

# **OPERATOR'S MANUAL**



## **Model C791 and C794 Soft Serve Freezer**

**Original Service Instructions**

087482-M

3/5/2018 (Original Publication)  
(Updated 8/10/20)



## **Section 1: To the Installer**

|                                     |     |
|-------------------------------------|-----|
| Installer Safety.....               | 1-1 |
| Site Preparation.....               | 1-1 |
| Water Connections.....              | 1-2 |
| Electrical Connections.....         | 1-2 |
| Electrical Hookup Installation..... | 1-3 |
| Beater Rotation.....                | 1-3 |
| Refrigerant.....                    | 1-3 |

## **Section 2: To the Operator**

|                           |     |
|---------------------------|-----|
| Operator Information..... | 2-1 |
|---------------------------|-----|

## **Section 3: Safety**

|                            |     |
|----------------------------|-----|
| Installer Information..... | 3-1 |
|----------------------------|-----|

## **Section 4: Operator Parts Identification**

|                                |     |
|--------------------------------|-----|
| Model C791.....                | 4-1 |
| Model C794.....                | 4-3 |
| Beater Door Assembly.....      | 4-5 |
| C791 and C794 Accessories..... | 4-6 |

## **Section 5: User Interface**

|                                |     |
|--------------------------------|-----|
| Model C791 and Model C794..... | 5-1 |
| Symbol Definitions.....        | 5-2 |
| Power Switch.....              | 5-2 |
| MIX REF Key.....               | 5-2 |
| STANDBY Key.....               | 5-2 |
| WASH Key.....                  | 5-3 |
| AUTO Key.....                  | 5-3 |
| Indicator Light—MIX LOW.....   | 5-3 |
| Indicator Light—MIX OUT.....   | 5-3 |
| RESET Button.....              | 5-3 |
| Feed Tube.....                 | 5-4 |
| Adjustable Draw Handle.....    | 5-4 |

**Section 6: Operating Procedures**

Assembly..... 6-1  
Sanitizing..... 6-5  
Priming..... 6-7  
Closing Procedure..... 6-8  
Draining Product from the Freezing Cylinder ..... 6-9  
Rinsing ..... 6-9  
Cleaning..... 6-9  
Disassembly..... 6-9  
Brush-Cleaning ..... 6-10

**Section 7: Operator’s Checklist**

During Cleaning and Sanitizing..... 7-1  
Troubleshooting Bacterial Count..... 7-1  
Regular Maintenance Checks ..... 7-1  
Winter Storage ..... 7-2

**Section 8: Troubleshooting Guide**

**Section 9: Parts Replacement Schedule**

Maintenance Intervals ..... 9-1

**Section 10: Limited Warranty on Equipment**

**Section 11: Limited Warranty on Parts**

The following information has been included in the manual as safety and regulatory guidelines. For complete installation instructions, please see the Installation Checklist.

## Installer Safety



**IMPORTANT!** In all areas of the world, machines should be installed in accordance with existing local codes. Please contact your local authorities if you have any questions.

Care should be taken to ensure that all basic safety practices are followed during the installation and servicing activities related to the installation and service of Taylor® machines.

- Only Taylor service personnel should perform installation, maintenance, and repairs on Taylor machines.
- Authorized service personnel should consult OSHA Standard 29CFR1910.147 or the applicable code of the local area for industry standards on lockout/tagout procedures before beginning any installation or repairs.
- Authorized service personnel must ensure that the proper personal protective equipment (PPE) is available and worn when required during installation and service.
- Authorized service personnel must remove all metal jewelry, rings, and watches before working on electrical equipment.



**DANGER!** The main power supply(s) to the machine must be disconnected prior to performing any installation, maintenance, or repairs. Failure to follow this instruction may result in personal injury or death from electrical shock or hazardous moving parts as well as poor performance or damage to the machine.

**Note:** All repairs must be performed by a Taylor service technician.



**WARNING!** This machine has many sharp edges that can cause severe injuries.

## Site Preparation

Review the area where the machine will be installed before uncrating the machine. Make sure that all possible hazards to the user and the machine have been addressed.



**WARNING!** Only install this machine in a location where its use and maintenance is restricted to trained personnel. Failure to comply may result in personal injury.

**For Indoor Use Only:** This machine is designed to operate indoors under normal ambient temperatures of 70°F to 75°F (21°C to 24°C). The freezer has successfully performed in high ambient temperatures of 104°F (40°C) at reduced capacities.



**WARNING!** This machine must **NOT** be installed in an area where a water jet or hose can be used. **NEVER** use a water jet or hose to rinse or clean the machine. Failure to follow this instruction may result in electrocution.



**CAUTION!** This machine must be installed on a level surface to avoid the hazard of tipping. Extreme care should be taken in moving this equipment for any reason. Two or more persons are required to safely move this machine. Failure to comply may result in personal injury or equipment damage.

Uncrate the machine and inspect it for damage. Report any damage to your Taylor distributor.

This piece of equipment is made in the USA and has USA sizes of hardware. All metric conversions are approximate and vary in size.

Air-Cooled Machines

**Do not** obstruct air intake and discharge openings.

## TO THE INSTALLER

These machines require 3 in. (76 mm) of space on all sides. Install the deflector provided to prevent recirculation of warm air. Minimum air clearances must be met to ensure adequate airflow for optimum performance.

1

### Water Connections

**Water-Cooled Machines Only:** An adequate cold water supply must be provided with a hand shutoff valve. On the underside rear of the base pan, two 3/8 in. I.P.S. water connections for inlet and outlet have been provided for easy hookup. Permanently connect the machine using 1/2 in. (12.7 mm) inside diameter water lines. (Flexible lines are recommended, if local codes permit.) Depending on local water conditions, it may be advisable to install a water strainer to prevent foreign substances from clogging the automatic water valve. There will be only one water-in and one water-out connection. **Do not** install a hand shutoff valve on the water-out line! Water should always flow in this order: first, through the automatic water valve; second, through the condenser; and third, through the outlet fitting to an **open trap drain**.



**IMPORTANT!** A backflow prevention device is required on the incoming water connection side. Please see the applicable national, state, and local codes for determining the proper configuration. Water pressure to the unit must not exceed 150 psi (1034 kPa).

### Electrical Connections



**IMPORTANT!** In the United States, this machine is intended to be installed in accordance with the National Electrical Code (NEC), ANSI/NFPA 701987. The purpose of the NEC code is the practical safeguarding of persons and property from hazards arising from the use of electricity. This code contains provisions considered necessary for safety.

In all other areas of the world, the machine should be installed in accordance with the existing local codes. Please contact your local authorities if you have any questions.

Each machine requires one power supply for each data label on the machine. Check the data label(s) on the

machine for branch circuit overcurrent protection or fuse, circuit ampacity, and other electrical specifications.

See the wiring diagram provided inside the electrical box for proper power connections.



**FOLLOW YOUR LOCAL ELECTRICAL CODES.**



**IMPORTANT!** An equipotential grounding lug is provided with this machine. Some countries require the grounding lug to be properly attached to the rear of the frame by the authorized installer. The installation location is marked by the equipotential bonding symbol (5021 of IEC 60417-1) on both the removable panel and the machine's frame.



**WARNING!** Avoid injury.

- **DO NOT** operate the machine unless it is properly grounded.
- **DO NOT** operate the machine with fuses larger than specified on the machine's data label.
- All repairs should be performed by an authorized Taylor service technician.
- The main power supplies to the machine must be disconnected prior to performing installation, repairs, or maintenance.
- **For Cord-Connected Machines:** Only Taylor service technicians or licensed electricians may install a plug or replacement cord on the machine.
- Machines that are permanently connected to fixed wiring and for which leakage currents may exceed 10 mA, particularly when disconnected or not used for long periods, or during initial installation, shall have protective devices to protect against the leakage of current, such as a GFI, installed by the authorized personnel to local codes.
- Stationary machines that are not equipped with a power cord and a plug or another device to disconnect the appliance from the power source must have an all-pole disconnecting device with a contact gap of at least 0.125 in. (3 mm) in the

external installation.

- Supply cords used with this machine shall be oil-resistant, sheathed flexible cable not lighter than ordinary polychloroprene or other equivalent synthetic elastomer-sheathed cord (code designation 60245 IEC 57) installed with the proper cord anchorage to relieve conductors from strain, including twisting, at the terminals and protect the insulation of the conductors from abrasion.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent, or a similarly qualified person to avoid a hazard.
- Secure supply cord ground lead to machine in a location where if the cord is pulled the main power leads become taut before the ground lead can break loose.

Failure to follow these instructions may result in electrocution. Contact your local authorized Taylor distributor for service.

## Electrical Hookup Installation

(60 Cycle, 1 Ph, Supplied with Cord and Plug)

This freezer is supplied with a three-wire cord and grounding plug for connection to a single-phase, 60-cycle, branch circuit supply. This machine must be plugged into a properly grounded receptacle. For example, the cord and plug provided for 115/60/1 is 20A; therefore, the wall outlet must also be 20A. Check the data label, located on the side panel, for electrical specifications.

Permanent wiring may be employed if required by local codes. Instructions for conversion to permanent wiring are as follows:

- Make sure the freezer is electrically disconnected.
- Remove the appropriate panel and locate the small electrical box at the base of the freezer.
- Remove the factory-installed cord and strain relief bushing.
- Route incoming permanent wiring through 7/8 in. (22 mm) hole in base pan.
- Connect two power supply leads. Attach ground (earth) wire to the grounding lug inside the electrical box.
- Make sure the machine is properly grounded before applying power.

## Beater Rotation



**NOTICE!** Beater rotation must be clockwise as viewed looking into the freezing cylinder.

To correct the rotation on a three-phase machine, interchange any two incoming power supply lines at the freezer main terminal block only. To correct rotation on a single-phase machine, exchange leads inside the beater motor. (Follow the diagram printed on the motor.)

Electrical connections are made directly to the terminal block provided in the main control box, located behind the service panel.

It is recommended that beater rotation adjustment be performed by a Taylor service technician.

## Refrigerant



**CAUTION!** This equipment contains fluorinated greenhouse gases (F-Gas) to provide refrigeration using a hermetically sealed circuit or within foam insulation. This unit's type of gas, quantity, Global Warming Potential (GWP) and CO2 tonnes equivalent information is recorded on the unit's data-label. The refrigerant used is generally considered non-toxic and non-flammable. However any gas under pressure is potentially hazardous and must be handled with caution.

NEVER fill any refrigerant cylinder completely with liquid. Filling a cylinder to approximately 80% will allow for normal expansion.



**CAUTION!** Use only approved refrigerant listed on the machine's data label or authorized through a manufacturer's technical bulletin. The use of any other refrigerant may expose users and operators to unexpected safety hazards..



**1** **WARNING!** Refrigerant liquid sprayed onto the skin may cause serious damage to tissue. Keep eyes and skin protected. If refrigerant burns should occur, flush immediately with cold water. If burns are severe, apply ice packs and contact a physician immediately.



**NOTICE!** Taylor reminds technicians to be aware of and in compliance with local government laws regarding refrigerant recovery, recycling, and reclaiming systems. For information regarding applicable local laws, please contact your local authorized Taylor distributor.



**IMPORTANT!** Refrigerants and their associated lubricants may be extremely moisture absorbent. When opening a refrigeration system, the maximum time the system is open must not exceed 15 minutes. Cap all open tubing to prevent humid air or water from being absorbed by the oil.

## Operator Information

This soft serve freezer has been carefully engineered and manufactured to give you dependable operation.

This machine, when properly operated and cared for, will produce a consistent quality product. Like all mechanical products, it will require cleaning and maintenance. A minimum amount of care and attention is necessary if the operating procedures outlined in this manual are followed closely.

The Taylor soft serve models covered in this manual are C791 and C794.



**IMPORTANT!** This manual should be read before operating or performing any maintenance on the machine.

Your Taylor machine will **NOT** compensate for and/or correct any errors made during the setup or filling operations. Thus, the initial assembly, setup, and priming procedures are of extreme importance. It is strongly recommended that all personnel responsible for the machine's operation, including assembly and disassembly, go through these procedures together in order to be properly trained and to make sure that all personnel understand their role in using and maintaining the machine.

In the event you should require technical assistance, please contact your local authorized Taylor distributor.

**Note:** Your Taylor warranty is valid only if the parts are authorized Taylor parts purchased from the local authorized Taylor distributor, and only if all required service work is provided by a Taylor service technician. Taylor reserves the right to deny warranty claims on units or parts if unapproved parts or incorrect refrigerant were installed in the unit, system modifications were performed beyond factory recommendations, or it is determined that the failure was caused by abuse, misuse, neglect, or failure to follow all operating instructions. For full details of your Taylor warranty, please see "Limited Warranty on Equipment" on page 10-1 and "Limited Warranty on Parts" on page 11-1.



**IMPORTANT!** If the crossed-out, wheeled-bin symbol is affixed to this machine, it signifies that this machine is compliant with the EU Directives as well as other similar end-of-life legislation in effect after August 13, 2005. Therefore, it must be collected separately after its use is completed and cannot be disposed as unsorted municipal waste.

The user is responsible for returning the machine to the appropriate collection facility, as specified by your local code.

For additional information regarding applicable local disposal laws, please contact the municipal waste facility and/or local authorized Taylor distributor.

### Compressor Warranty Disclaimer

The refrigeration compressor(s) on this unit are warranted for the term stated in the Limited Warranty section in this manual. However, due to the Montreal Protocol and the U.S. Clean Air Act Amendments of 1990, many new refrigerants are being tested and developed, thus seeking their way into the service industry. Some of these new refrigerants are being advertised as drop-in replacements for numerous applications. It should be noted that in the event of ordinary service to this unit's refrigeration system, **only the refrigerant specified on the affixed data label should be used**. The unauthorized use of alternate refrigerants will void your Taylor compressor warranty. It is the unit owner's responsibility to make this fact known to any technician he employs.

2

It should also be noted that Taylor does not warrant the refrigerant used in its equipment. For example, if the refrigerant is lost during the course of ordinary service to this machine, Taylor has no obligation to either supply or provide its replacement either at billable or non-billable terms. Taylor does have the obligation to recommend a suitable replacement if the original refrigerant is banned, obsoleted, or no longer available during the five-year warranty of the compressor.

The Taylor Company will continue to monitor the industry and test new alternates as they are being developed. Should a new alternate prove through our testing that it would be accepted as a drop-in replacement, the above disclaimer would become null and void. To find the current status of an alternate refrigerant as it relates to your compressor warranty, call the local Taylor distributor or the Taylor factory. Be prepared to provide the model/serial number of the unit in question.

## Installer Information

We at the Taylor Company are concerned about the safety of the operator when he or she comes into contact with the freezer and its parts. Taylor has gone to extreme efforts to design and manufacture built-in safety features to protect both you and the service technician. As an example, warning labels have been attached to the freezer to further point out safety precautions to the operator.



**DANGER!** Failure to adhere to the following safety precautions may result in severe personal injury or death. Failure to comply with these warnings may also damage the unit and/or its components. Such damage may result in component replacement and service repair expenses.

### To Operate Safely



**NOTICE! DO NOT** operate this machine without reading this entire manual first. Failure to follow all of these operating instructions may result in damage to the machine, poor performance, health hazards, or personal injury.



