve then screw the knob on finger tight.



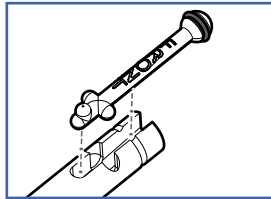
E.11

Install the o-rings onto the spigot. Apply a thin layer of sanitary lubricant to the o-rings on the spigot body.



E.12

Insert the spigot top adapter into the spigot body. Make sure the "FRONT" raised lettering faces towards the front.

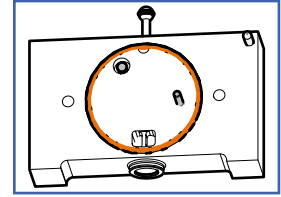


E.13

Insert the spigot bodies into the door from the bottom and push them upwards. Keep the spigot top adapters facing towards the front.

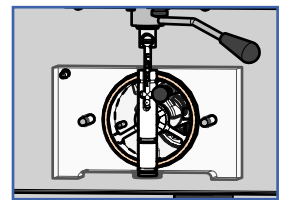
E.14

Fit the front door o-ring into the groove on the rear of the front door.



E.15

Place the front door assembly on the mounting studs and the push front door against the machine carefully.

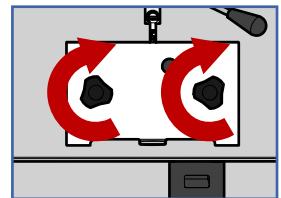


NOTE

Make sure the pins on the front door do not touch the legs of the auger supports.

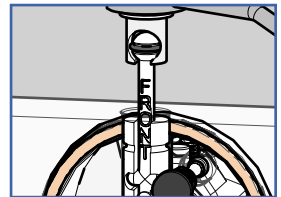
E.16

Secure the front door to the machine by placing the knobs on the studs and tightening until finger tight. Do not overtighten. Proper o-ring seal can be observed through the transparent front door.



E.17

Press the ball on the adapter into the spigot socket.



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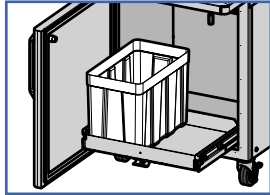
TROUBLESHOOTING

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3. Pump Hose Assembly

E.18

Place the mix container on the shelf in the cabinet.

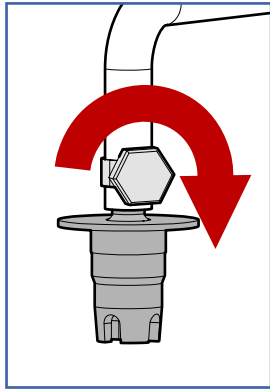


NOTE

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

E.19

Install the bag adapter in the cab using a hose clamp.



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°F to 110°F (32°C 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 to provide a 100 parts per million strength solution.

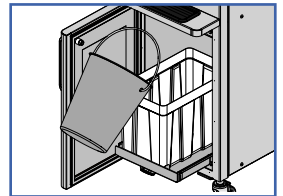
F. Sanitizing

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

F.1

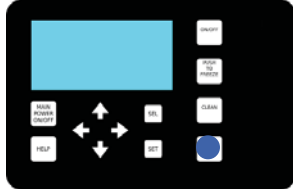
Prepare 2 gallons of sanitizing solution. Following the sanitizer manufacturer's instructions for preparing the sanitizing solution.

Pour the sanitizing solution into the mix container.



F.2

Press the Main Power button. Then press the Pump button to turn the pump ON.



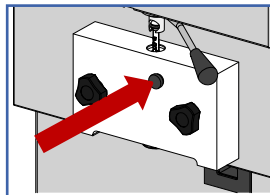
F.3

Check for leaks when the freezing cylinder is first pressurized with sanitizing solution.

1. Check for leaks at the front door seal.
2. Check the drain tray located in the front panel for leaks coming from the rear seal of the auger.
3. Check the inside of the cab unit for leaks at the hose connections.

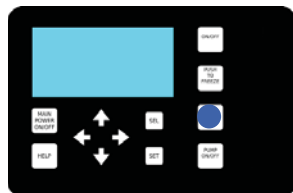
F.4

After the pump shuts off, press the air bleed valve to release the air pressure. Allow water to fill the freezing cylinder.



F.5

Press the CLEAN button to start the auger rotating. The IntelliTec2™ display shows a 5-minute timer.



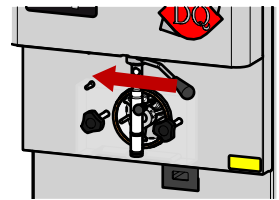
F.6

While the cylinder is being sanitized complete the following:

1. Use a sanitized soft bristle brush dipped in sanitizing solution to clean the mix container.
2. Empty the sanitizer from the container.
3. Install spigot extension and rosette cap (if applicable).

F.7

After the five minute timer expires, open the spigot to drain the sanitizing solution into a container.



When the solution has drained, press the Pump and Clean buttons to stop the pump and auger. Allow the freezing cylinder to drain completely. The machine is now sanitized and ready for adding mix.

G. Freeze Down

Sanitize immediately before use.

Make sure the display shows the freezing cylinder is off. If it is not, press the On/Off button to turn it off.

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G.1

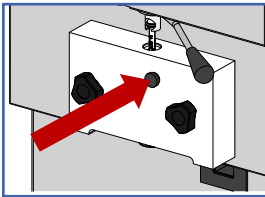
Install the bag adapter into a bag of mix.
Close the cab door.
Press the Pump button to turn the pump on.

G.2

Place a container under the spigot and open the spigot to allow the mix to flush out about 8 ounces (0.23 liters) of sanitizing solution and liquid mix.

G.3

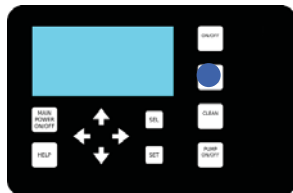
Allow the cylinder to fill until the pump shuts off. Press the valve to release pressure in the cylinder.



The cylinder will be filled to the proper level after the pump shuts off the second time.

