

SM-500A-TROUBLESHOOTING

FAULT	CHECK	POSSIBLE REASON AND ACTION REQUIRED
No power to mixer	<ol style="list-style-type: none"> 1. Check plug socket 2. Check wiring in plug 3. Check fuse in plug 4. Check or change cable 5. Check microswitch 6. Check circuit breaker over load or short 	<ol style="list-style-type: none"> 1. Mixer not plugged into a live socket or not switched on 2. Plug incorrectly wired – rewire correctly 3. Possible faulty fuse – replace fuse 4. Cable damaged or split – replace cable 5. Limit switch damaged or faulty – replace switch 6. Circuit breaker shut off or constantly short – reset or replace the circuit breaker (automatically reset).
Mixer falls to operate	<ol style="list-style-type: none"> 1. Check bowl guard/lift 2. Check transmission belt 3. Check gear change lever 	<ol style="list-style-type: none"> 1. Machine will not operate with guards open 2. Belt damaged or broken-replace belt 3. Machine will not operate if out of gear-put in gear
Mixer becomes noisy	<ol style="list-style-type: none"> 1. Check bowl and tools 2. Check work surface 3. Check bearing for wear 4. Check gearbox 5. Check planetary unit 	<ol style="list-style-type: none"> 1. Ensure that bowl and tool are correctly seated. 2. Uneven surfaces create excessive resonance. 3. Worn bearings – replace bearings 4. Damaged or faulty gearbox – replace gearbox 5. Reapply high-pressure grease thought grease fitting. (Please refer to MAINTENANCE)
Mixer loses power	<ol style="list-style-type: none"> 1. Check capacity 2. Check transmission gear 3. Check shaft bias 	<ol style="list-style-type: none"> 1. Overloading of bowl – reduce load 2. Gear damaged or worn – replace belt 3. Damaged or faulty gearbox – replace shaft bias
Motor overheating	<ol style="list-style-type: none"> 1. Check capacity/speed 2. Check supply voltage 	<ol style="list-style-type: none"> 1. Refer to Table 2 and 3 for details 2. Voltage should correspond to rating plate
Oil on planetary shaft	Check oil seal	Worn oil seal – change oil seal
Mixing tools stuck on planetary shaft	Check planetary shaft bent, unclean or rusted.	<ol style="list-style-type: none"> 1. Planetary shaft twisted or bent – please change planetary shaft. 2. Planetary shaft rusted – please use descaler for derusting. 3. Turn planetary shaft anti-clockwise to meet square groove, gently knock down mixing tools.
<p>⚠ It is recommended that any servicing or maintenance work must be carried out by a trained technician or electrician.</p> <p>⚠ Isolate the mixer from the electricity supply by removing the plug from the socket before cleaning or servicing.</p> <p>⚠ Isolate the mixer from the electricity supply by removing the plug from the socket after long period of no use.</p>		