**IMPORTANT!** *This machine is to be used only by trained personnel. It is not intended for use, cleaning, or maintenance by children or people with reduced physical, sensory, or mental capabilities or lack of experience and knowledge, unless given supervision or instruction concerning the use of the machine by a person responsible for their safety. Children should be supervised to ensure that they do not play with the machine.*



**WARNING!** This machine must **NOT** be installed in an area where a water jet or hose can be used. **NEVER** use a water jet or hose to rinse or clean the machine. Failure to follow this instruction may result in electrocution.



**WARNING!** Avoid injury.

- **DO NOT** operate the machine unless it is properly grounded.
- **DO NOT** operate the machine with fuses larger than specified on the machine's data label.
- All repairs should be performed by an authorized Taylor service technician.
- The main power supplies to the machine must be disconnected prior to performing installation, repairs, or maintenance.
- **For Cord-Connected Machines:** Only Taylor service technicians or licensed electricians may install a plug or replacement cord on the machine.
- Machines that are permanently connected to fixed wiring and for which leakage currents may exceed 10 mA, particularly when disconnected or not used for long periods, or during initial installation, shall have protective devices to protect against the leakage of current, such as a GFI, installed by the authorized personnel to local codes.
- Stationary machines that are not equipped with a power cord and a plug or another device to disconnect the appliance from the power source must have an all-pole disconnecting device with a contact gap of at least 0.125 in. (3 mm) in the external installation.
- Supply cords used with this machine shall be oil-resistant, sheathed flexible cable not lighter than ordinary polychloroprene or other equivalent synthetic elastomer-sheathed cord (code designation 60245 IEC 57) installed with the proper cord anchorage to relieve conductors from strain, including twisting, at the terminals and protect the insulation of the conductors from abrasion.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent, or a similarly qualified person to avoid a hazard.
- Secure supply cord ground lead to machine in a location where if the cord is pulled the main power leads become taut before the ground lead can break loose.

## SAFETY

Failure to follow these instructions may result in electrocution. Contact your local authorized Taylor distributor for service.



**IMPORTANT!** An equipotential grounding lug is provided with this machine. Some countries require the grounding lug to be properly attached to the rear of the frame by the authorized installer. The installation location is marked by the equipotential bonding symbol (5021 of IEC 60417-1) on both the removable panel and the machine's frame.

3



**WARNING!** Avoid injury.

- **DO NOT** allow untrained personnel to operate this machine.
- **DO NOT** operate the machine unless all service panels and access doors are fastened with screws.
- **DO NOT** remove any internal operating parts (including, but not limited to the freezer door, beater, or scraper blades) unless all control switches are in the OFF position.

Failure to follow these instructions may result in severe personal injury, especially to fingers or hands, from hazardous moving parts.



**WARNING!** This machine has many sharp edges that can cause severe injuries.

- **DO NOT** put objects or fingers in the door spout. This may contaminate the product and cause severe personal injury from blade contact.
- **USE EXTREME CAUTION** when removing the beater assembly. The scraper blades are very sharp.

Failure to follow these instructions can result in personal injury or damage to the machine.



**WARNING!** Only install this machine in a location where its use and maintenance is restricted to trained personnel. Failure to comply may result in personal injury.



**CAUTION!** This machine must be placed on a level surface. Extreme care should be taken when moving for any reason. Two or more persons are required to safely move this machine. Failure to comply may result in personal injury or damage to the machine.



**NOTICE!** Cleaning and sanitizing schedules are governed by your federal, state, or local regulatory agencies and must be followed accordingly. Please refer to the cleaning section of this manual for the proper procedure to clean this machine.



**CAUTION!** This machine is equipped with a refrigerated cabinet designed to maintain product temperature at or below 41°F (5°C). Before replenishing the mix supply, the product must be refrigerated at or below 41°F (5°C). Failure to follow this instruction may result in health hazards and poor freezer performance.

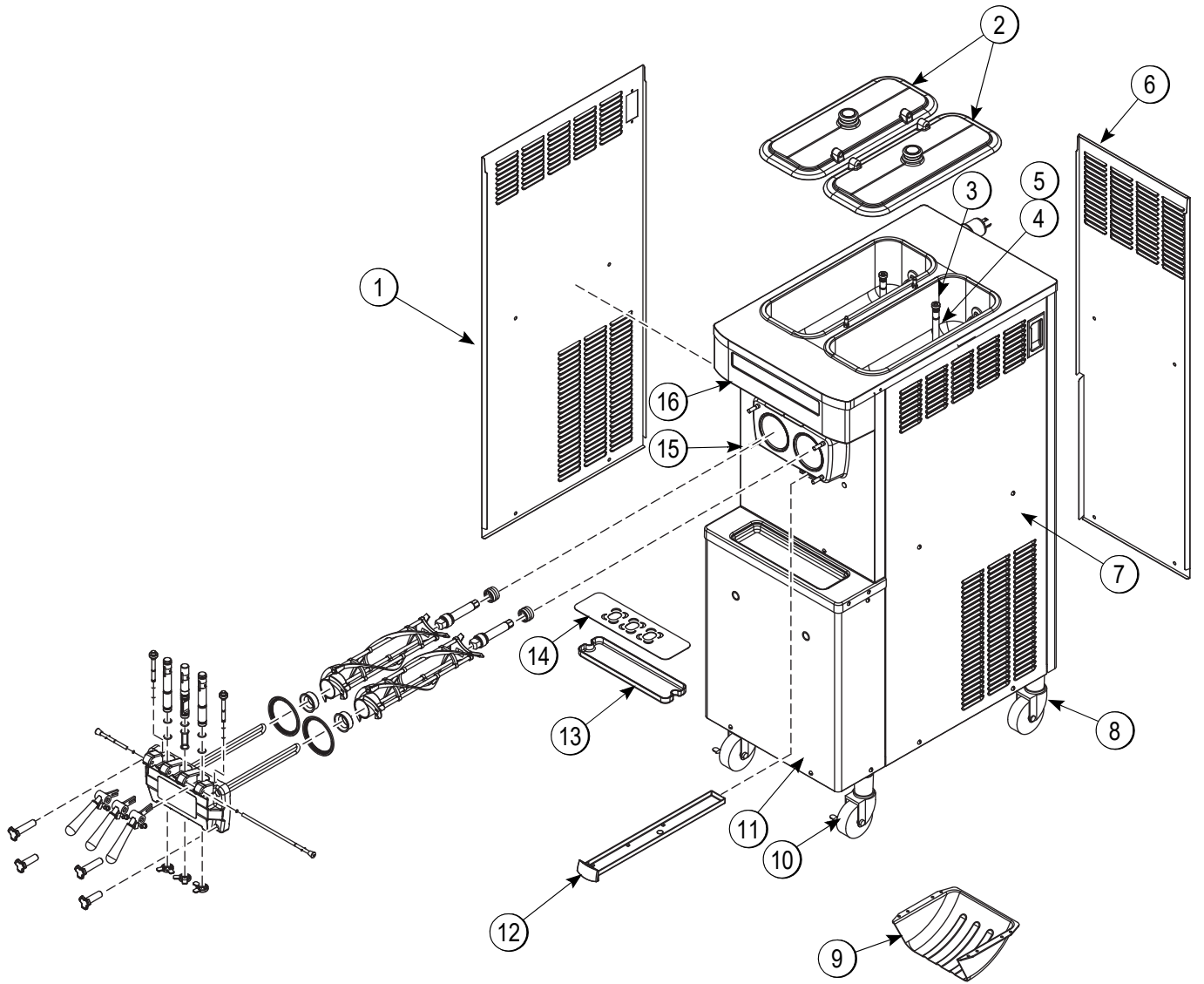
**DO NOT** run the machine without product. Failure to follow this instruction can result in damage to the machine.

**DO NOT** obstruct air intake and discharge openings. A minimum of 3 in. (76 mm) air clearance on both sides of the machine is required. It is recommended to place the rear of the machine against the wall to prevent the recirculation of warm air. Failure to follow this instruction may cause poor freezer performance and damage to the machine.

**For Indoor Use Only:** This machine is designed to operate indoors, under normal ambient temperatures of 70°F to 75°F (21°C to 24°C). The machine has successfully performed in high ambient temperatures of up to 104°F (40°C) at reduced capacities.

**Noise Level:** Airborne noise emission does not exceed 78 dB(A) when measured at a distance of 39 in. (1.0 m) from the surface of the machine and at a height of 62 in. (1.6 m) from the floor.

## Model C791



4

Figure 4-1

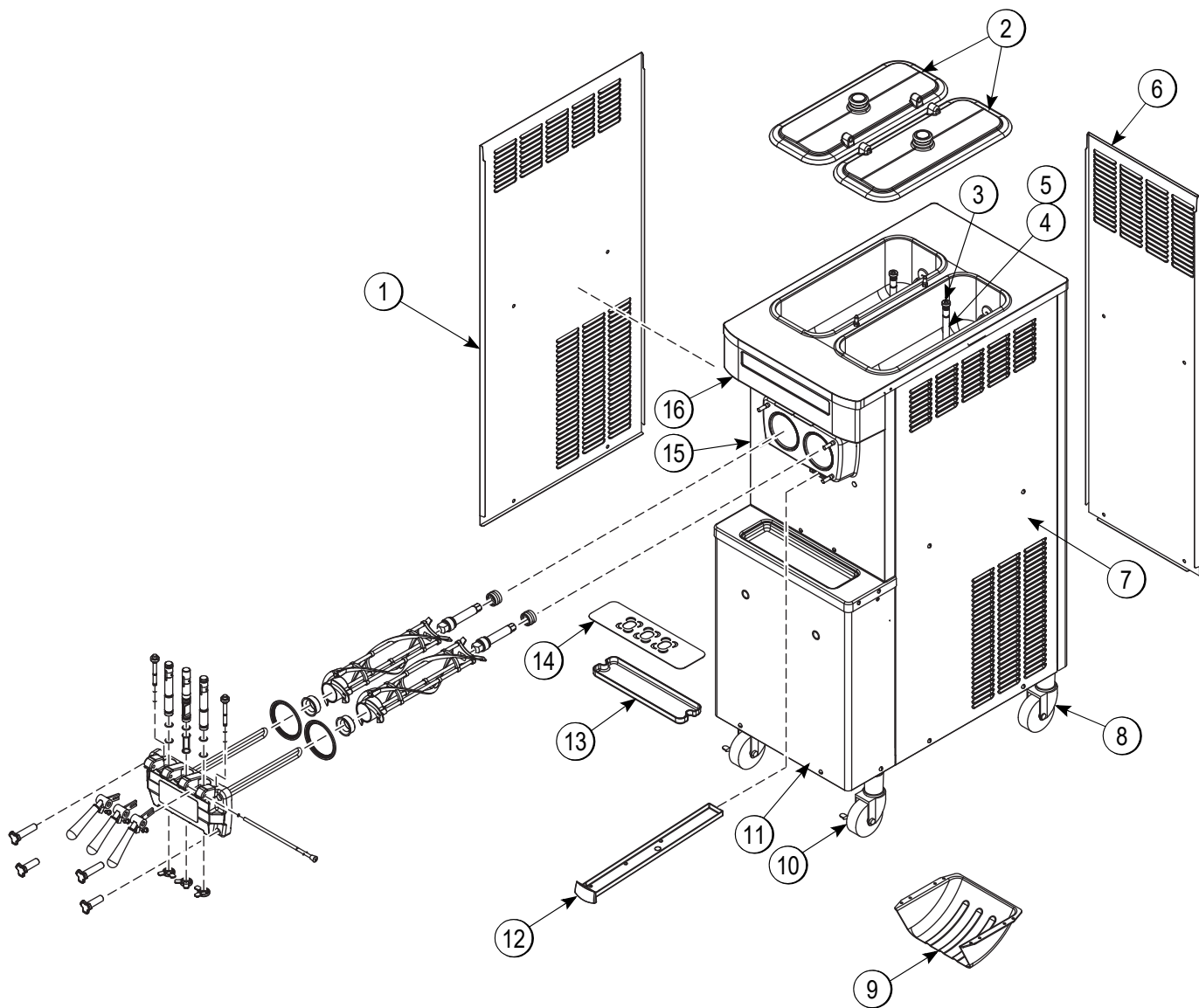
## OPERATOR PARTS IDENTIFICATION

---

| Item | Description                    | Part No.                    |
|------|--------------------------------|-----------------------------|
| 1    | Panel-Side-Left                | 085549                      |
| 2    | Cover-Hopper-14 QT-Black       | <a href="#">041682-BLA</a>  |
| 3    | Orifice                        | 022465- <a href="#">100</a> |
| 4    | Tube-Feed                      | X29429-2                    |
| 5    | O-ring-.643 OD X .077W         | 018572                      |
| 6    | Panel-Rear-Air Cooled          | 086838                      |
| 7    | Panel-Side-Right               | 085548                      |
| 8    | Caster-4"-SWV-5/8 Stem X 1-3/8 | 018794                      |

| Item | Description                    | Part No.                 |
|------|--------------------------------|--------------------------|
| 9    | Deflector                      | 084447                   |
| 10   | Caster-4"-SWV-5/8 Stem X 1-3/8 | 034081                   |
| 11   | Panel A.-Front-Lower           | X86614-SER               |
| 12   | Pan-Drip 19-1/2 Long           | 085296                   |
| 13   | Tray-Drip                      | <a href="#">085699-1</a> |
| 14   | Shield-Splash                  | 086854                   |
| 15   | Panel-Front                    | 086615                   |
| 16   | Plate-Dec                      | <a href="#">X85804</a>   |