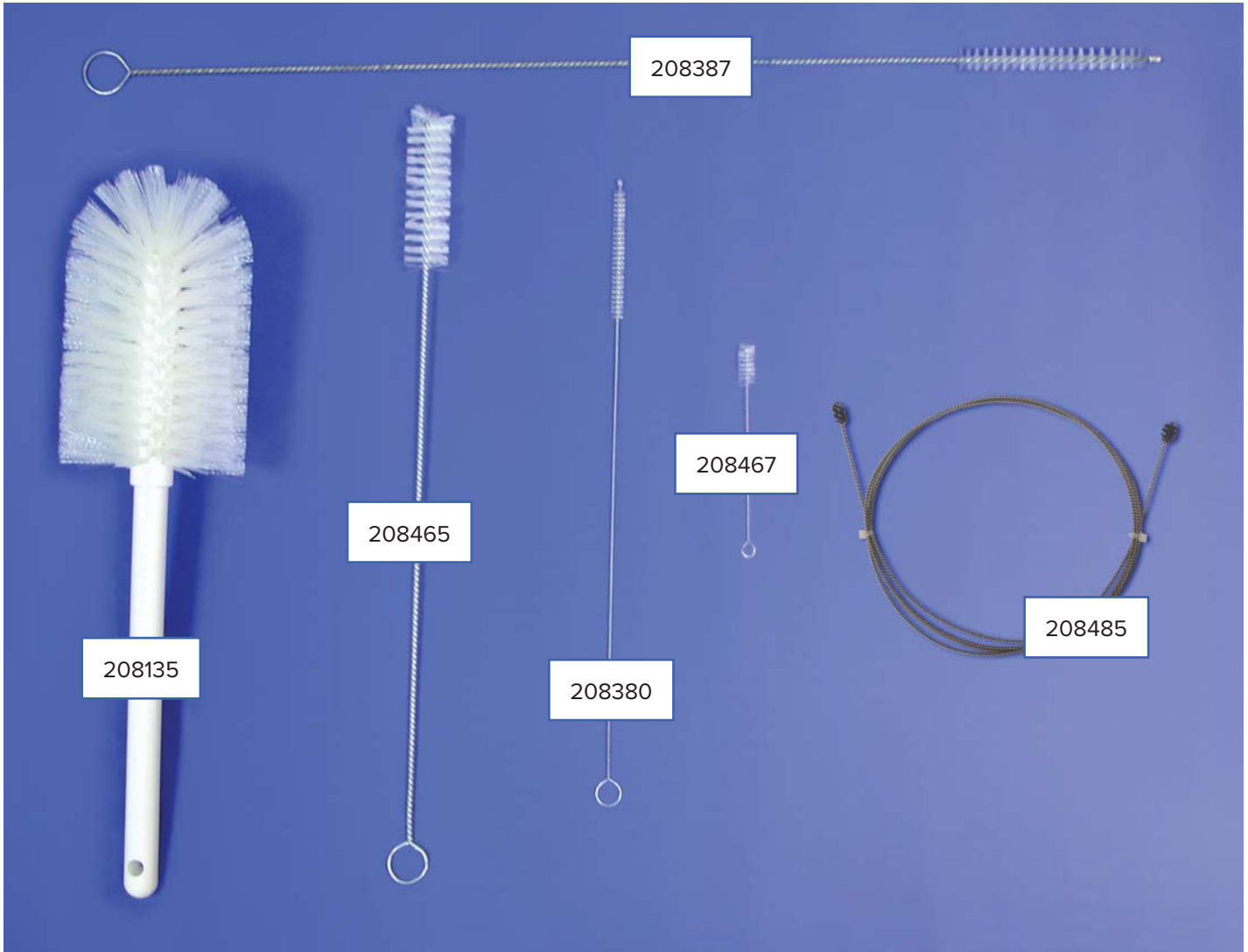
G.4

Press the On/Off button to turn on the freezing cylinder then press the Push to Freeze button.



When the product is ready, the display will read “SERVE” or “SERVE 2”. Open the spigot to dispense product.

H. Brushes for Cleaning



Part Number	Where Used
208135	Freezing cylinder
208465	Front door, check valve block, pump hose
208380	Front door, pump hose, mix sensor
208467	Front door, manifold, check valve block
208485	Coiled hose
208387	Front door, pump hose, manifold, mix sensor, mix tube

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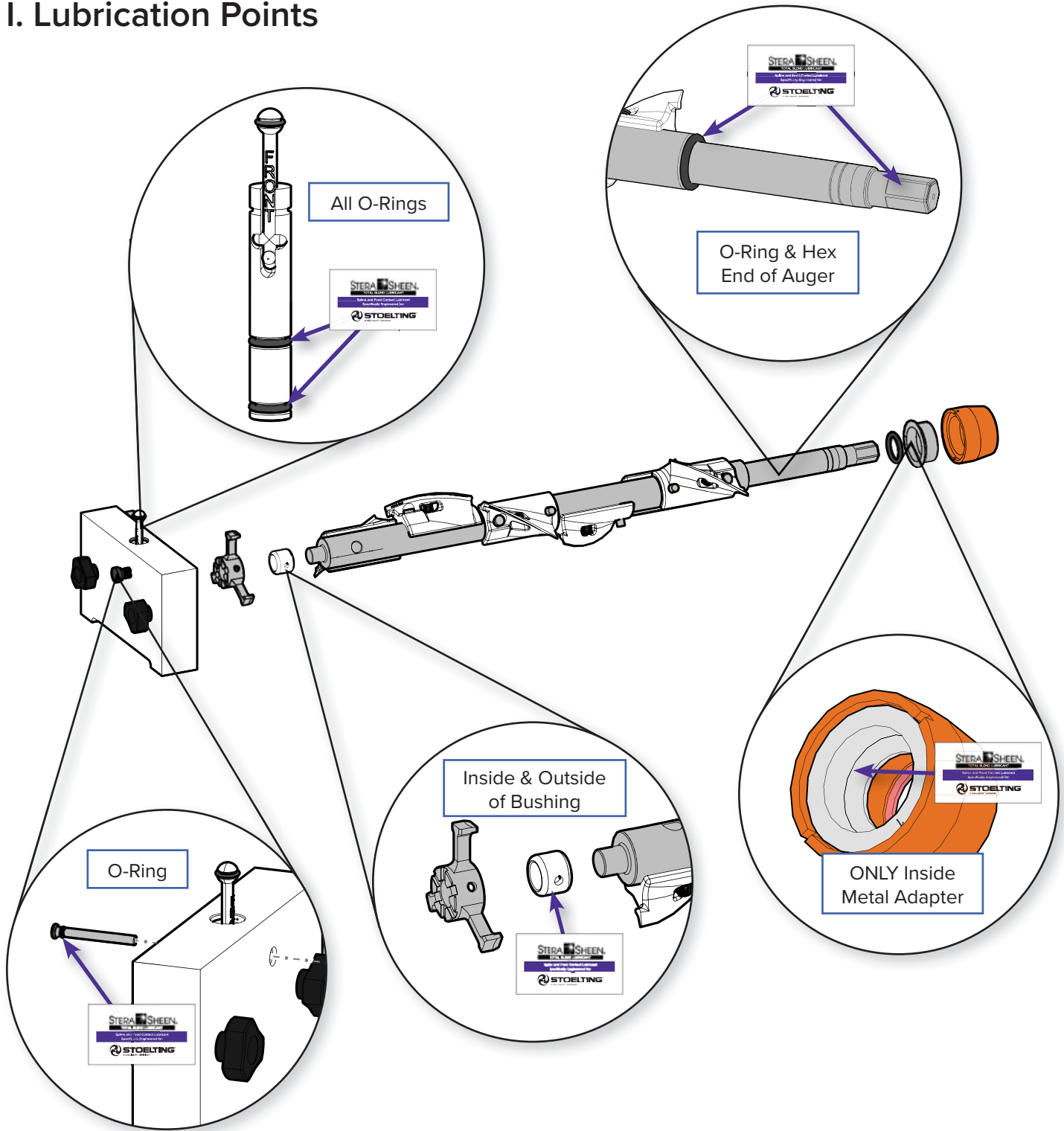
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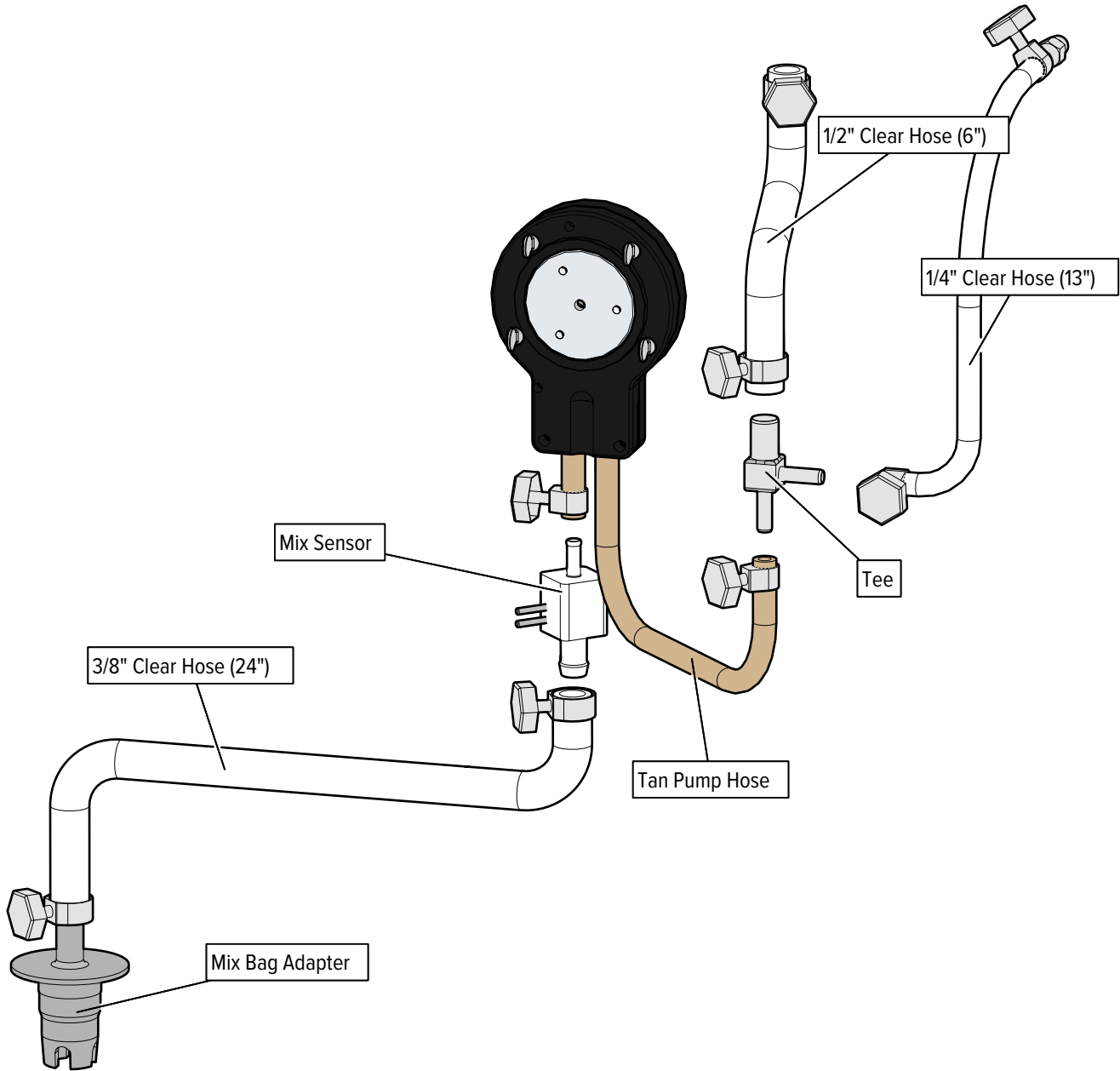
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I. Lubrication Points



