

# TROUBLESHOOTING

## PROBLEM: HOPPER ISN'T COLD ENOUGH

### Probable Cause

1. Warm product was recently added.
2. Hopper temperature setting is too high.
3. Temperature offsets need adjustment.

### Remedy

1. Allow at least 1 hour after adding new mix for hopper temperatures to stabilize.
2. Call Spaceman Technical Support.

## PROBLEM: HOPPER IS FREEZING

### Probable Cause

1. Inadequate mix in hopper.
2. Hopper temperature setting is too low.

### Remedy

Ensure hopper is at least half full.

## PROBLEM: PRODUCT IS TOO SOFT

### Probable Cause

1. Machine isn't cleaned/lubricated adequately.
2. Inadequate mix in hopper.
3. Improper mixing of product.
4. Machine doesn't have adequate ventilation.
5. Viscosity adjustment is set incorrectly.

### Remedy

1. Clean and properly lubricate machine daily.
2. Ensure hopper is at least half full.
3. Follow manufacturer instructions for mixing product; ensure correct mix ratios.
4. Ensure a minimum 152mm (6") clearance on

## PROBLEM: MACHINE IS MAKING NOISE

### Probable Cause

1. Improper assembly.
2. Wearable parts need replacement.
3. Internal cleaning/maintenance required.
4. Damaged internal parts.

### Remedy

1. Stop machine use, drain product with machine powered OFF; clean and inspect parts.
2. Replace wearable parts at least once every 3 months.
3. Contact Spaceman Technical Support.

## PROBLEM: PRODUCT LEAKS EXCESSIVELY

### Probable Cause

1. Improper or inadequate lubrication of beater seal.
2. Damaged, missing, or improperly installed beater.

### Remedy

1. Use sufficient food-grade lubricant, and add sufficient lubricant inside gasket during assembly (Page 9).

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## PROBLEM: PRODUCT LEAKS EXCESSIVELY

### Probable Cause

1. Improper or inadequate lubrication of draw valve and draw valve O-rings.
2. Cracked, broken, or worn draw valve O-rings.

### Remedy

1. Use sufficient food-grade lubricant when assembling draw valves (Page 9).

## PROBLEM: MACHINE SHUTS DOWN

### Probable Cause

Cylinders are experiencing freeze-up due to

1. Viscosity set too high
2. Hopper is low on mix
3. Cylinder is starved by dispensing too fast
4. Feed hole plugged

### Remedy

Reset machine (Page 12), and find and resolve cause of freeze up