Model C794



4

Figure 4-2

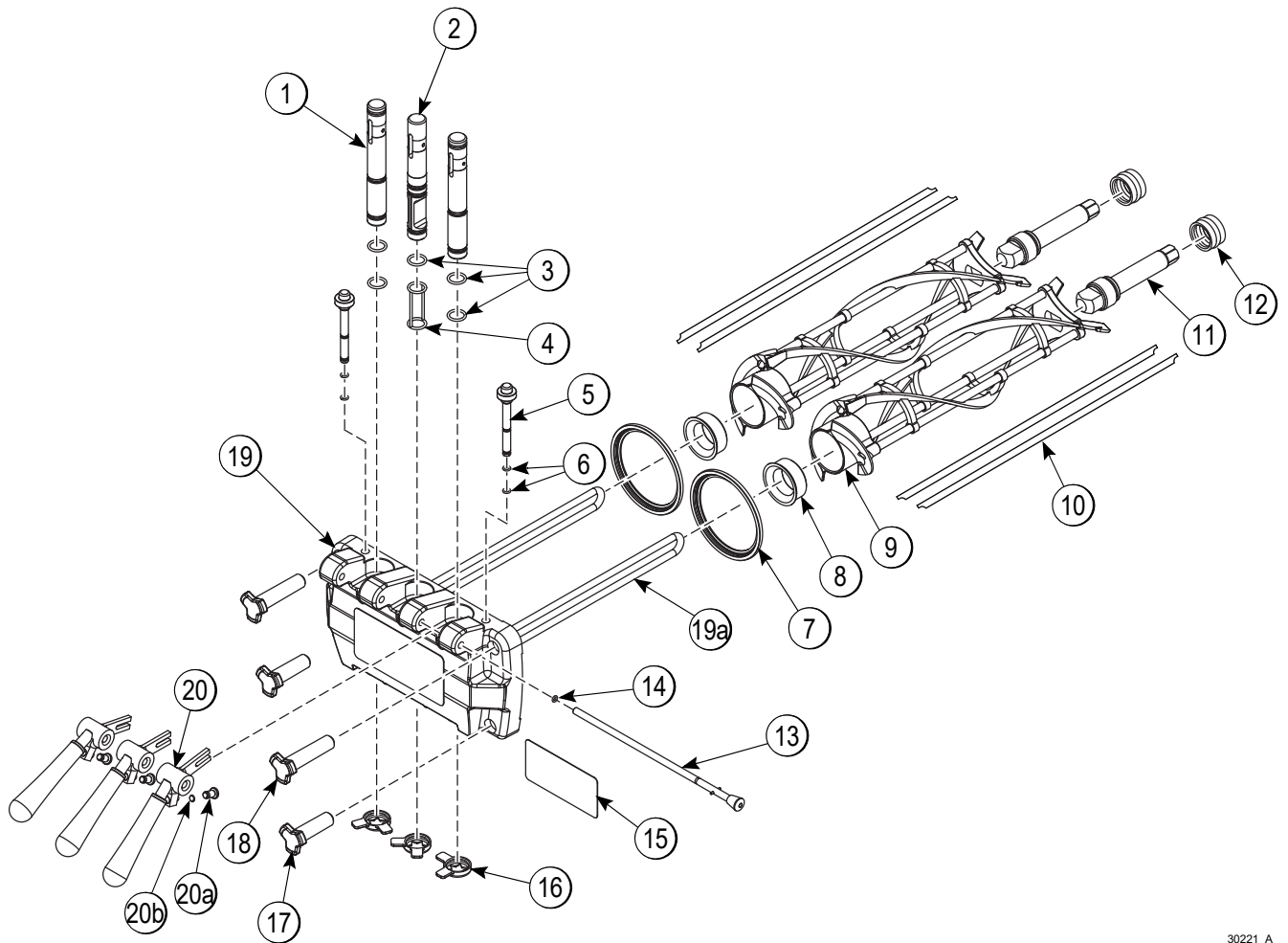
## OPERATOR PARTS IDENTIFICATION

---

| Item | Description                    | Part No.                    |
|------|--------------------------------|-----------------------------|
| 1    | Panel-Side-Left                | 085549-SP1                  |
| 2    | Cover-Hopper-14 QT-Black       | <a href="#">041682-BLA</a>  |
| 3    | Orifice                        | 022465- <a href="#">100</a> |
| 4    | Tube-Feed                      | X29429-2                    |
| 5    | O-ring-.643 OD X .077W         | 018572                      |
| 6    | Panel-Rear                     | 086618                      |
| 7    | Panel-Side-Right               | <a href="#">085548-SP1</a>  |
| 8    | Caster-4"-SWV-5/8 Stem X 1-3/8 | 018794                      |

| Item | Description                    | Part No.                 |
|------|--------------------------------|--------------------------|
| 9    | Deflector                      | 084447                   |
| 10   | Caster-4"-SWV-5/8 Stem X 1-3/8 | 034081                   |
| 11   | Panel A.-Front-Lower           | X86614-SER               |
| 12   | Pan-Drip 19-1/2 Long           | 085296                   |
| 13   | Tray-Drip                      | <a href="#">085699-1</a> |
| 14   | Shield -Splash                 | 086854                   |
| 15   | Panel-Front                    | 086615                   |
| 16   | Stud-Nose Cone                 | 022822                   |

Beater Door Assembly



4

Figure 4-3

30221\_A

| Item | Description                | Part No.                  |
|------|----------------------------|---------------------------|
| 1    | Valve A.- Draw             | <a href="#">X69539-SP</a> |
| 2    | Valve A.- Draw             | <a href="#">X84411-SP</a> |
| 3    | O-ring-7/8 OD X .0103W-SIL | 083693                    |
| 4    | Seal- Draw Valve           | 034698                    |
| 5    | Plug- Prime                | 028805-SP1                |
| 6    | O-ring- 3/8 OD X .070W     | 016137                    |
| 7    | Gasket-Door HT 4 in.       | 048926                    |
| 8    | Bearing-Front              | 050216                    |
| 9    | Beater A.- Helicore        | <a href="#">X31761</a>    |
| 10   | Blade-Scraper              | 035174                    |
| 11   | Shaft-Beater               | 032564                    |
| 12   | Seal-Drive Shaft           | 032560                    |

| Item | Description                  | Part No                    |
|------|------------------------------|----------------------------|
| 13   | Rod A.- Pivot                | <a href="#">X20683</a>     |
| 14   | O-ring 5/16 OD x .070 W      | 016272                     |
| 15   | Decal-Door-3 Spout-Twin Twis | 062239                     |
| 16   | Cap-Design 1.010"ID-6 PT.    | 014218                     |
| 17   | Nut-Stud-Black 2.563 Long    | 058764                     |
| 18   | Nut-Stud-Black 3.250 Long    | 058765                     |
| 19   | Door A.-3SPT*LGBAF*Black     | X49461-52S                 |
| 19a  | Baffle A.-Long 4 in.         | <a href="#">X50882</a>     |
| 20   | Handle A-Draw-Black          | <a href="#">X81010-SP1</a> |
| 20a  | Screw-Adjustmt-5/16-24       | 056332                     |
| 20b  | O-ring-1/4 OD X .070W 50     | 015872                     |

C791 and C794 Accessories

4

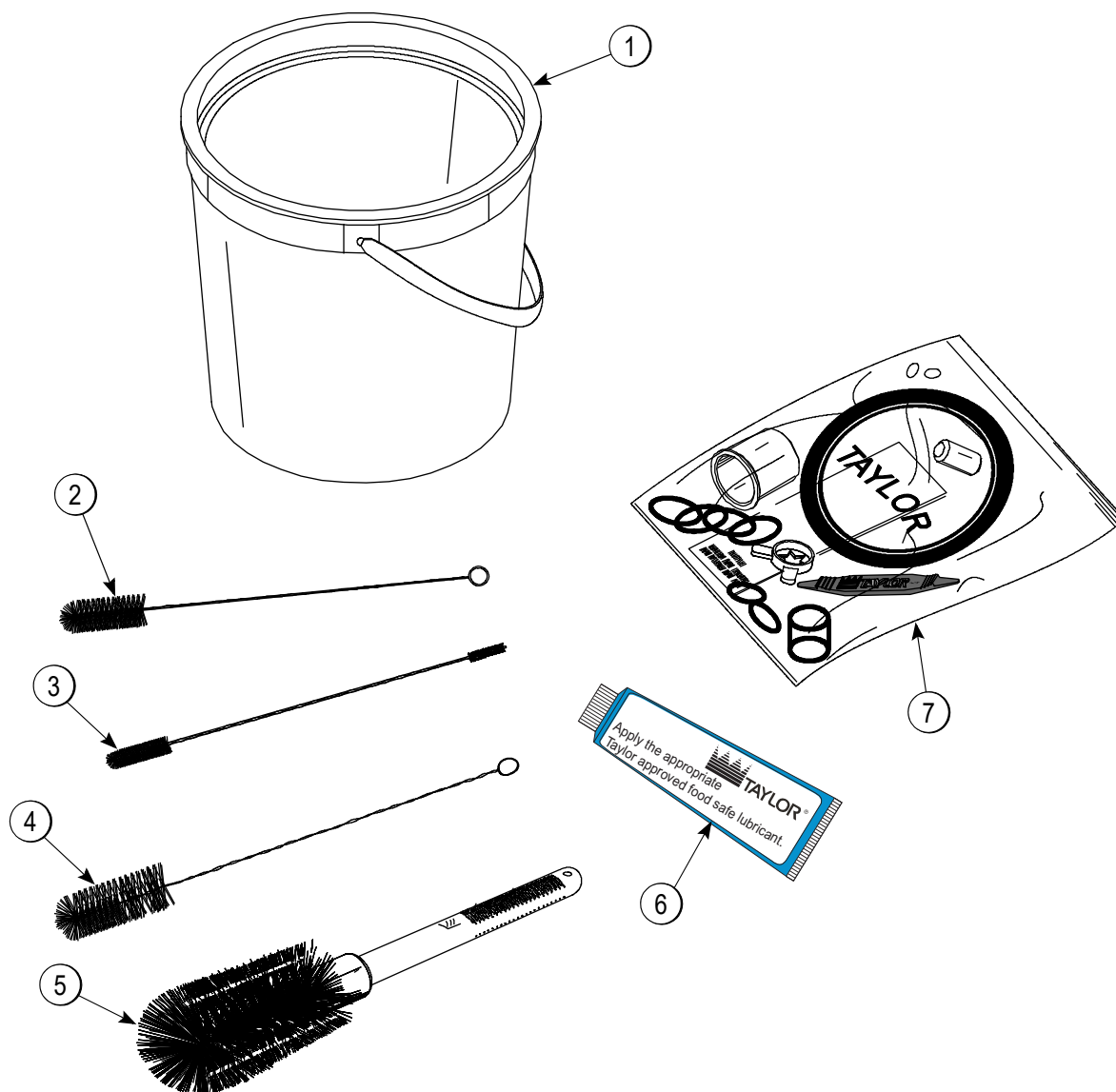


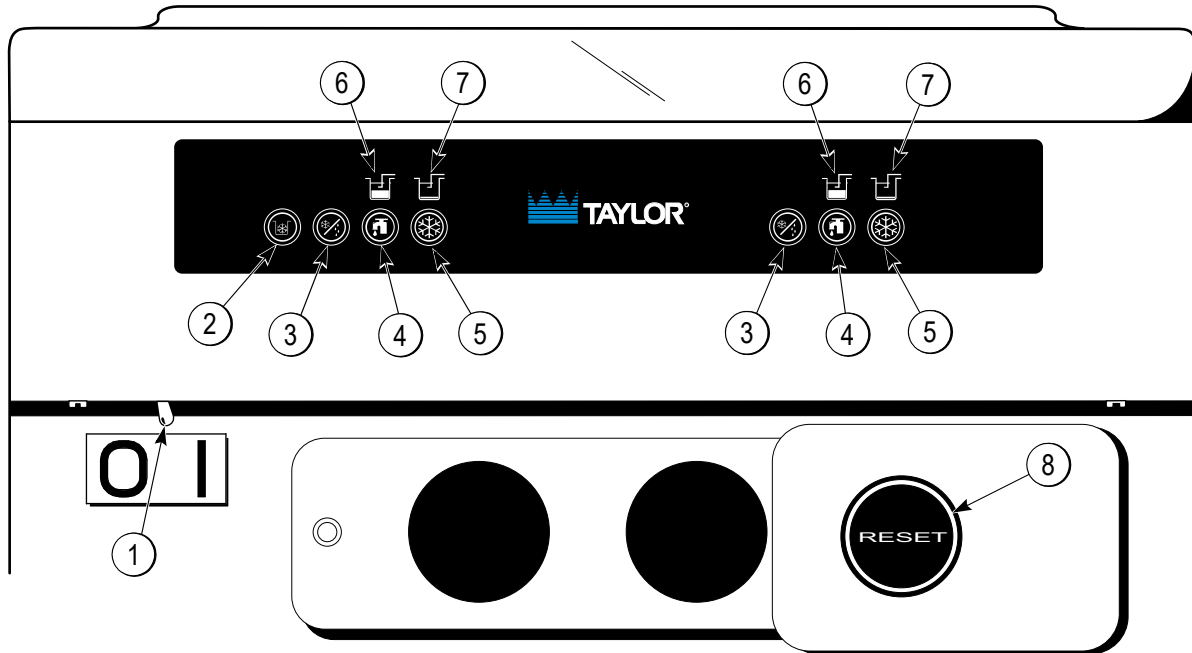
Figure 4-4

| Item | Description                       | Part No |
|------|-----------------------------------|---------|
| 1    | Pail-10 qt.                       | 013163  |
| 2    | Brush-Rear BRG 1 in. D X 2 in. LG | 013071  |
| 3    | Brush-Double Ended-Pump and Feed  | 013072  |
| 4    | Brush-Draw Valve-1" OD X 2" X 17" | 013073  |
| 5    | Brush-Mix Pump Body-3"X7" White   | 023316  |

| Item | Description                   | Part No.                 |
|------|-------------------------------|--------------------------|
| 6    | Lubricant-Taylor 4 oz.        | 047518                   |
| 7    | Kit A.-Tune Up-3 Spout-Non HT | <a href="#">X49463-4</a> |
| 8*   | Deflector-Blower Exhaust      | 084447                   |
| 9*   | Sanitizer-Stera Sheen-Green   | 055492                   |

\*Not Shown: Stera Sheen® part no. 055492 (100 2 oz. packs)

## Model C791 and Model C794



**5**

Figure 5-1







| Item | Description  |
|------|--------------|
| 1    | Power Switch |
| 2    | MIX REF Key  |
| 3    | STANDBY Key  |
| 4    | WASH Key     |

| Item | Description             |
|------|-------------------------|
| 5    | AUTO Key                |
| 6    | Indicator Light—Mix Low |
| 7    | Indicator Light—Mix Out |
| 8    | RESET Button            |

## Symbol Definitions

To better communicate in the international arena, the words on many of our operator switches and keys have symbols to indicate their functions. Your Taylor equipment is designed with these international symbols.

The following chart identifies the symbol definitions used on the operator switches.

|   |         |   |         |
|---|---------|---|---------|
| O   | OFF     |  | WASH    |
| I   | ON      |  | AUTO    |
|  | MIX     |  | MIX LOW |
|  | STANDBY |  | MIX OUT |

### Power Switch

When placed in the ON position, the power switch allows Softech™ control panel operation.

5

### MIX REF Key

When the MIX REF key is pressed, the light comes on, indicating the mix hopper refrigeration system is operating. Mix refrigeration is controlled by the left side of the freezer as viewed from the operator end. The mix refrigeration cannot be canceled unless the Auto or Standby modes are canceled first.

### STANDBY Key

This machine is equipped with a standby feature. If product is not dispensed for long periods of time (example: early morning hours), the standby feature can be activated to maintain the hopper and freezing cylinder product at safe temperatures and prevent product breakdown. In the Standby mode, the Wash and Auto functions are automatically canceled.

To use the standby feature, perform the following steps.

**Note:** Make sure your hands are clean and sanitized before performing the following steps.

1. Remove the air orifices and invert the mix feed tubes so that the end with the mix delivery hole is positioned at the top. Install the end without the mix delivery hole into the mix inlet hole in the bottom of the hopper. This will prevent mix from entering the freezing cylinders.

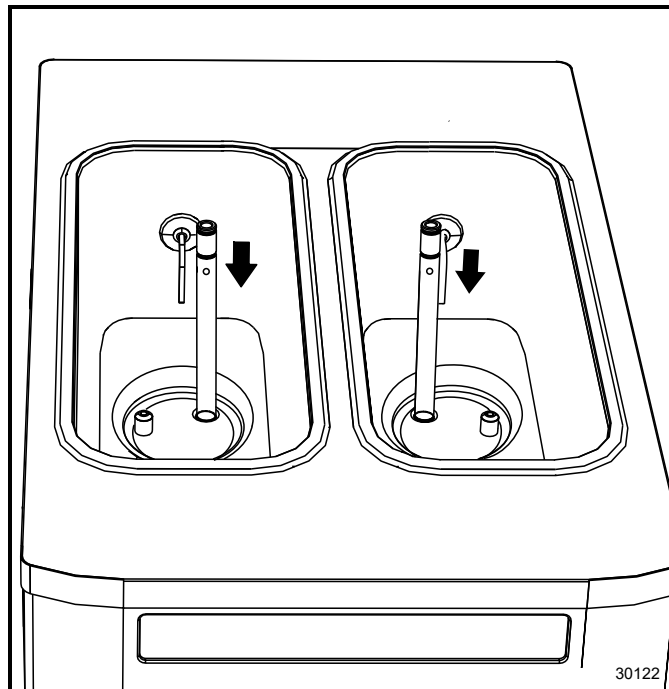


Figure 5-2

2. Make sure there are at least 3 in. (76 mm) of mix in the hopper and that the level of mix is not above the mix delivery hole on the side of the feed tubes.