J. Pump Hose Routing



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A. Mix Pump Hose Replacement

NOTE

Replace pump hose every 800 gallons or every 2 weeks, whichever occurs first.

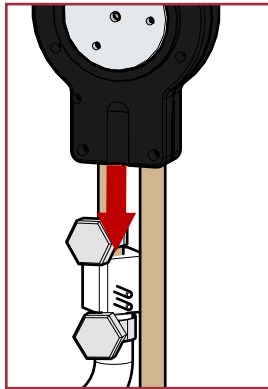
Replace the hose during the cleaning process.

Use only genuine Stoelting parts to prevent risk of failure.

A.1

Turn the pump on and pull down on the pickup end of the tan hose until a few inches of tubing is visible. The pickup end is on the left side.

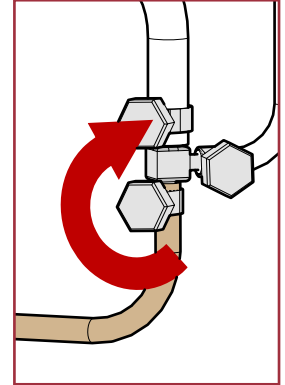
Then turn the pump off.



A.2

Loosen the clamps on the tan hose at the mix sensor and the tee.

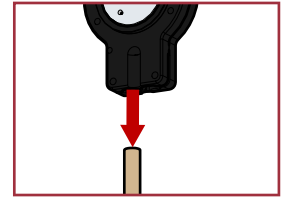
Disconnect the hose at both ends.



A.3

Turn the pump on and pull the hose out of the black cover.

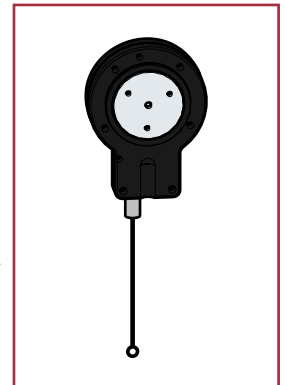
Then turn the pump off.



A.4

Rotate the pump rollers so one of the rollers is at the 6:00 position.

With a brush, clean the roller assembly with detergent water, then with clear water.

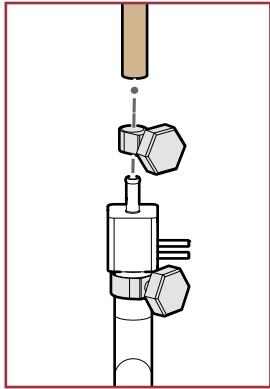


NOTE

Tan pump hose must be replaced with OEM part 756204 to prevent risk of failure.

A.5

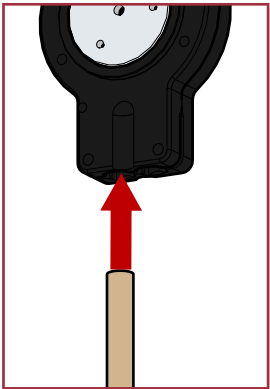
Connect a new length of tan hose to the mix sensor using a clamp.



A.6

Turn the pump on and feed the other end of the tan hose into the left side of the black cover.

Face the natural curve of the tan hose towards the outside of the cover to prevent the hose from looping around twice.

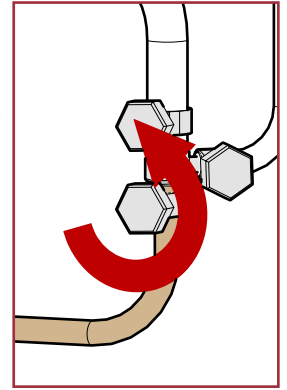


A.7

As the hose feeds through the cover, orient the mix sensor at an angle so the sensor wire is not kinked or bent at a sharp angle.

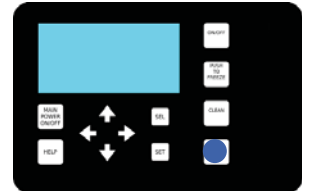
Then turn the pump off.

Connect the hose to the tee.



A.8

Press and hold the Pump button until the pump hose reset message appears on the screen.



A.9

Continue normal cleaning and sanitizing procedures.

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B. Mix Pump Hose Cleaning

NOTE

Any cleaning procedure must always be followed by sanitizing before filling the machine with mix.

The mix pump is approved for CIP (clean-in-place). It is thoroughly cleaned when the cleaning solution is pumped through the machine.



WARNING

Hazardous Moving Parts

Revolving pump head can grab, mangle, and cause serious crushing injury. Make sure the display shows the freezing cylinders and pump are off. If they are not, press the On/Off button and Pump button to turn them off.

CAUTION

System Under Pressure

Never disconnect hoses from the machine or the pump without first opening the spigot to relieve pressure.

