



## FAULT FINDING CHART-SMAKYMIXERS

<b>Problem</b>	<b>Possible Cause</b>	<b>Action Required</b>
Mixer will not run	Bowl guard not in closed position	Rotate guard to the right until fully closed
	Bowl is not raised	Raise bowl to the highest position.
	Timer is not engaged	Turn timer at least five minutes past "0", then to desired time; or set time to the green "on" position.
	Power is not connected properly or correctly	Check all power connections. Plug into a live socket. ( <i>Do not use extension cord</i> ). Test socket with another appliance.
	Building circuit breaker is off.	Check breaker box.
	Internal overload tripped	<u>SM-200 &amp; smaller models:</u> Press stop button, then press reset button. <u>SM-30HI &amp; larger models:</u> Wait <b>two</b> minutes. Press stop button, then press start button. ( <i>If overload continues to trip, reduce batch size and/or adjust recipe</i> )
	Gear is not engaged.	Turn gear lever fully into position. ( <i>Mixer will not operate if the speed control lever is positioned in between speeds</i> ).
Mixer stops during mixing	Internal overload tripped	<u>SM-200 &amp; smaller models:</u> Press stop button, then press reset button. <u>SM-30HI &amp; larger models:</u> Wait <b>two</b> minutes. Press stop button, then press start button. ( <i>If overload continues to trip, reduce batch size and/or adjust recipe</i> )
	Damaged or broken transmission belt.	<u>SM-30HI &amp; larger models:</u> Technician must replace belt.
	Speeds were changed during mixing, SM-80PL only.	Return speed control lever to a speed model position and restart the mixer.
Mixer is noisy	Mixer is not installed on level surface.	Adjust surface or relocate mixer. Make sure rubber feet are in place.
	Bowl not seated correctly or clamps not in place.	Ensure bowl is seated into bowl cradle correctly and bowl clamps are locked in place.

Mixer is noisy	Agitator not fitted properly.	Remove and attach agitator into position properly.
	Overloading of bowl.	Reduce batch size. ( <i>See capacity chart</i> )
	Damaged or worn belt.	Replace belt.
	Planetary ring gear needs lubrication.	Technician to inspect for source of noise. Reapply high-pressure grease. Contact technician.
Safety guard is stuck (will not move freely)	Clean & lubricate slide sheath	Technician must drop down planetary assembly to access mat & sheath. Contact technician.
Agitators will not go onto the planetary shaft easily	Lack of lubrication and/or cleaning of the planetary shaft.	Wipe planetary shaft with a clean damp cloth and lubricate the shaft with mineral oil or food quality grease.
Mixing time is too long	Three-phase mixers is wired wrong	Agitators should rotate clockwise around the bowl. If not, electrician must rewire.
	Batch size too small	Increase batch size or use smaller bowl adapter kit ( <i>Contact dealer for purchase</i> )
	Incorrect recipe portions or temperature.	Follow portions and temperatures per recipe instructions.
Bowl raise gets stuck or not operational.	Lack of lubrication on bowl slides.	Lubricate bowl slides with mineral oil or food quality grease. If still sticking, technician must clean the bowl raising mechanism.
One or more gears not working	Broken belt	Technician must replace belt
	Damaged or broken gear	Technician to replace gear. <b><i>Always stop mixer before shifting gears!</i></b>
Mixer will not mix medium or heavy loads.	Incorrect or low voltage	Contact electrician
	Belt slipping	Technician must replace belt.
Residue leaking from hub	Contaminated hub due to build-up of meat and/or vegetable juices (especially tomatoes)	Technician to remove hub and clean interior. To avoid problem, always wipe hub and dry after each use. <i>*Note: Acid from tomato juices will corrode/contaminate interior parts! Don't mix tomatoes in meat grinder!</i>
Agitators touching bottom or sides of bowl.	Defective or dented bowl	Remove dents or replace bowl
	Defective agitator	Replace agitator
Broken whip wires	Batch size too large for mixer. Items too firm, speed too high	Reduce batch. ( <i>See Capacity Chart</i> ). Adjust recipe. Reduce speed.
	Hand utensils dropped into bowl while mixing	Stop mixer before working on mixture.
Broken flat beater	Ingredients too cold or too large (e.g. frozen butter, cream cheese cut in chunks)	Wait for ingredients to reach room temperature before mixing. Reduce chunk size.

Broken dough hook	Batch size too large for mixer	Reduce batch size. ( <i>See Capacity Chart</i> ). Adjust recipe.
	Ingredients too cold or too large	Wait for ingredients to reach room temperature before mixing. Reduce chunk size.
Mixture clumps up dough hook	Three-phase mixer is wired incorrectly	Electrician to rewire
Discoloration of mixed product.	Bowl has not been thoroughly cleaned	Clean bowl again (refer to page 11).