**Note:** The level of mix must be below the mix delivery hole on the side of the feed tube. Failure to follow this instruction may result in lower product quality when normal operation is resumed.

3. Press the STANDBY key. The light will illuminate, indicating that the machine is operating as a refrigerator for product in the hopper and freezing cylinder.
4. To remove the machine from the Standby mode, press the AUTO key. The STANDBY light will extinguish, indicating the machine has resumed the normal operating mode.

- When the machine cycles off, place the feed tubes in its original position (mix delivery hole end down) and install air orifices.

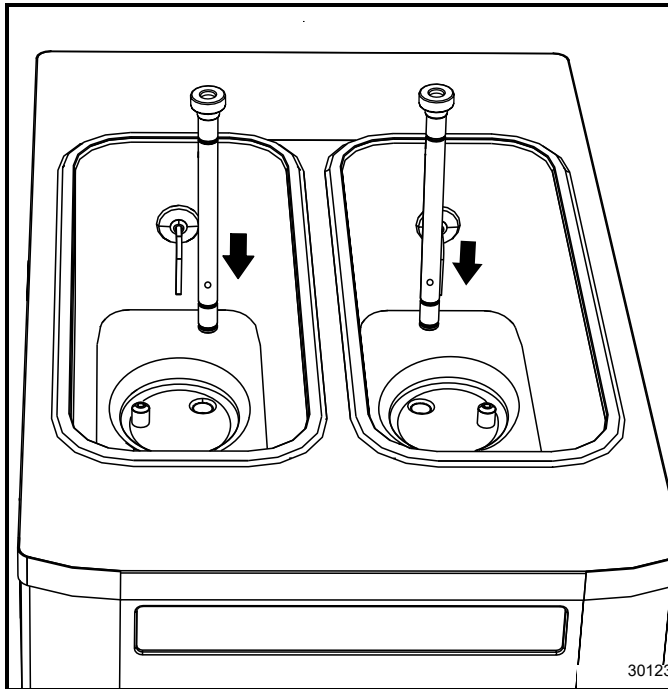


Figure 5-3

**Important!** The Standby mode must not be used instead of daily disassembly, cleaning, and sanitizing.

### WASH Key

When the WASH key is pressed, the light comes on, indicating beater motor operation. The Standby or Auto mode must be canceled first to activate the Wash mode.

### AUTO Key

When the AUTO key is pressed, the light comes on, indicating that the main refrigeration system has been activated. In the Auto mode, the Wash or Standby functions are automatically canceled. The mix refrigeration function is automatically locked in to maintain the temperature of the mix in the mix hopper.

**Note:** An indicating light and an audible tone will sound whenever a mode of operation has been pressed. To cancel any function, press the key again. The light and mode of operation will shut off.

### Indicator Light—MIX LOW

Located on the front of the machine is a mix level indicating light. When the light is flashing, it indicates that the mix hopper has a low supply of mix and should be refilled as soon as possible. Always maintain at least 3 in. (76 mm) of mix in the hopper. If you neglect to add mix, a freeze-up may occur. This will cause eventual damage to the beater, blades, driveshaft, and freezer door.

### Indicator Light—MIX OUT

When the Mix Out symbol is illuminated, the mix hopper has almost completely exhausted and has an insufficient supply of mix to operate the freezer. At this time, the Auto mode is locked out and the freezer will be placed in the Standby mode. To initiate the refrigeration system, add mix to the mix hopper and touch the Auto symbol. The freezer will automatically begin operation.

### RESET Button

The RESET button is located on the front of the C791 and C794. The reset protects the beater motor from an overload condition. If an overload occurs, the reset mechanism will trip. To properly reset the freezer:

- Press the AUTO key to cancel the cycle.
- Turn the power switch to the OFF position.



**CAUTION! DO NOT** use metal objects to press the RESET button. Failure to follow this instruction may result in electrocution.

- Wait 2 or 3 minutes and then press the RESET button firmly.
- Turn the power switch to the ON position.
- Press the WASH key and observe the freezer's performance. If the beater motor is turning properly, press the WASH key to cancel the cycle.
- Press the AUTO key on both sides of the machine to resume normal operation. If the freezer shuts down again, contact a Taylor service technician.

## Feed Tube

The feed tube maintains over-run and allows enough mix to enter the freezing cylinder after a draw. One end of the tube has a mix delivery hole on the side, and the other end does not.

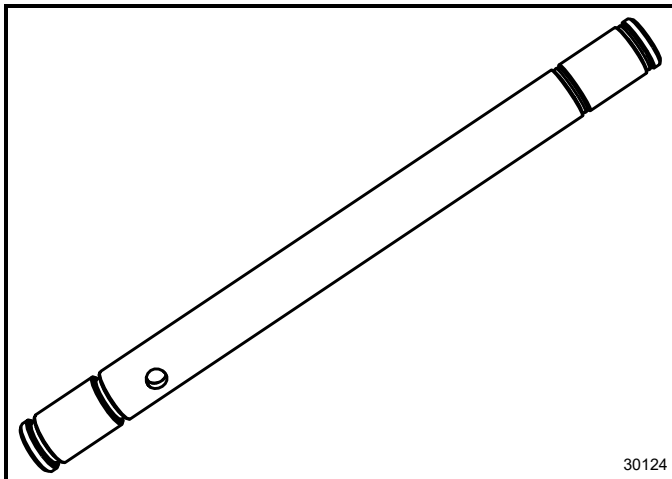


Figure 5-4

The feed tube serves two purposes.

- 5
**Normal Operation:** After priming the machine, the end of the feed tube with the mix delivery hole is placed in the mix inlet hole, and the air orifice is installed. Every time the draw handle is raised, new mix and air from the hopper will flow down into the freezing cylinder. This will keep the freezing cylinder properly loaded and will maintain overrun.

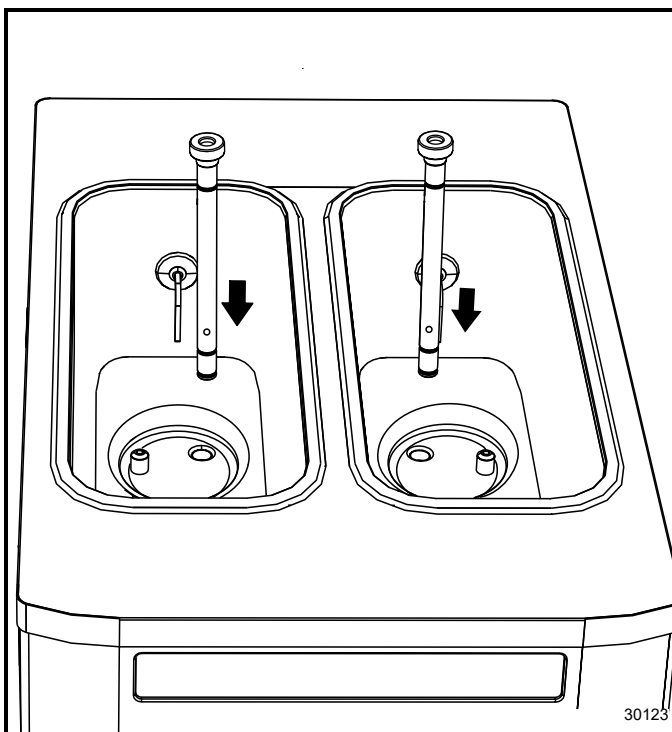


Figure 5-5

- Standby Operation:** During long no sale periods, the air orifice is removed and the feed tube is inverted. The end of the feed tube without the mix delivery hole is placed in the mix inlet hole to prevent mix from entering the freezing cylinder.

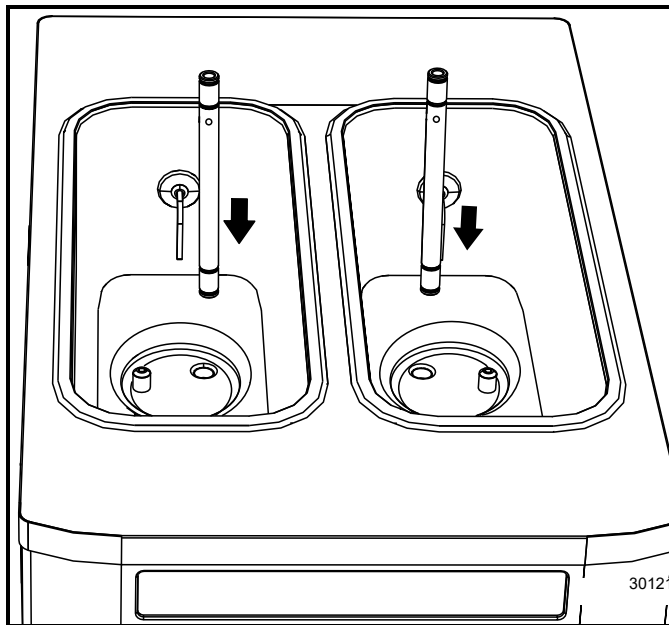


Figure 5-6

**Note:** Make sure the level of mix is below the mix delivery hole in the side of the feed tube. Failure to follow this instruction may result in lower product quality when normal operation is resumed.

## Adjustable Draw Handle

These machines feature an adjustable draw handle to provide the best portion control, giving a better, consistent quality to your product and controlling costs. The draw handle should be adjusted to provide a flow rate of 5 oz. to 7-1/2 oz. (142 g to 213 g) of product by weight per 10 seconds. To **increase** the flow rate, tighten the screw. To **decrease** the flow rate, loosen the screw.

**Important!** When dispensing product, pull only one draw handle at a time.

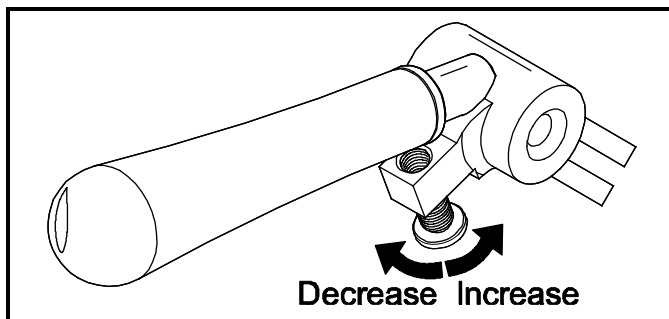


Figure 5-7

The Model C791 and C794 are console models with a three-spout door. These models have a 3.4 qt. (3.2 L) capacity freezing cylinder and 14 qt. (13.2 L) capacity mix hoppers. The mix flows by gravity from the hopper to the freezing cylinder through a feed tube.

We begin our instructions at the point when we enter the store in the morning and find the parts disassembled and laid out to air-dry from the previous night's cleaning.

These opening procedures will show you how to assemble these parts into the machine, sanitize them, and prime the machine with fresh mix in preparation to serve your first portion.

Duplicate the procedures where they apply for the second freezing cylinder.

If you are disassembling the machine for the first time or need information to get to the starting point in our instructions, turn to "Disassembly" on page 6-9, and start there.

## Assembly

**Note:** When lubricating parts, use an approved food-grade lubricant (example: Taylor Lube).



**WARNING!** Make sure the power switch is in the OFF position. Failure to follow this instruction may result in severe personal injury from hazardous moving parts.

1. Lubricate the groove and shaft portion that comes in contact with the bearing on the beater driveshaft. Slide the seal over the shaft and groove until it snaps into place. **Do not** lubricate the hex end of the driveshaft. Fill the inside portion of the seal with 1/4 in. (6.3 mm) more lubricant and lubricate the flat side of the seal that fits onto the rear shell bearing.

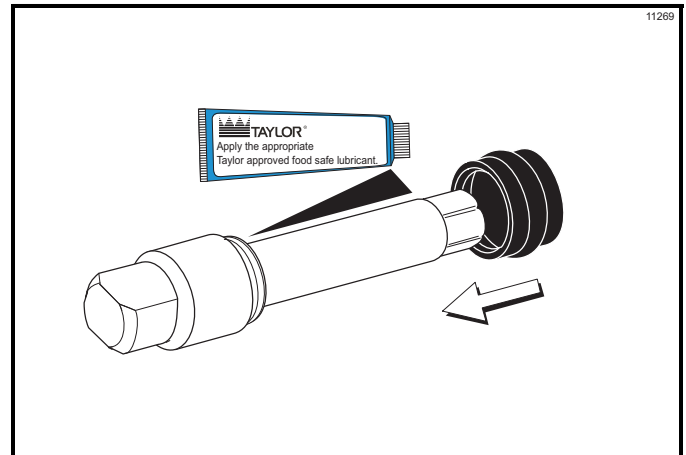


Figure 6-1

2. Repeat step 1 for the other driveshaft(s).
3. Insert the driveshafts into the freezing cylinders, hex end first, and into the rear shell bearings until the seals fit securely over the rear shell bearings. Engage the hex ends firmly into the drive couplings. Be sure the driveshafts fit into the drive couplings without binding.

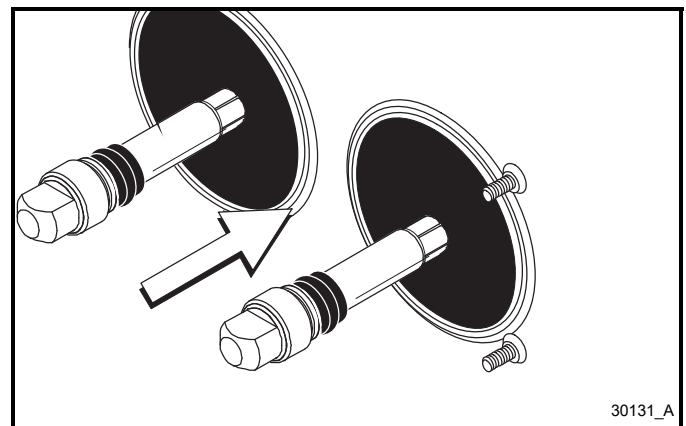


Figure 6-2

4. Take one of the scraper blades and slip it under the hook at the front of the beater. Wrap the blade around the beater, following the helix and pushing the blade down onto the helix as you wrap. At the back end of the beater, slip the blade under the hook.