1. Disassembly and Hose Cleaning

B.1

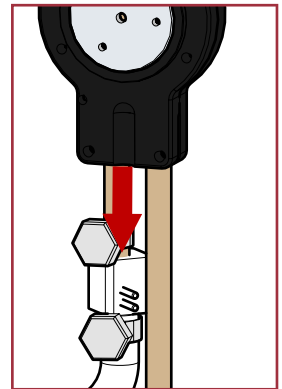
Disconnect the wires from the low mix sensor.

B.2

Turn the pump on and pull down on the pickup end of the tan hose until a few inches of tubing is visible. The pickup end is on the left side.

Then turn the pump off.

Loosen the clamp on the tan hose and disconnect the hose at the low mix sensor.



B.3

Turn the mix pump on and pull the tan hose out of the black cover clamp then turn the mix pump off.

B.4

Loosen the clamp on the mix tube at the top of the cab and remove the hose from the tube.

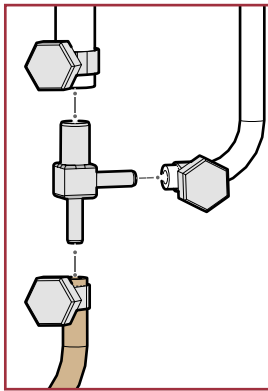
Loosen the clamp on the air tube at the back wall of the cab.

B.5

Remove the hose assembly from the cab.

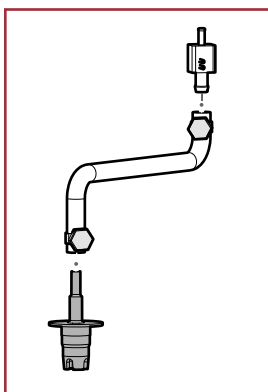
B.6

Loosen the clamps connecting the hoses to the tee and disconnect the hoses.



B.7

Loosen the clamps on the bag adapter and mix sensor and disconnect the hose.



2. Inspect and Cleaning

B.8

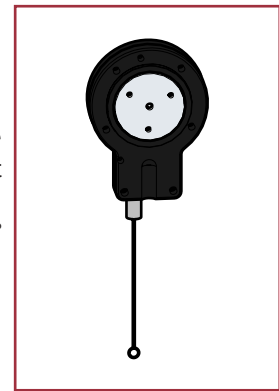
Inspect all the parts for wear and replace as necessary.

B.9

Thoroughly clean the parts with 90° to 110°F detergent water and brushes provided. Rinse with clean, 90° to 110°F water.

B.10

Wash the mix tube and the roller assembly in the cabinet with the detergent water and brushes. Rinse with clean, 90° to 110°F water.



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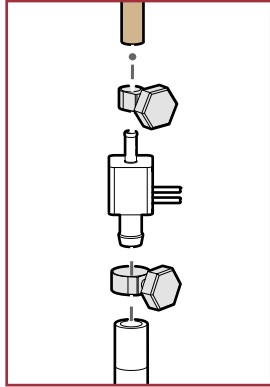
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3. Reassembly

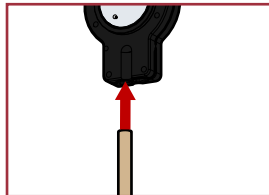
B.11

Connect the tan hose and the clear hose to the low mix sensor.



B.12

Turn the pump on and feed the tan hose into the left side of the black cover clamp.



NOTE

Face the natural curve of the tan hose towards the outside of the cover to prevent the hose from looping around twice.

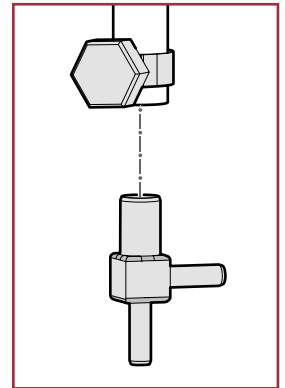
B.13

Once the hose feeds through the cover, turn the pump off.

B.14

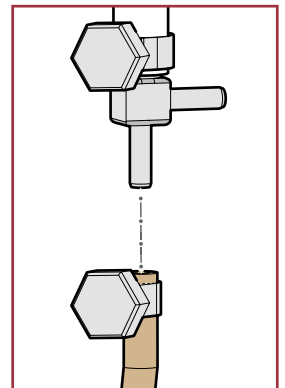
Connect the clear hose to the top of the tee and tighten the clamp.

Insert the other end of the clear hose onto the mix tube at the top of the cabinet.



B.15

Connect the tan hose to opposite end of the tee and tighten the clamp.

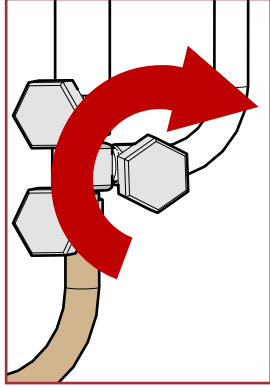


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B.16

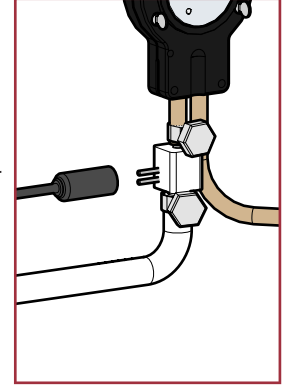
Connect the air hose to the tube at the back wall of the cab and tighten the clamp.

Connect the other end onto the tee and tighten the clamp.



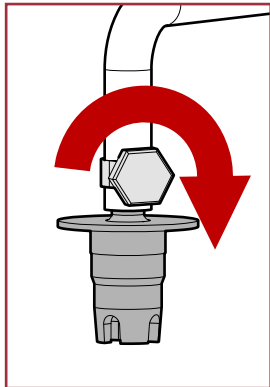
B.18

Connect the low mix sensor wires to the sensor



B.17

Adjust the clear hose so that it is not kinked and tighten the clamp holding the hose to the bag adapter.



B.19

Sanitize assembled machine as per instructions outlined in Section 2 F.

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C. Fine Consistency Adjustment

Product consistency can be adjusted on the Fine Consistency Adjustment Screen.

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C.1

From the Current Status screen, press the left arrow button to access the password screen.

Current Status	01/01/01
	12:34:56
Left	Serve
Right	Sleep 1
Storage Left	On
Storage Right	On
_ Service Company	

Press the right arrow then the SEL button.

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C.2

Press the SET button on the Fine Consistency Adjustment screen. And use the arrows to change the value.

Fine Consistency Adjustment	
Cylinder	Right
Changing the fine consistency changes the firmness of the product.	
Consistency CutIn Limit	00
Consistency CutOut Limit	00
_ Fine Consistency	00.0

Increase the value for higher consistency (thicker). Change the +/- symbol to "-" and adjust the value for lower consistency (thinner) product.

Make adjustments in increments of 5 for best results. Allow 3-4 draws or 30 minutes for the changes to take effect.

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C.3

Press the SET button to save the changes.

Press the SEL button to toggle between freezing cylinders.

C.4

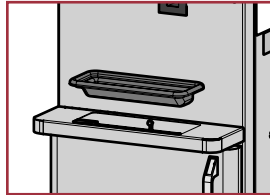
Press the left arrow button when done to return to the Current Status screen.

Section 3: Maintenance Daily Procedures

D. Daily Procedures - Night

D.1

Remove the drip tray from the front of the machine. Clean the tray and reinstall it.



D.2

Remove the spigot extensions. Clean and sanitize them and let them air dry.

D.3

Clean the underside of the clear front door and the exposed portion of the spigots with mild detergent water and then with sanitizing solution.

D.4

Wipe the exterior clean with a mild detergent water to remove spilled or dried mix and wipe dry.

E. Daily Procedures - Morning

E.1

Clean the underside of the clear front door and the exposed portion of the spigots with brushes and a mild detergent water and then with sanitizing solution.

E.2

Install the spigot extensions.

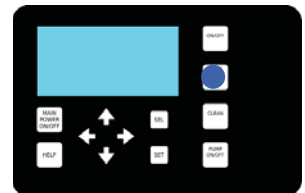
E.3

Check the mix level of the mix bags in the cab.
Add new mix bags as necessary.

E.4

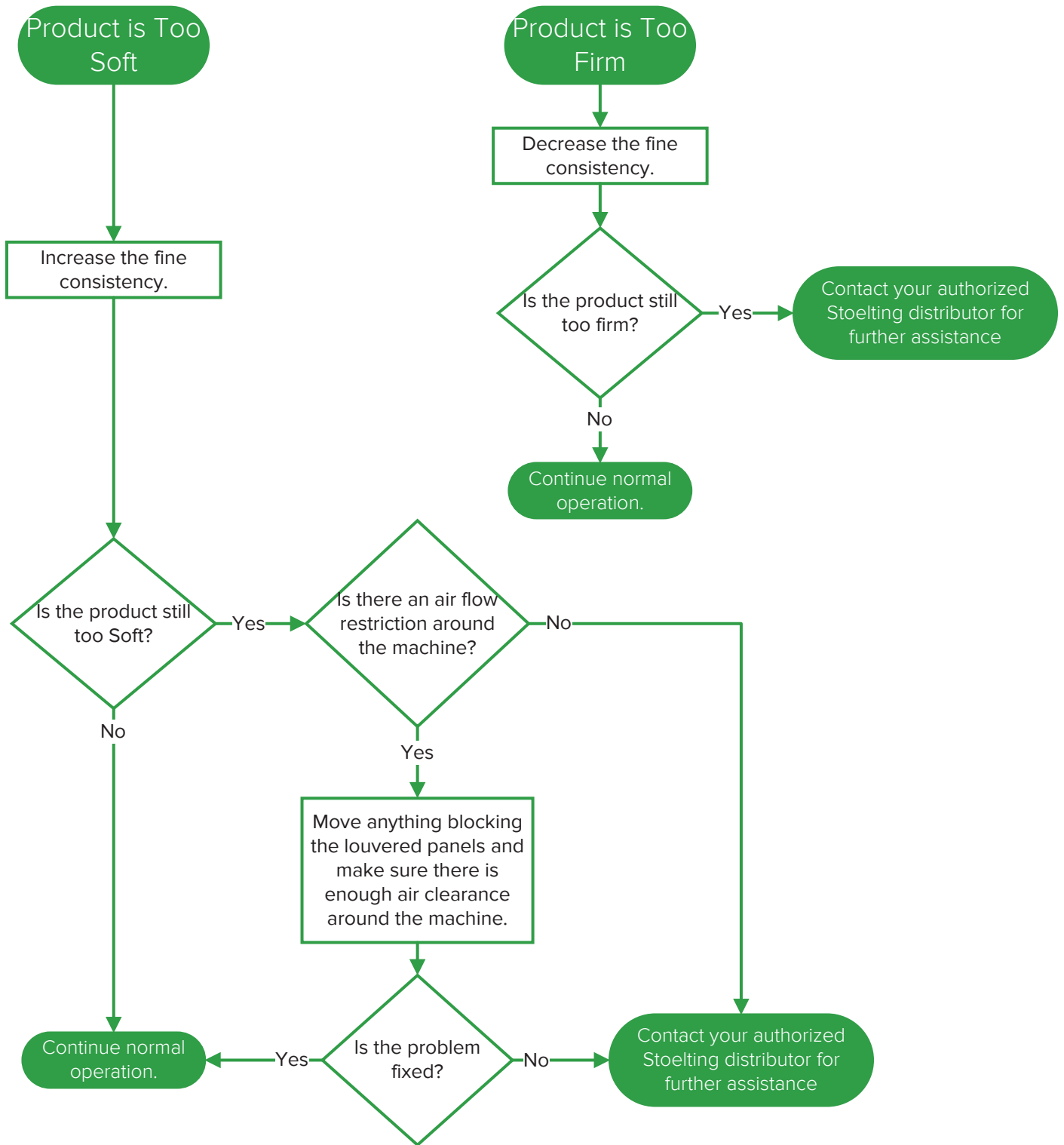
Press the Push To Freeze button to start freezing the product.

When the product is ready, the display will read "SERVE" or "SERVE 2". Open the spigot to dispense product.