## OPERATING PROCEDURES

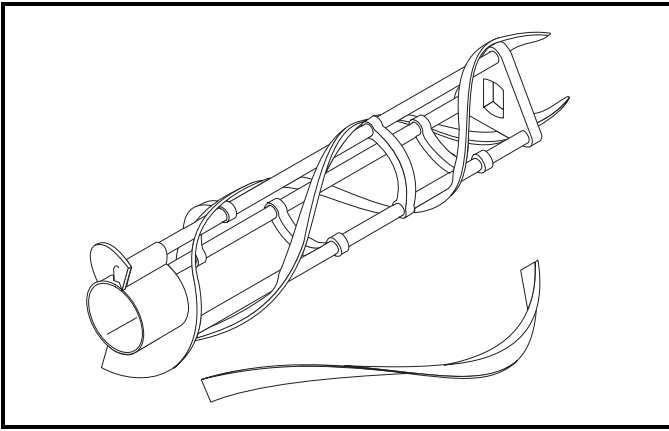


Figure 6-3

5. Repeat step 4 for the second scraper blade.
6. Repeat step 4 and step 5 for the other beater.
7. Holding the beater(s) securely, slide the beaters one-third of the way into the freezing cylinders. Looking into the freezing cylinders, align the hole at the rear of the beaters with the flats on the end of the driveshafts.
8. Slide the beaters the remainder of the way into the freezing cylinders and over the end of the driveshafts. The beaters should fit tightly, but not so tightly that the beaters cannot be turned slightly to engage the driveshafts. If the beaters slide in too easily with little or no resistance, there will not be enough force against the beaters to hold the blades in place. If this is the case, contact a Taylor service technician.

6

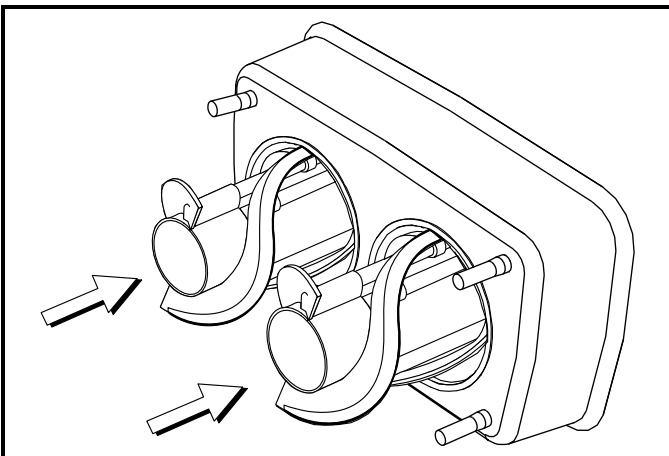


Figure 6-4

**Note:** Do not lubricate the gasket(s) or the front bearing(s).

9. Place the large rubber gaskets into the grooves on the back side of the freezer door.

10. Slide the white plastic front bearings over the baffle rods onto the bearing hubs, making sure that the flanged end of the bearing is resting against the freezer door.

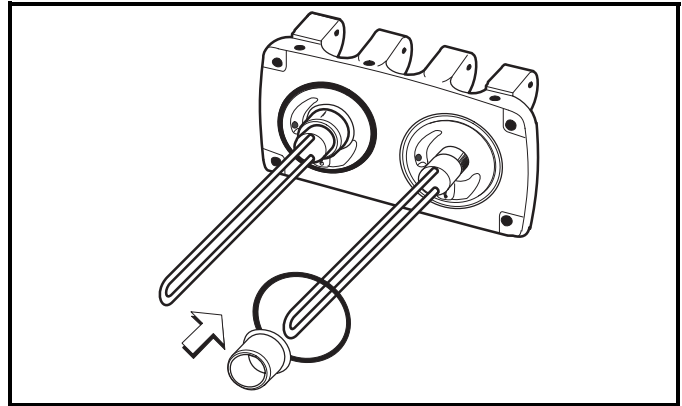


Figure 6-5

11. Slide the two O-rings into the grooves on each prime plug. Apply an even coat of Taylor Lube to the O-rings and shafts.

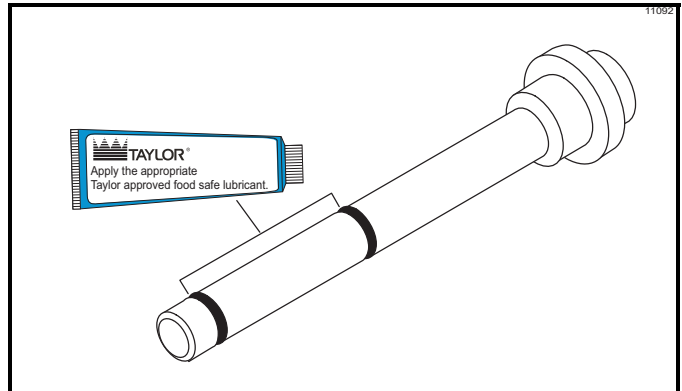


Figure 6-6

12. Insert the prime plugs into the holes in the top of the freezer door and push down.

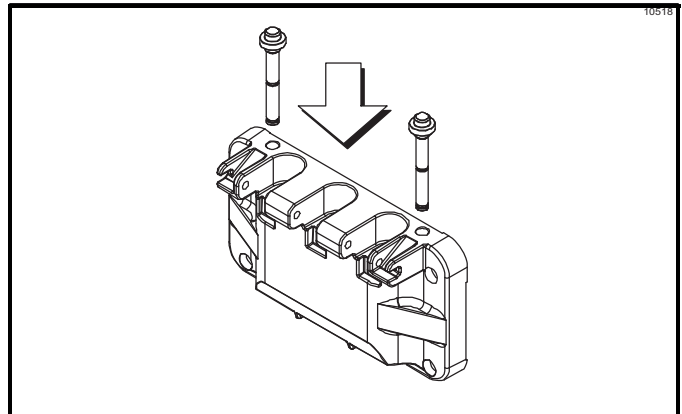


Figure 6-7

13. Insert the baffle rod(s) through the opening in the beater(s) and seat the door flush with the freezing

cylinder.

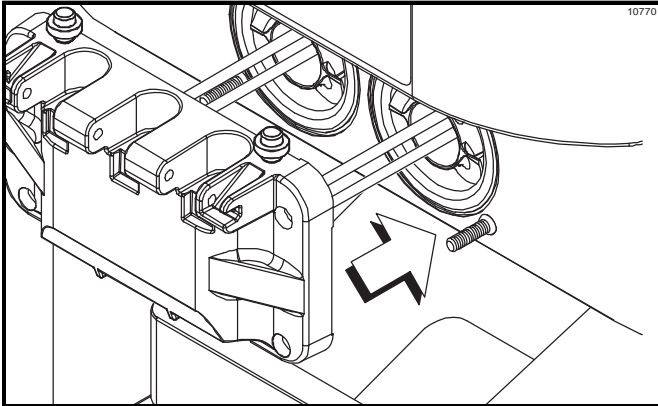


Figure 6-8

**Note:** The short handscrews go on the bottom, and the long handscrews go on the top.

14. With the door seated on the freezer studs, install the handscrews. Tighten equally in a crisscross pattern to ensure the door is secured.

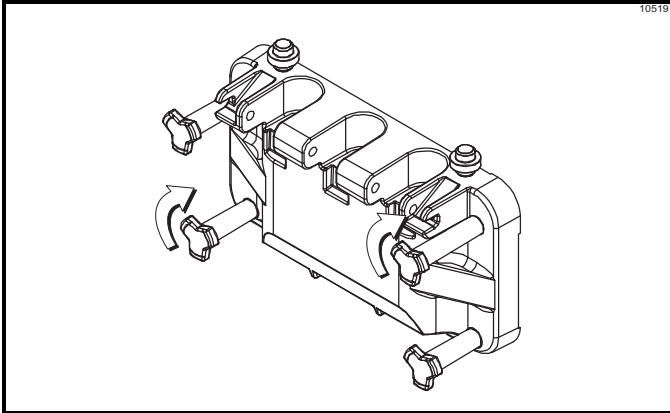


Figure 6-9

15. Slide the two O-rings into the grooves of each standard draw valve. Slide the H-ring and O-ring into the grooves of the center draw valve. Lubricate the H-ring and O-rings.

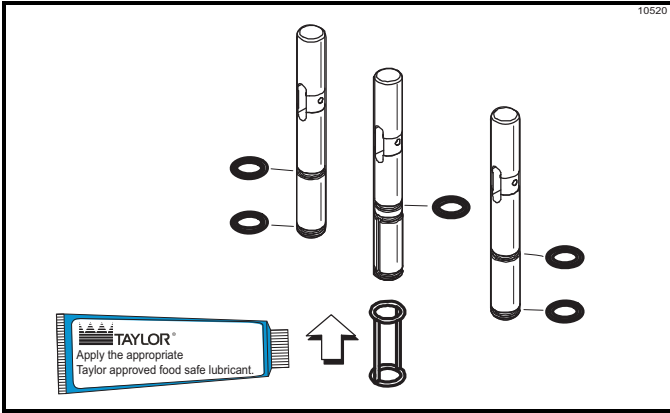


Figure 6-10

16. Lubricate the inside of the freezer door spouts from the bottom. Insert the draw valves into the freezer door from the bottom until the slot in the draw valves comes into view.

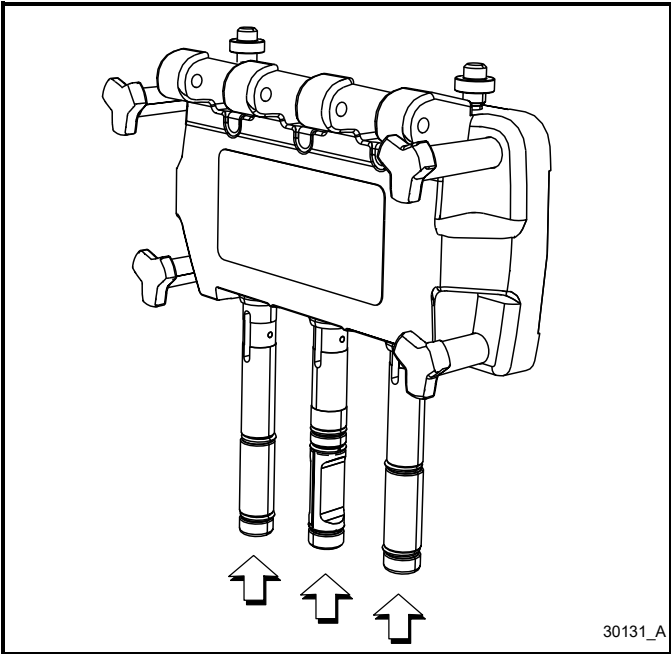


Figure 6-11

17. Slide the O-ring onto each pivot pin and lubricate.

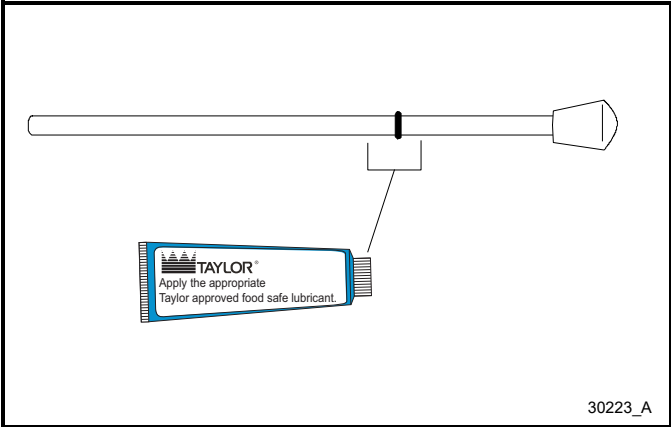


Figure 6-12

## OPERATING PROCEDURES

18. These machines have three draw handles. Slide the fork of the draw handle in the slot of the draw valve, starting from the right. Slide the pivot pin through each draw handle as you insert them into the draw valves.

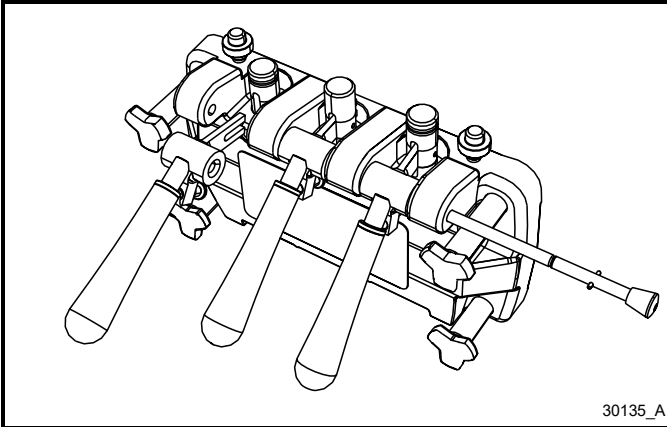


Figure 6-13

**Note:** These machines feature adjustable draw handles to provide the best portion control. The draw handles can be adjusted for different flow rates. See "Adjustable Draw Handle" on page 5-4 for more information on adjusting these handles.