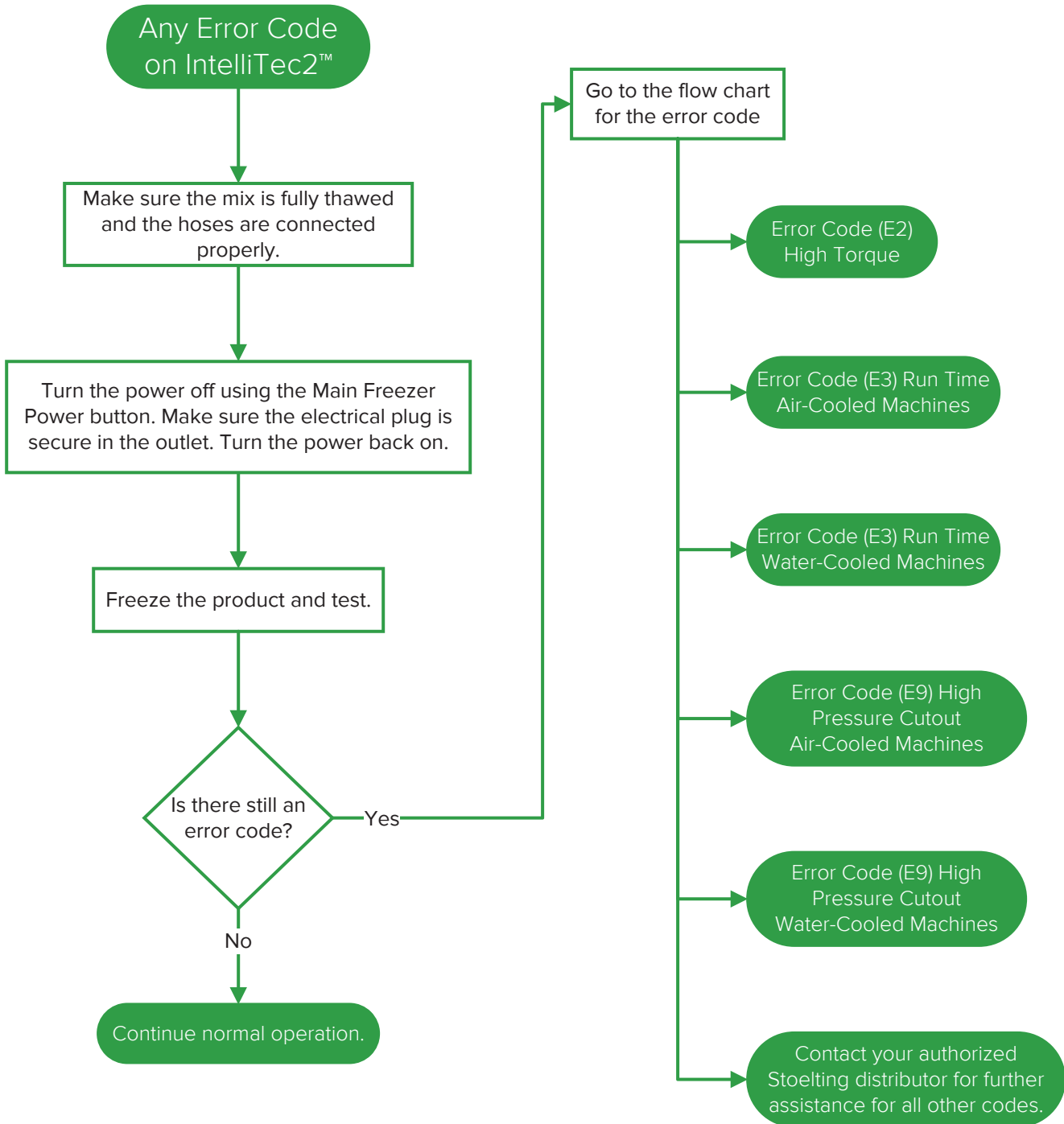
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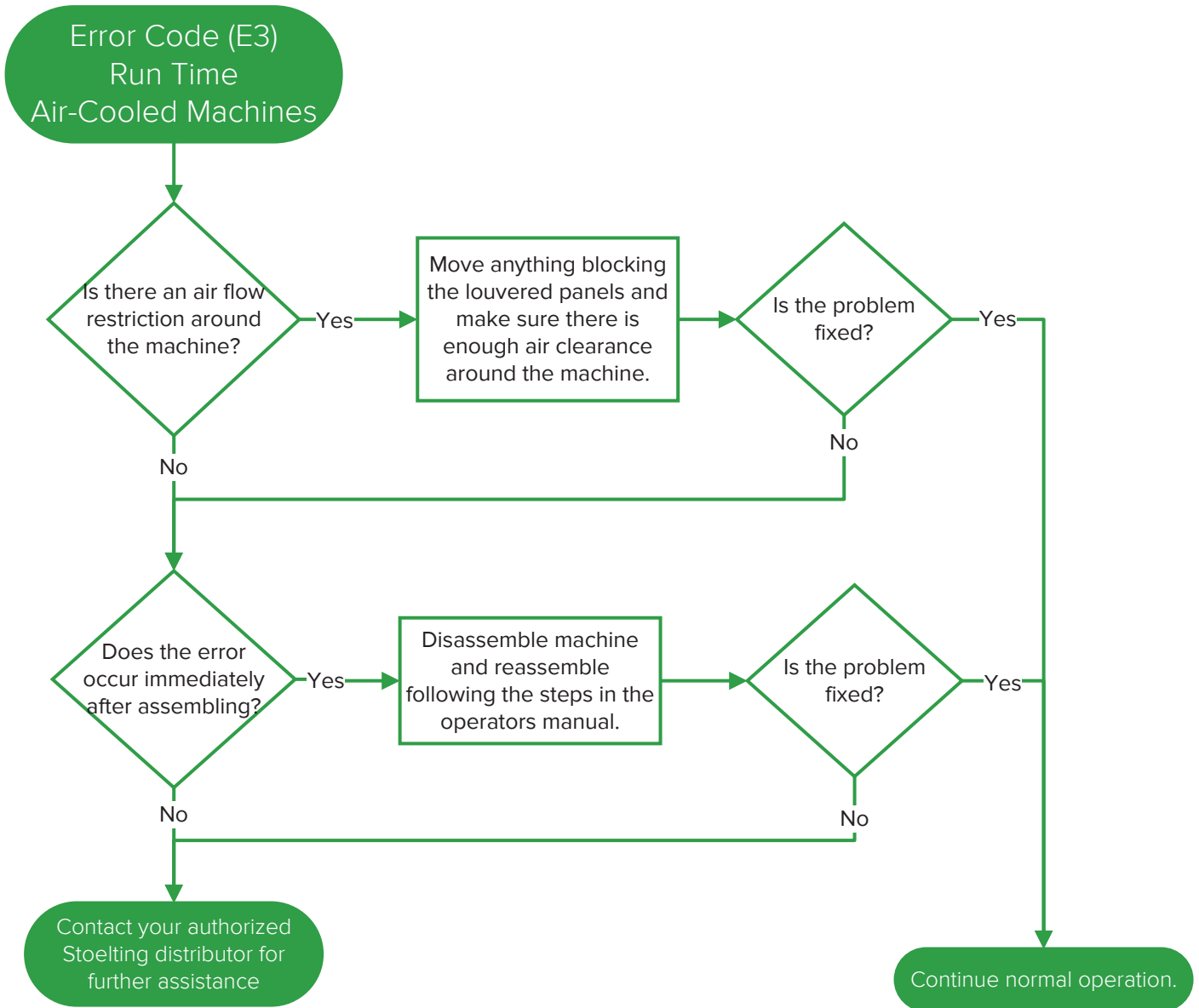
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If an error code appears on the machine complete the steps on the following pages before calling your authorized Stoelting distributor. Oftentimes the issues can be resolved using new/fresh product in a clean and sanitized machine.