19. Snap the design caps over the bottom of the freezer door spouts.

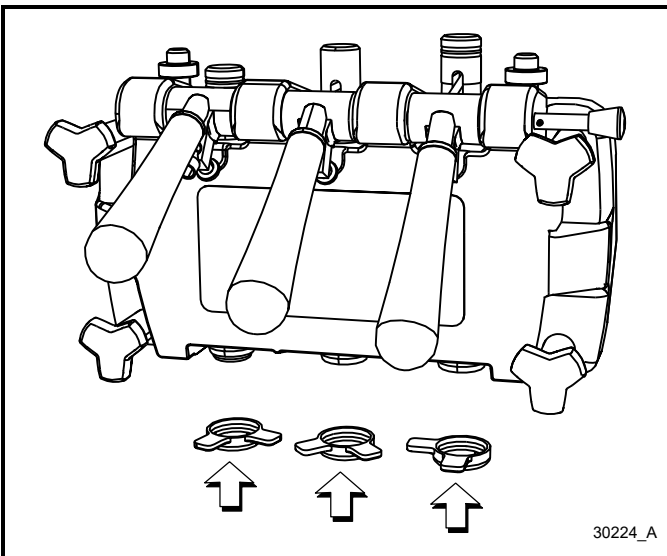


Figure 6-14

20. Install the front drip tray and the splash shield under the door spout(s).

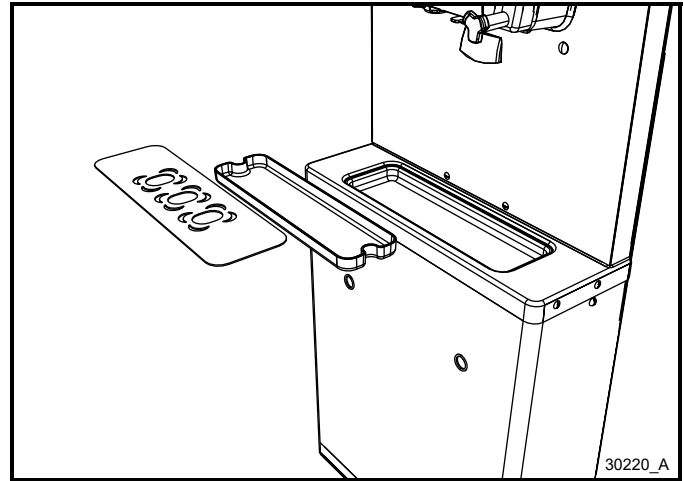


Figure 6-15

21. Slide the rear drip pan into the hole in the front panel.

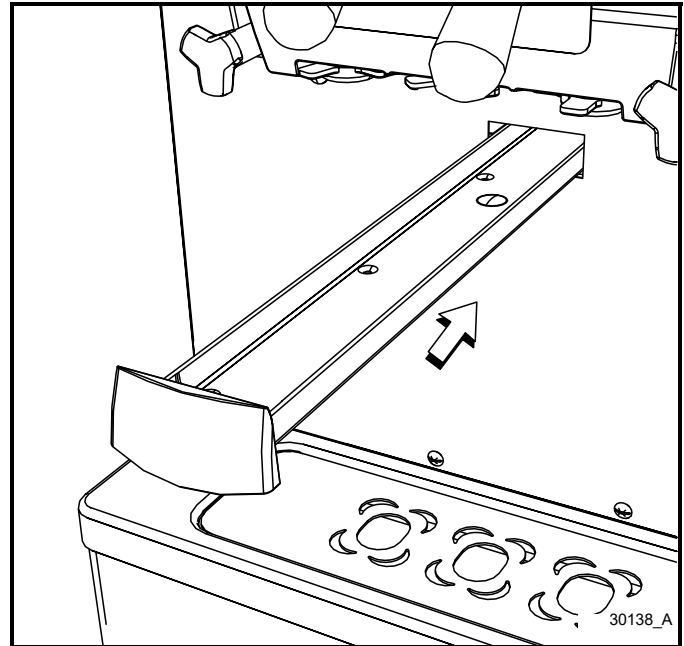


Figure 6-16

22. Slide two O-rings on one end of the air tube. Slide two O-rings on the other end of the air tube.

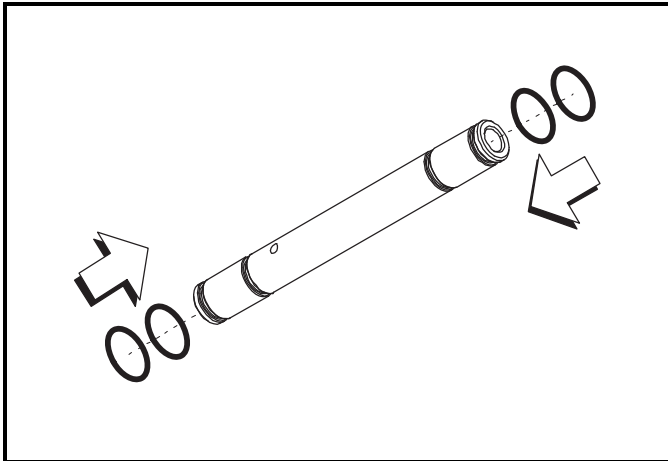


Figure 6-17

23. Slide the small O-ring into the groove of the air orifice. Do not lubricate the O-ring.

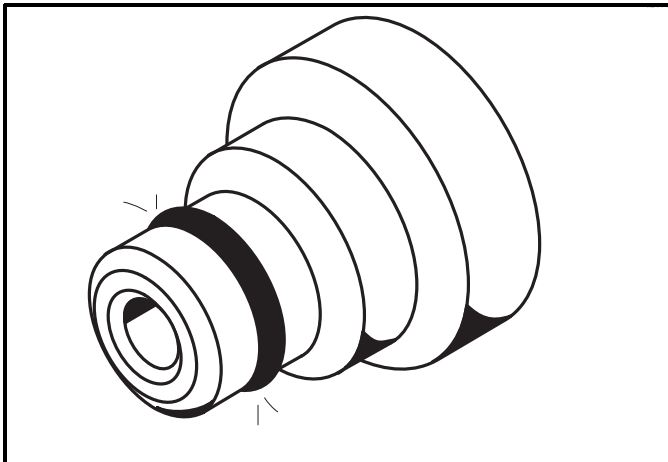


Figure 6-18

**Note:** Make sure the hole in the air orifice is clean and is not clogged. If the hole in the air orifice should become clogged, use soap and hot water to clear the hole. **Do not enlarge the hole in the air orifice.**

24. Install the air orifice into the hole in the top of the air tube (in the end without the small hole on the side).

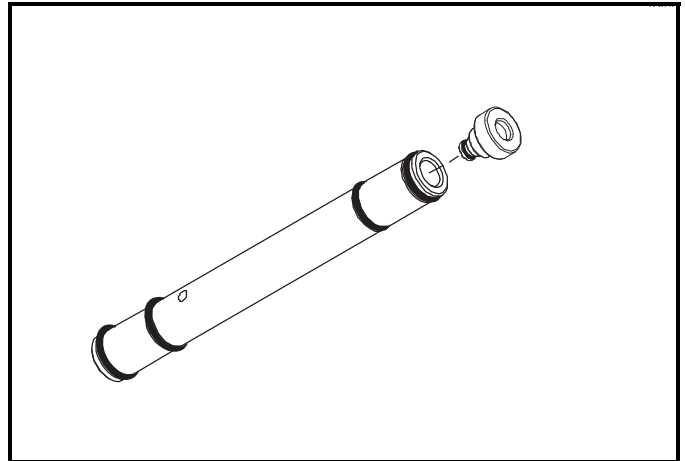


Figure 6-19

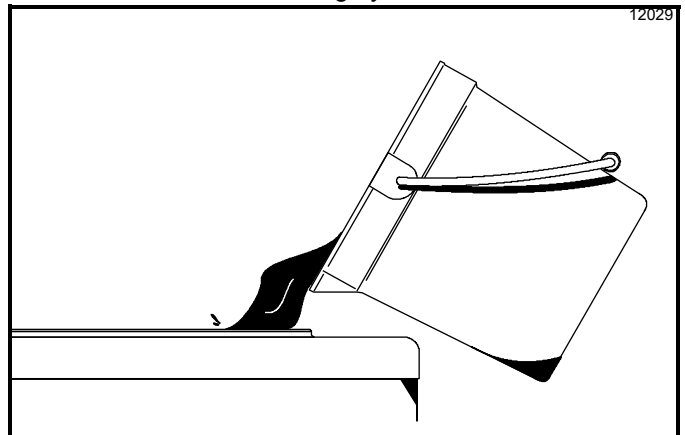
25. Lay the air tube (with the air orifice installed) in the bottom of the mix hopper for sanitizing.  
 26. Repeat step 22 through step 25 for the other side of the freezer.



**CAUTION! DO NOT** run the machine without product. Failure to follow this instruction can result in damage to the machine.

### Sanitizing

1. Prepare an approved 100 ppm sanitizing solution (examples: 2.5 gal. [9.5 L] of Kay-5<sup>®</sup> or 2 gal. [7.6 L] of Stera-Sheen<sup>®</sup>). **Use warm water and follow the manufacturer's specifications.**
2. Pour the sanitizing solution into the hopper and allow it to flow into the freezing cylinder.



# OPERATING PROCEDURES

Figure 6-20

3. While the solution is flowing into the freezing cylinder, brush-clean the mix hopper. When cleaning the hopper, take particular care in brushing the mix level sensing probe on the rear wall of the hopper, mix inlet hole, and air tube.

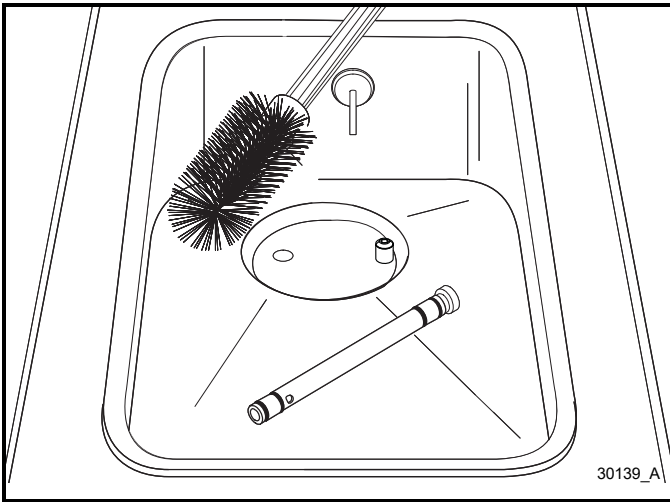


Figure 6-21

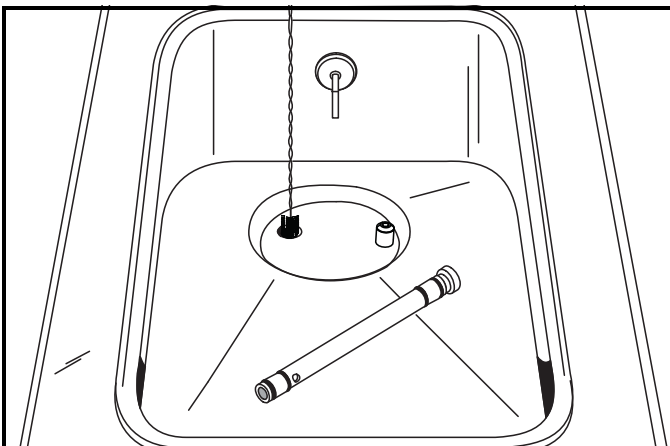


Figure 6-22

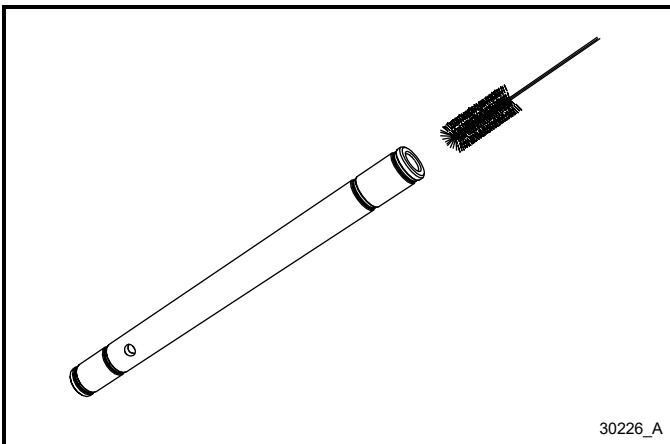


Figure 6-23

4. Place the power switch in the ON position.

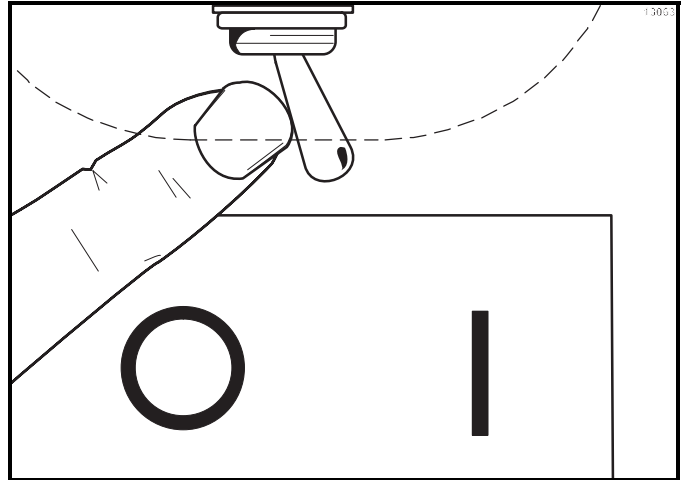


Figure 6-24

5. Press the WASH key to cause the sanitizing solution in the freezing cylinder to be agitated. Allow it to agitate for 5 minutes.

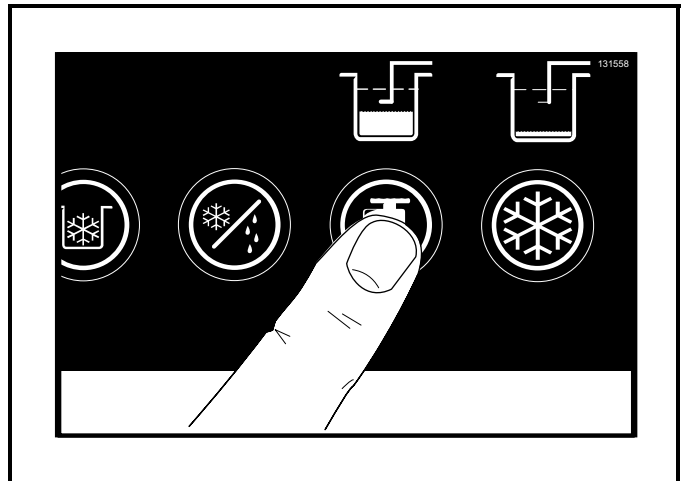


Figure 6-25

6. Place an empty pail beneath the door spouts and raise the prime plugs.

6

7. Momentarily pull the center draw handle down to sanitize the center door spout.

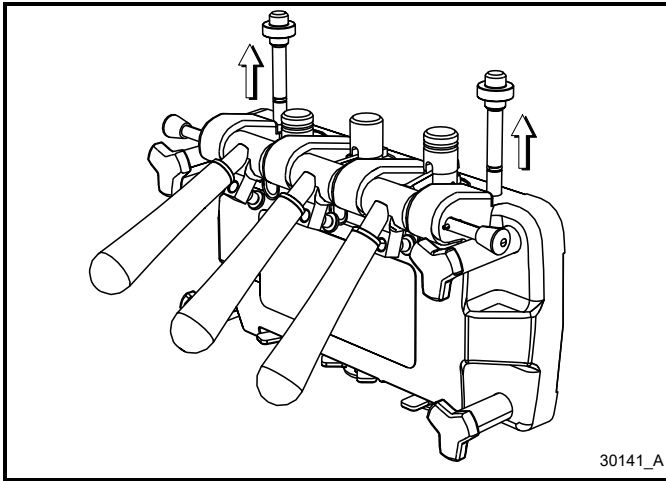


Figure 6-26

8. When a steady stream of sanitizing solution is flowing from the prime plug opening in the bottom of the freezer door, lower the draw handle. Draw off all the sanitizing solution.

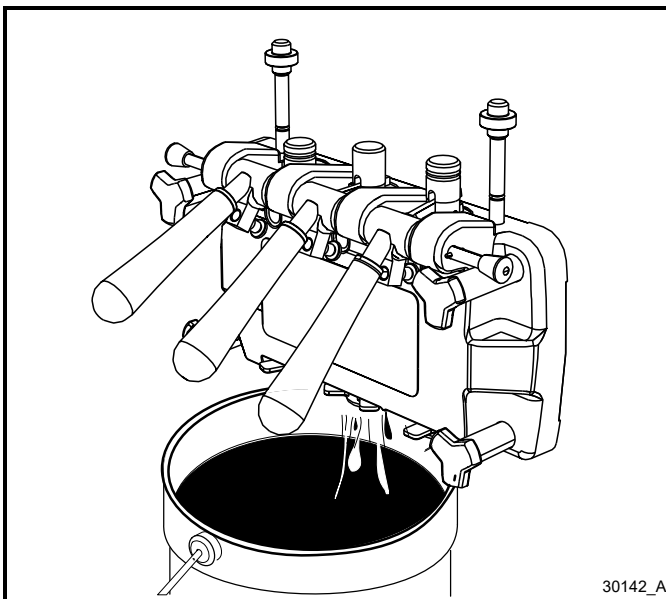


Figure 6-27

9. Once the sanitizer stops flowing from the door spout, raise the draw handle and press the WASH key, canceling the beater motor operation.

**Important!** You have just sanitized the freezer. **Make sure your hands** are sanitized before continuing these instructions.

10. With sanitized hands, stand the feed tubes with air orifices in the corner of the mix hopper.

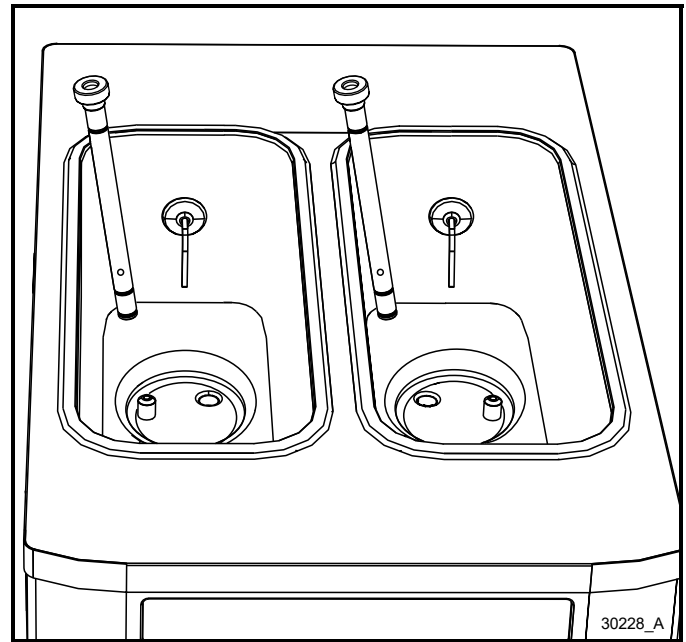


Figure 6-28

11. Repeat step 1 through step 10 for the other side of the freezer.

## Priming

Prime the machine as close as possible to the time of first product draw.

1. With a pail beneath the door spout, lower the draw handle. Make sure the prime plug is still in the up position. Pour 2 gal. (7.6 L) of **fresh** mix into the mix hopper and allow it to flow into the freezing cylinder. This will force out any remaining sanitizing solution. When full-strength mix is flowing from the door spout, raise the draw handle.

**Note:** Use only **fresh** mix when priming the freezing cylinder.

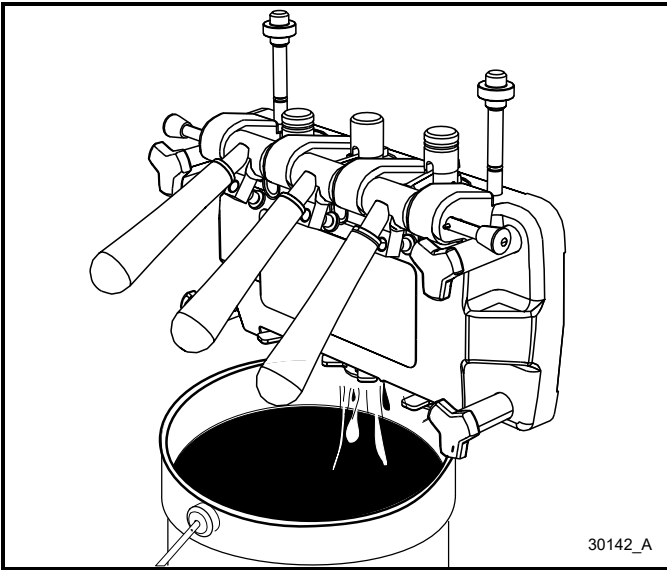


Figure 6-29

2. Once a steady stream of mix starts to flow from the prime plug opening in the bottom of the freezer door, push down the prime plug.

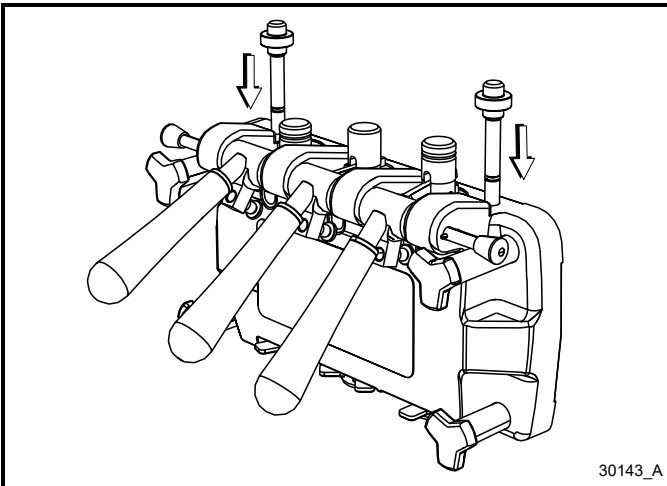


Figure 6-30

3. Lubricate the O-rings on the air tube on the end with the small hole on the side.
4. Install the air tube (the end with the hole) with the air orifice installed into the mix inlet hole in the mix hopper.
5. Press the AUTO key. The AUTO light will come on, indicating the main refrigeration system is operating. When the machine cycles off, the product will be at serving viscosity.

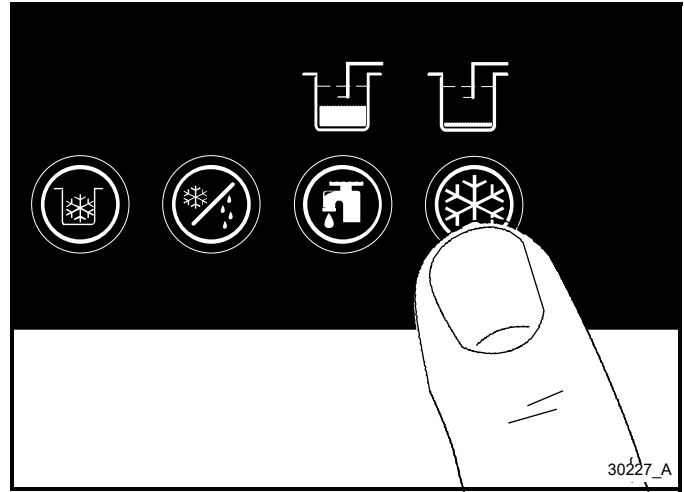


Figure 6-31

**Note:** The MIX REF light will come on, indicating the mix refrigeration system is operating to maintain the mix in the mix hopper.

6. Fill the hopper with mix. As the mix level comes in contact with the mix level sensing probe on the rear wall of the hopper, the MIX LOW light will shut off.
7. Place the mix hopper cover in position over the mix hopper.
8. Repeat step 1 through step 7 for the other side of the freezer.

### Closing Procedure

To disassemble these machines, the following items will be needed:

- Two cleaning pails
- Sanitized stainless-steel rerun can with lid
- Cleaning brushes (provided with machine)
- Cleaner
- Single-service towels

## Draining Product from the Freezing Cylinder

1. Press the AUTO key to cancel operation. Press the MIX REF key to cancel hopper refrigeration. These operations should be canceled as far ahead of cleaning time as possible to allow frozen product to soften for easier cleaning.

Remove the mix hopper cover and feed tube from the machine. Take them to the sink for cleaning.

2. If local health codes permit the use of rerun, place a sanitized NSF-approved stainless-steel rerun container beneath the door spouts. Press the WASH key and open the draw valves. When all the product stops flowing from the door spouts, close the draw valves and press the WASH key to cancel the wash mode. Place the sanitized lid on the rerun container and place it in the walk-in cooler.

**Note:** If local health codes do not permit the use of rerun, the product must be discarded. Follow the instructions in the previous step, except drain the product into a pail and properly discard the mix.



**ALWAYS FOLLOW LOCAL HEALTH CODES.**

3. Repeat **step 1 and 2** for the other side of the machine.

## Rinsing

**Note:** Do not brush-clean the mix inlet hole while the machine is in the Wash mode.

1. Pour 1 gal. (3.8 L) of cool, clean water into the mix hopper. With the brushes provided, scrub the mix hopper and the mix inlet hole.
2. With a pail beneath the door spout, raise the prime plug and press the WASH key.
3. When a steady stream of rinse water is flowing from the prime plug opening in the bottom of the freezer door, open the draw valve. Drain all the rinse water from the door spout. Close the draw valve, push the prime plug down, and press the WASH key cancelling the Wash mode.

Repeat this procedure until the rinse water being drawn from the freezing cylinder is **clear**.

4. Repeat step 1 through step 3 for the other side of the machine.

## Cleaning

1. Prepare an approved 100 ppm cleaning solution (examples: 2.5 gal. [9.5 L] of Kay-5<sup>®</sup> or 2 gal. [7.6 L] of Stera-Sheen<sup>®</sup>). **Use warm water and follow the manufacturer's specifications.**
2. With the prime plug down, pour 1 gal. (3.8 L) of cleaning solution into the mix hopper and allow it to flow into the freezing cylinder.
3. While the solution is flowing into the freezing cylinder, brush clean the mix hopper, the mix inlet hole, and the mix level probe.
4. Press the WASH key to cause the cleaning solution in the freezing cylinder to agitate.
5. Place an empty pail beneath the door spout and raise the prime plug. When a steady stream of cleaning solution is flowing from the prime plug opening in the bottom of the freezer door, open the draw valve. Draw off all of the solution.
6. Once the cleaning solution stops flowing from the door spout, close the draw valve, push the prime plug down, and press the WASH key canceling the Wash mode.
7. Repeat step 1 through step 6 for the other side of the machine.

## Disassembly

1. Remove the handscrews and the freezer door. Remove beaters, scraper blades, and driveshafts from the freezing cylinders. Take these parts to the sink for cleaning.
2. Remove the front drip tray, splash shield, and drip pans from the machine. Take them to the sink for cleaning.
3. Remove the rear drip pan and take to the sink for cleaning.

**Note:** If the drip pan was filled with an excessive amount of mix, the driveshaft O-ring of the beater assembly should be replaced or properly lubricated.

### Brush-Cleaning

1. Prepare a sink with an approved cleaning solution (examples: Kay-5<sup>®</sup> or Stera-Sheen<sup>®</sup>). **Use warm water and follow the manufacturer's specifications.**

**Important!** Follow label directions. Too **strong** of a solution can cause parts damage, while too **weak** of a solution will not provide adequate cleaning. Make sure all brushes provided with the machine are available for brush-cleaning.

2. Remove the seals from the driveshafts.
3. From the freezer door, remove design caps, pivot pins, draw handles, gaskets, front bearings, prime plugs, and draw valves. Remove all O-rings.

**Note:** To remove O-rings, use a single-service towel to grasp the O-ring. Apply pressure in an upwards until the O-ring pops out of its groove. With the other hand, push the top of the O-ring forward, it will roll out of the groove and can be easily removed. If more than one O-ring needs to be removed, always remove the rear O-ring first to allow the O-ring to slide over the forward rings without falling into the open grooves.

4. Remove the O-rings from the air tubes and air orifices.
5. Return to the machine with a small amount of cleaning solution. With the black bristle brush, brush-clean the rear shell bearings at the back of the freezing cylinders.
6. Thoroughly brush-clean all disassembled parts in the cleaning solution. Make sure all lubricant and mix film is removed. Take particular care to brush-clean the draw valve cores in the freezer door. Place all the cleaned parts on a clean, dry surface to air-dry overnight.
7. Wipe clean all exterior surfaces of the machine.

## During Cleaning and Sanitizing



**ALWAYS FOLLOW LOCAL HEALTH CODES.**



**NOTICE!** Cleaning and sanitizing schedules are governed by federal, state, or local regulatory agencies, and must be followed accordingly. If the unit has a Standby mode, it must not be used instead of proper cleaning and sanitizing procedures and frequencies set forth by the ruling health authority. The following checkpoints should be stressed during the cleaning and sanitizing operations.

## Troubleshooting Bacterial Count

- Thoroughly clean and sanitize the machine regularly, including complete disassembly and brush-cleaning.
  - Use all brushes supplied for thorough cleaning. The brushes are specially designed to reach all mix passageways.
  - Use the smaller, white bristle brush to clean the mix inlet hole that extends from the mix hopper down to the rear of the freezing cylinder.
  - Use the black bristle brush to thoroughly clean the rear shell bearing located at the rear of the freezing cylinder. Use a generous amount of cleaning solution on the brush.
  - If local health codes permit the use of rerun**, make sure the mix rerun is stored in a sanitized, covered stainless-steel container and is used the following day. **Do not** prime the machine with rerun. When using rerun, skim the foam and discard. Mix the rerun with **fresh** mix in a ratio of 50:50 during the day's operation.
  - On a designated day of the week, run the mix as low as feasible and discard after closing. This will break the rerun cycle and reduce the possibility of high bacteria and coliform counts.
- Properly prepare the cleaning and sanitizing solutions. Read and follow label directions carefully. Too **strong** of a solution may damage the parts, and too **weak** of a solution will not do an adequate job of cleaning or sanitizing them.
  - The temperature of the mix in the mix hopper and walk-in cooler should be below 40°F (4.4°C).

## Regular Maintenance Checks

- Check the rear shell bearing for signs of wear (excessive mix leakage in rear drip pan) and make sure it is properly cleaned.
- Using a screwdriver and cloth towel, clean the rear shell bearing and the female hex drive socket free of lubricant and mix deposits.
- Dispose of O-rings or seals if they are worn, torn, or fit too loosely, and replace with new ones.
- Follow all lubricating procedures as outlined in "Assembly" on page 6-1.
- If your machine is air-cooled, check the condenser for dirt and lint. A dirty condenser will reduce the efficiency and capacity of the machine. Condensers should be cleaned **monthly** with a soft brush. **Never** use screwdrivers or other metal probes to clean between the fins.
 

**Note:** For machines equipped with an air filter, it will be necessary to vacuum-clean the filters monthly.
- If your machine is equipped with an auxiliary refrigeration system, check the auxiliary condenser for dirt and lint. A dirty condenser will reduce the refrigeration capacity of the mix hopper. Condensers must be cleaned **monthly** with a soft brush. **Never** use screwdrivers or other metal probes to clean between the fins. Failure to comply may result in electrocution.
- If your machine is water-cooled, check the water lines for kinks or leaks. Kinks can occur when the machine is moved back and forth for cleaning or maintenance. Deteriorated or cracked water lines should be replaced only by a Taylor service technician.

### Winter Storage

If the place of business is to be closed during the winter months, it is important to protect the freezer by following certain precautions, particularly if the building is subject to freezing conditions.

**Important!** *On water-cooled freezers, disconnect the water supply. Relieve pressure on the spring in the water valve. Use air pressure on the outlet side to blow out any water remaining in the condenser. **This is extremely important.** Failure to follow this procedure may cause severe and costly damage to the refrigeration system. Your local Taylor distributor can perform this service for you.*

- Disconnect the freezer from the main power source to prevent possible electrical damage.
- Wrap detachable parts of the freezer (such as the beater assembly, and freezer door) and place them in a protected dry place. Rubber trim parts and gaskets can be protected by wrapping them with moisture-proof paper.
- All parts should be thoroughly cleaned of dried mix or lubrication accumulations, which can attract mice and other vermin.