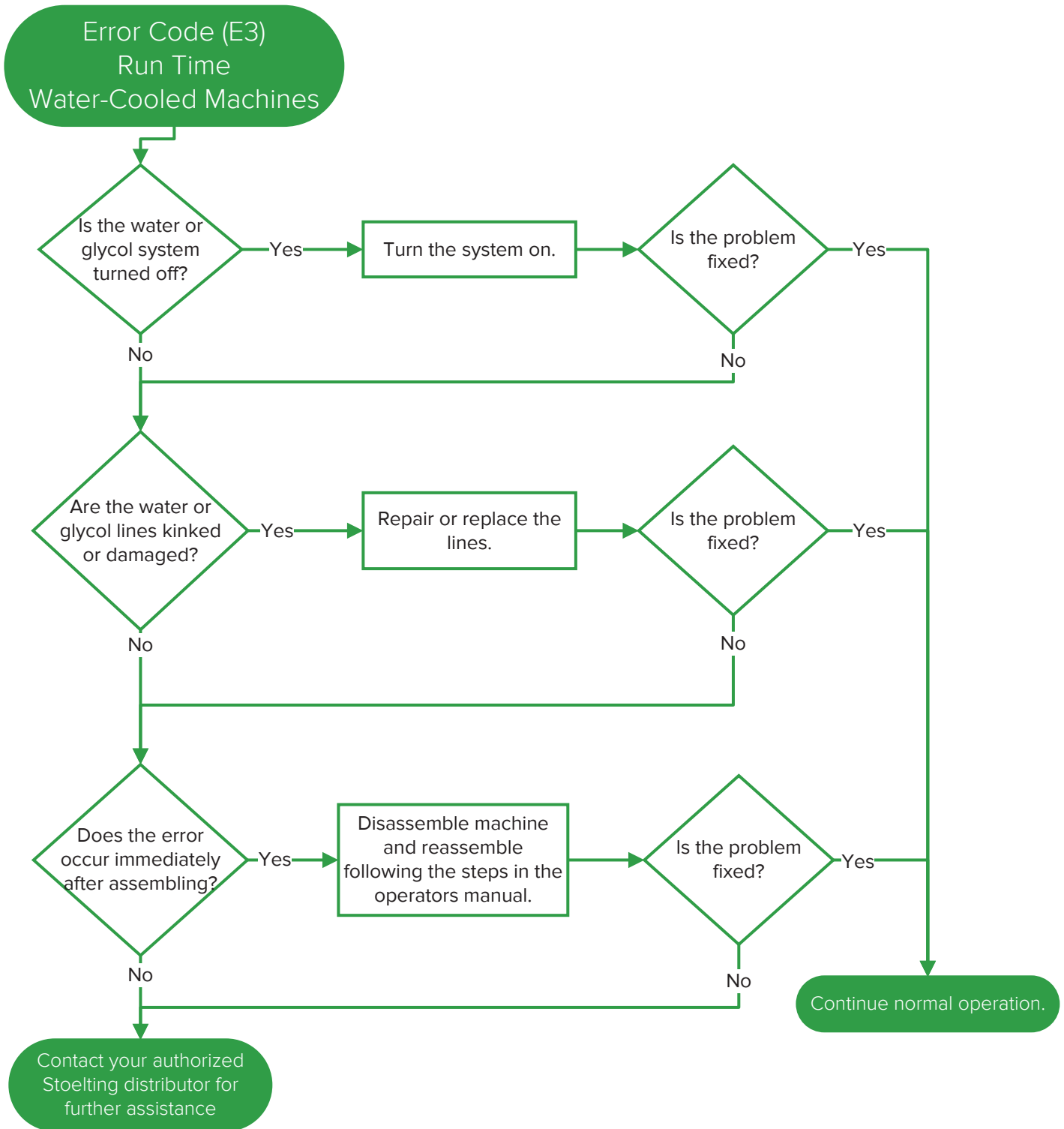


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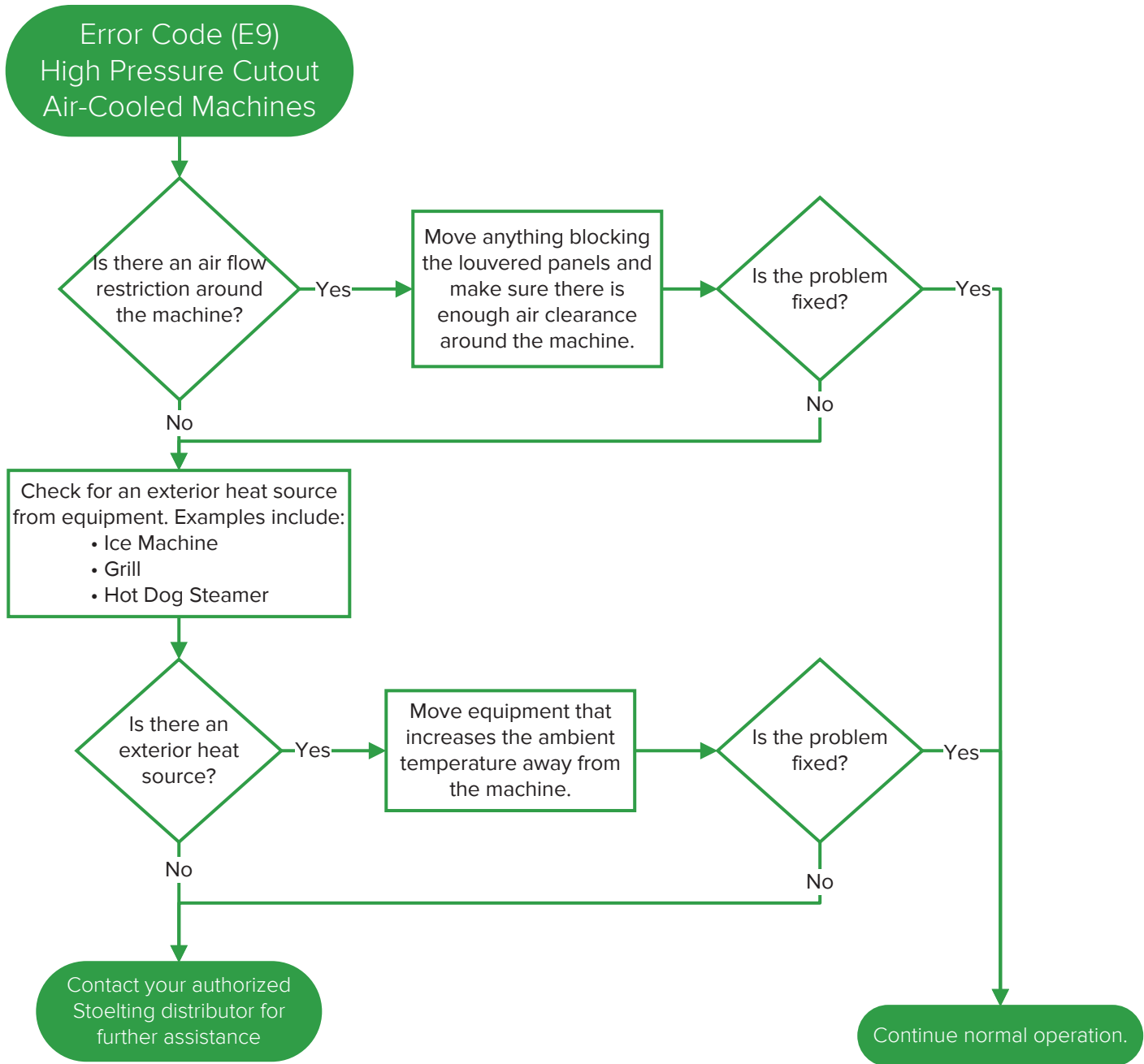


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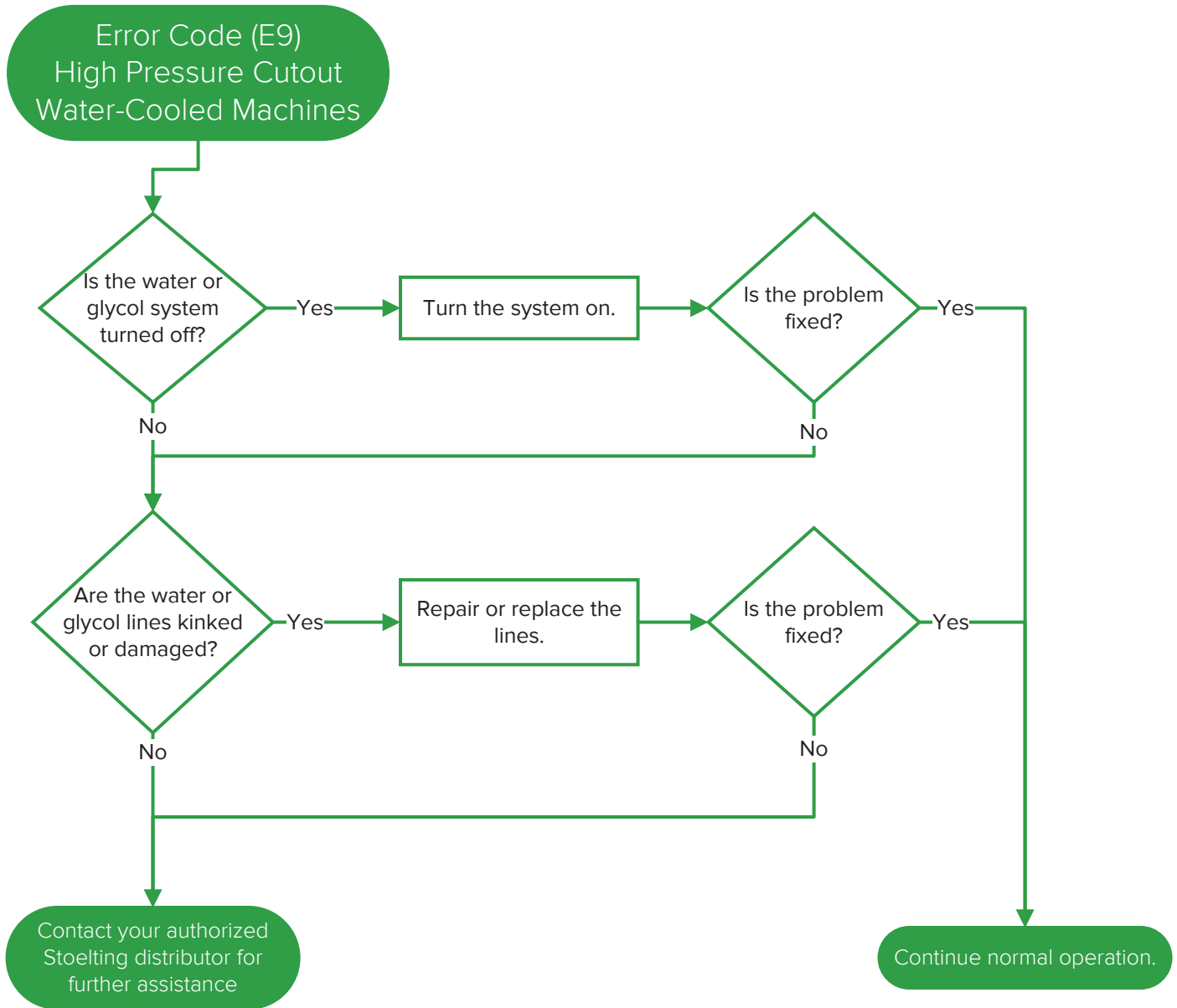


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Section 4: Troubleshooting



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Section 5: Replacement Parts

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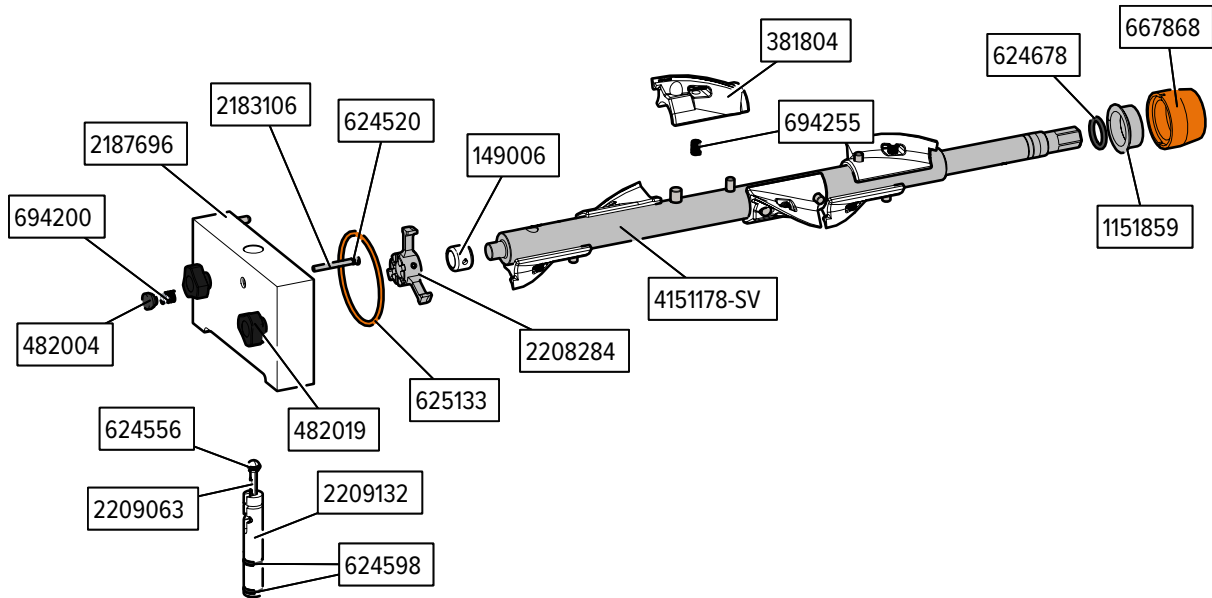
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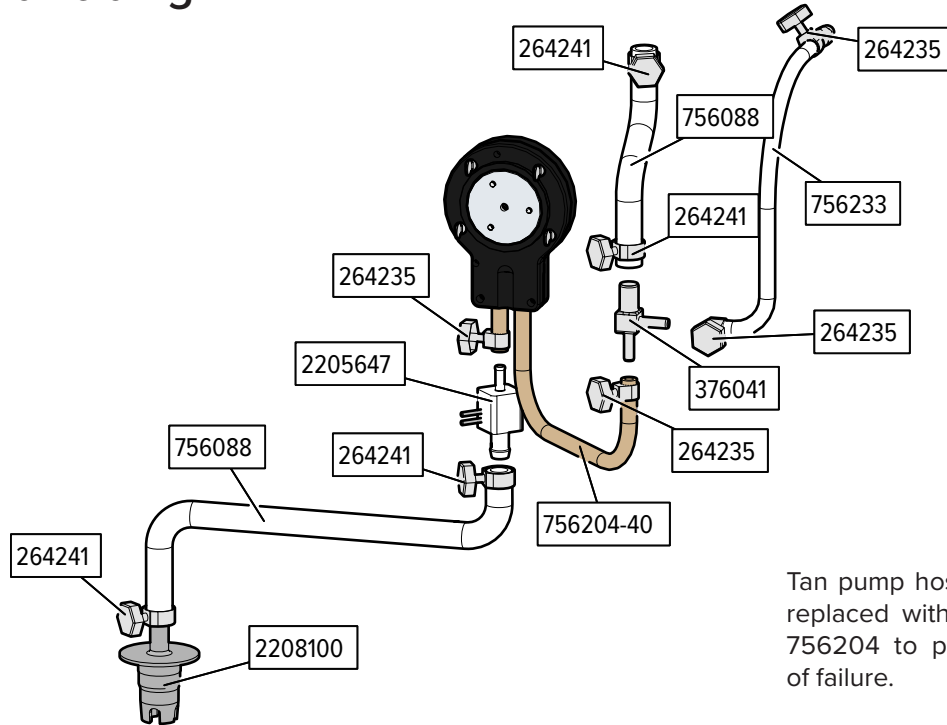
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A.1 Auger Shaft & Front Door Parts



Part Number	Description	Quantity
149006	Bushing w/Holes - Front Auger Support - Clean In Place	1
381804	Auger Flight	6
482004	Knob (Air Bleed Valve)	1
482019	Knob - Front Door (Black)	2
624520	O-Ring - Air Bleed Valve - Black	1
624556	O-Ring - Spigot Top Adapters - Clean In Place - Black	1
624598	O-Ring - Spigot - Black	2
624678	O-Ring - Rear Seal - Black	1
625133	O-Ring - Front Door - Black	1
667868	Seal - Rear Auger (Orange)	1
694200	Spring - Air Bleed Valve	1
694255	Spring - Auger Flight	6
1151859	Adapter - Rear Seal (Code 1)	1
2183106	Valve - Air Bleed	1
2187696	Front Door	1
2208284	Support - Front Auger - Clean In Place	1
2209063	Spigot Top Adapters - Clean In Place	1
2209132	Spigot Body - Clean In Place	1
4151178-SV	Auger Shaft	1

A.2 Cab Tubing



Tan pump hose must be replaced with OEM part 756204 to prevent risk of failure.

Part Number	Description	Quantity
264235	Clamp - Metal (#14) (1/4" ID Tubing) (Cab)	-
264241	Clamp - Metal (#21) (1/2" ID Tubing) (Cab)	-
376041	Tee Connector - 3-Way (Stainless) (Cab)	1
756067	Tubing - 1/4" ID - Clear - Air Line (Per Inch) (Cab)	-
756067-13	Tubing - 1/4" I.D. - Clear - Air Line (Pre-Cut 13" Piece)	-
756088	Tubing - 1/2" ID Clear - Mix Line (300" Increments) (Per Inch) (Cab)	-
756204	Tubing - 1/4" ID - Pump (50' Box Only) (Per Inch) (Cab)	-
756204-40	Tubing - 1/4" ID - Pump (Pre-Cut 40" Piece) (Cab)	-
756233	Tubing - PVC - 1/4" ID (Mix Tube Connections) (Per Inch) (Cab)	-
2205647	Inline Sensor (Cab)	1
2208100	Mix Bag Adapter w/Check Valve - Stainless (Cab)	1