Table 8-1

| Problem   | Probable Cause   | Remedy   | Page Ref. |
|---|--|--|-----------|
| 1. No product is being dispensed.                 | a. The power switch is in the OFF position.                                  | a. Place the power switch in the AUTO position.                                | 5-2       |
|   | b. The mix level is inadequate in the mix hopper.                            | b. Fill the mix hopper with mix.   | 5-3       |
|   | c. The beater motor overloaded.  | c. Reset the freezer.  | 5-3       |
|   | d. The machine is unplugged at the wall receptacle.                          | d. Plug in the power cord.   | 1-1       |
|   | e. The circuit breaker is tripped, or the fuse is blown.                     | e. Place the circuit breaker in the ON position or replace the fuse.           | ---       |
|   | f. The freezer door is incorrectly assembled.                                | f. See "Section 6: Operating Procedures" for proper installation.              | 6-1       |
|   | g. Product is being drawn off in excess of the freezer's capacity.           | g. Stop drawing product and allow the machine to recover.                      | ---       |
| 2. The machine will not operate in the AUTO mode. | a. The control is set too cold.  | a. Contact service technician.   | 1-3       |
|   | b. The refrigeration system is not activated.                                | b. Momentarily raise the draw switch to activate the refrigeration system.     | 5-3       |
|   | c. The circuit breaker is tripped, or the fuse is blown.                     | c. Place the circuit breaker in the ON position or replace the fuse.           | ---       |
|   | d. The beater motor overloaded, causing a loss of power to the power switch. | d. Reset the freezer.  | 5-3       |
| 3. The product is too stiff.                      | a. The control is set too cold.  | a. Contact service technician.   | ---       |
| 4. The product is too soft.                       | a. The control is set too warm.  | a. Contact service technician.   | ---       |
|   | b. The air tube is not installed.  | b. Install the air tube in the mix inlet hole at the bottom of the mix hopper. | 6-7       |
|   | c. Out-drawing the freezer's capacity.                                       | c. Two 4 oz. (113.4 g) servings in one minute.                                 | ---       |
| 5. The freezing cylinder walls are scored.        | a. Operating freezer without the front bearing on the freezer door.          | a. Install the front bearing on the freezer door.                              | 6-1       |
|   | b. The gear machine or the direct drive is out of alignment.                 | b. Contact service technician.   | ---       |
| 6. Excessive leakage in rear drip pan.            | a. A worn or defective O-ring is on the beater driveshaft.                   | a. Replace O-rings every 3 months.   | 9-1       |
|   | b. The rear shell bearing is worn.   | b. Contact service technician.   | ---       |
|   | c. Incorrect lubricant was used.   | c. Use food-grade lubricant (example: Taylor Lube).                            | 6-1       |
|   | d. Inadequate lubrication of beater driveshaft.                              | d. Lubricate the beater driveshaft properly.                                   | 6-1       |
| 7. The draw valve is leaking.                     | a. Incorrect lubricant was used.   | a. Use food-grade lubricant (example: Taylor Lube).                            | 6-1       |
|   | b. Worn or defective O-rings are on the draw valve.                          | b. Replace O-rings every 3 months.   | 9-1       |
|   | c. Inadequate lubrication of draw valve.                                     | c. Lubricate the draw valve properly.  | 6-1       |

## TROUBLESHOOTING GUIDE

| Problem  | Probable Cause   | Remedy  | Page Ref. |
|--|--|---|-----------|
| 8. Product is not feeding into the freezing cylinder.                  | a. The mix level is inadequate in the mix hopper.                                    | a. Fill the mix hopper with mix.  | 5-3       |
|  | b. The air orifice is not installed.   | b. Install the air orifice in the air tube.   | 6-7       |
|  | c. The air tube is installed incorrectly.  | c. Install the air tube in the mix inlet hole, using the end with the small hole in the side. | 6-7       |
|  | d. The mix inlet hole is frozen.   | d. Contact service technician.  | ---       |
| 9. The machine goes out on overload excessively.                       | a. There are too many appliances plugged into the circuit.                           | a. A <b>separate</b> 20A circuit is needed for the freezer to operate properly.               | ---       |
|  | b. An extension cord has been placed between the power cord and the wall receptacle. | b. If the extension cord is used, it must match the power cord in size of circuit ampacity.   | ---       |
| 10. Mix from one freezing cylinder bleeds over to the second cylinder. | a. The center draw valve seal is worn or improperly lubricated.                      | a. Lubricate properly and replace seal every 3 months.  | 6-1, 9-1  |

## Maintenance Intervals

Table 9-1

| Part Description             | Every 3 Months | Every 6 Months                    | Annually |
|------------------------------|----------------|-----------------------------------|----------|
| Driveshaft Seal              | X              |                                   |          |
| Scraper Blade                | X              |                                   |          |
| Freezer Door Gasket          | X              |                                   |          |
| Front Bearing                | X              |                                   |          |
| Draw Valve O-ring            | X              |                                   |          |
| Pivot Pin O-ring             | X              |                                   |          |
| Prime Plug O-ring            | X              |                                   |          |
| Air Tube O-ring              | X              |                                   |          |
| Air Orifice O-Ring           | X              |                                   |          |
| White Bristle Brush, 3" x 7" |                | Inspect and replace if necessary. | Minimum  |
| White Bristle Brush, 1" x 2" |                | Inspect and replace if necessary. | Minimum  |
| Black Bristle Brush, 1" x 2" |                | Inspect and replace if necessary. | Minimum  |
| Double Ended Brush           |                | Inspect and replace if necessary. | Minimum  |



## TAYLOR COMPANY LIMITED WARRANTY ON FREEZERS

Taylor Company, is pleased to provide this limited warranty on new Taylor-branded freezer equipment (the "Product") available from Taylor to the market generally to the original purchaser only.

### LIMITED WARRANTY

Taylor warrants the Product against failure due to defects in materials or workmanship under normal use and service as follows. All warranty periods begin on the date of original Product installation. If a part fails due to defects during the applicable warranty period, Taylor, through a Taylor-authorized Taylor distributor or service agency, will provide a new or remanufactured part, at Taylor's option, to replace the failed defective part at no charge for the part. Except as otherwise stated herein, these are Taylor's exclusive obligations under this limited warranty for a Product failure. This limited warranty is subject to all provisions, conditions, limitations, and exclusions listed below and on the reverse (if any) of this document.

Table 10-1

| Product                     | Part   | Limited Warranty Period |
|-----------------------------|--|-------------------------|
| <b>Soft Serve</b>           | Insulated Shell Assembly   | Five (5) Years          |
| <b>Frozen Yogurt Shakes</b> | Refrigeration Compressor (except service valve)                                    | Five (5) Years          |
| <b>Smoothies</b>            | Beater Motors  | Two (2) Years           |
| <b>Frozen Beverage</b>      | Beater Drive Gear  | Two (2) Years           |
| <b>Batch Desserts</b>       | Printed Circuit Boards and Softech™ Controls beginning with Serial Number H8024200 | Two (2) Years           |
|                             | Parts Not Otherwise Listed in This Table or Excluded Below                         | One (1) Years           |

### LIMITED WARRANTY CONDITIONS

1. If the date of original installation of the Product cannot be verified, then the limited warranty period begins ninety (90) days from the date of Product manufacture (as indicated by the Product serial number). Proof of purchase may be required at time of service.
2. This limited warranty is valid only if the Product is installed and all required service work on the Product is performed by a Taylor-authorized distributor or service agency, and only if genuine, new Taylor parts are used.
3. Installation, use, care, and maintenance must be normal and in accordance with all instructions contained in the Taylor Operator's Manual.
4. Defective parts must be returned to the Taylor-authorized distributor or service agency for credit.
5. The use of any refrigerant other than that specified on the Product's data label will void this limited warranty.

### LIMITED WARRANTY EXCEPTIONS

This limited warranty does **not** cover:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of defective parts, replacement parts, or new Products.
2. Normal maintenance, cleaning, and lubrication as outlined in the Taylor Operator's Manual, including cleaning of condensers.
3. Replacement of wear items designated as Class 000 parts in the Taylor Operator's Manual.
4. External hoses, electrical power supplies, and machine grounding.
5. Parts not supplied or designated by Taylor, or damages resulting from their use.
6. Return trips or waiting time required because a service technician is prevented from beginning warranty service work promptly upon arrival.
7. Failure, damage, or repairs due to faulty installation, misapplication, abuse, no or improper servicing, unauthorized alteration, or improper operation or use as indicated in the Taylor Operator's Manual, including but not limited to the failure to use proper assembly and cleaning techniques, tools, or approved cleaning supplies.
8. Failure, damage, or repairs due to theft, vandalism, wind, rain, flood, high water, water, lightning, earthquake, or any other natural disaster, fire, corrosive environments, insect or rodent infestation, or other casualty, accident, or condition beyond the reasonable control of Taylor; operation above or below the electrical or water supply specification of the Product; components repaired or altered in any way so as to, in the judgment of the Manufacturer, adversely affect performance, or normal wear or deterioration.
9. Any Product purchased over the Internet.
10. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
11. Electricity or fuel costs, or increases in electricity or fuel costs for any reason whatsoever.
12. Damages resulting from the use of any refrigerant other than that specified on the Product's data label.
13. Any cost to replace, refill, or dispose of refrigerant, including the cost of refrigerant.
14. **Any special, indirect, or consequential property or commercial damage of any nature whatsoever.** Some jurisdictions do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

**LIMITATION OF WARRANTY**

**THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, AND/OR REMEDIES UNDER THE LAW, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE ORIGINAL OWNER'S SOLE REMEDY WITH RESPECT TO ANY PRODUCTS SHALL BE REPAIR OR REPLACEMENT OF DEFECTIVE COMPONENTS UNDER THE TERMS OF THIS LIMITED WARRANTY. ALL RIGHTS TO CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING CLAIMS FOR LOST SALES, LOST PROFITS, PRODUCT LOSS, PROPERTY DAMAGES, OR SERVICE EXPENSES) ARE EXPRESSLY EXCLUDED. THE EXPRESS WARRANTIES MADE IN THIS LIMITED WARRANTY MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.**

**LEGAL REMEDIES**

The owner **must** notify Taylor in writing by certified or registered letter to the following address of any defect or complaint with the Product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the Product under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.

Taylor Company  
750 N. Blackhawk Blvd.  
Rockton, IL 61072, U.S.A.



## TAYLOR COMPANY LIMITED WARRANTY ON GENUINE TAYLOR PARTS

Taylor Company, is pleased to provide this limited warranty on genuine, new Taylor replacement components and parts (the “Parts”) available from Taylor to the market generally to the original purchaser only.

### LIMITED WARRANTY

Taylor warrants the Parts against failure due to defect in materials or workmanship under normal use and service as follows. All warranty periods begin on the date of original installation of the Part in the Taylor unit. If a Part fails due to defects during the applicable warranty period, Taylor, through a Taylor-authorized distributor or service agency, will provide a new or remanufactured Part, at Taylor’s option, to replace the failed defective Part at no charge for the Part. Except as otherwise stated herein, these are Taylor’s exclusive obligations under this limited warranty for a Part failure. This limited warranty is subject to all provisions, conditions, limitations, and exclusions listed below and on the reverse (if any) of this document.

Table 11-1

| Parts Warranty Class Code or Part | Limited Warranty Period |
|-----------------------------------|-------------------------|
| Class 103 Parts <sup>1</sup>      | Three (3) Months        |
| Class 212 Parts <sup>2</sup>      | Twelve (12) Months      |
| Class 512 Parts                   | Twelve (12) Months      |
| Class 000 Parts                   | No Warranty             |
| Taylor Part #072454 (Motor-24VDC) | Four (4) Years          |

### LIMITED WARRANTY CONDITIONS

1. If the date of original installation of the Part cannot be otherwise verified, proof of purchase may be required at time of service.
2. This limited warranty is valid only if the Part is installed and all required service work in connection with the Part is performed by a Taylor-authorized distributor or service agency.
3. The limited warranty applies only to Parts remaining in use by their original owner at their original installation location in the unit of original installation.
4. Installation, use, care, and maintenance must be normal and in accordance with all instructions contained in the Taylor Operator’s Manual.
5. Defective Parts must be returned to the Taylor-authorized distributor or service agency for credit.
6. This warranty is not intended to shorten the length of any warranty coverage provided pursuant to a separate Taylor limited warranty on freezer or grill equipment.
7. The use of any refrigerant other than that specified for the unit in which the Part is installed will void this limited warranty.

<sup>1, 2</sup> Except that Taylor Part #032129SER2 (Compressor-Air-230V SERV) and Taylor Part #075506SER1 (Compressor-Air-115V 60HZ) shall have a limited warranty period of twelve (12) months when used in Taylor freezer equipment and a limited warranty period of two (2) years when used in Taylor grill equipment.

## LIMITED WARRANTY ON PARTS

---

### LIMITED WARRANTY EXCEPTIONS

This limited warranty does **not** cover:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of defective Parts, replacement Parts, or new Parts.
2. Normal maintenance, cleaning, and lubrication as outlined in the Taylor Operator's Manual, including cleaning of condensers or carbon and grease buildup.
3. Required service, whether cleaning or general repairs, to return the cooking surface assemblies, including the upper platen and lower plate, to an operational condition to achieve proper cooking or allow proper assembly of release sheets and clips as a result of grease buildup on the cooking surfaces, including but not limited to the platen and plate, sides of the shroud, or top of the shroud.
4. Replacement of cooking surfaces, including the upper platen and lower plate, due to pitting or corrosion (or in the case of the upper platen, due to loss of plating) as a result of damage due to the impact of spatulas or other small wares used during the cooking process or as a result of the use of cleaners, cleaning materials, or cleaning processes not approved for use by Taylor.
5. Replacement of wear items designated as Class 000 Parts in the Taylor Operator's Manual, as well as any release sheets and clips for the Product's upper platen assembly.
6. External hoses, electrical power supplies, and machine grounding.
7. Parts not supplied or designated by Taylor, or damages resulting from their use.
8. Return trips or waiting time required because a service technician is prevented from beginning warranty service work promptly upon arrival.
9. Failure, damage, or repairs due to faulty installation, misapplication, abuse, no or improper servicing, unauthorized alteration, or improper operation or use as indicated in the Taylor Operator's Manual, including but not limited to the failure to use proper assembly and cleaning techniques, tools, or approved cleaning supplies.
10. Failure, damage or repairs due to theft, vandalism, wind, rain, flood, high water, water, lightning, earthquake, or any other natural disaster, fire, corrosive environments, insect or rodent infestation, or other casualty, accident or condition beyond the reasonable control of Taylor; operation above or below the gas, electrical, or water supply specification of the unit in which a part is installed; Parts or the units in which they are installed repaired or altered in any way so as to, in the judgment of Taylor, adversely affect performance, or normal wear or deterioration.
11. Any Part purchased over the Internet.
12. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
13. Electricity, gas, or other fuel costs, or increases in electricity or fuel costs for any reason whatsoever.
14. Damages resulting from the use of any refrigerant other than that specified for the unit in which the Part is installed.
15. Any cost to replace, refill, or dispose of refrigerant, including the cost of refrigerant.
16. **Any special, indirect, or consequential property or commercial damage of any nature whatsoever.** Some jurisdictions do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

**LIMITATION OF WARRANTY**

**THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, AND/OR REMEDIES UNDER THE LAW, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE ORIGINAL OWNER'S SOLE REMEDY WITH RESPECT TO ANY PRODUCTS SHALL BE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS UNDER THE TERMS OF THIS LIMITED WARRANTY. ALL RIGHTS TO CONSEQUENTIAL OR INCIDENTAL DAMAGES, (INCLUDING CLAIMS FOR LOST SALES, LOST PROFITS, PRODUCT LOSS, PROPERTY DAMAGES, OR SERVICE EXPENSES) ARE EXPRESSLY EXCLUDED. THE EXPRESS WARRANTIES MADE IN THIS LIMITED WARRANTY MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.**

**LEGAL REMEDIES**

The owner **must** notify Taylor in writing by certified or registered letter to the following address of any defect or complaint with the Part, stating the defect or complaint and a specific request for repair, replacement, or other correction of the Part under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.

Taylor Company  
750 N. Blackhawk Blvd.  
Rockton, IL 61072, U.S.A.

