

# SKMCD1P/C1

## Store Level Trouble Shooting by Issue Type

### Unit Does not Power On

1. Is there power going to the unit?
  - o Yes – Go to Step 2
  - o No –Ensure the switch is on and plug is completely inserted into the power inlet. If that does not resolve the issue, Go to Step 2
2. Check fuses at power inlet, replace if needed or call for service if damaged
  - a. Units manufactured in 2007 or older do not have fused inlets
  - b. If your power cord is not hard wired into the unit, unplug it, and look for damage to the power cord, replace as needed
3. Check breaker – reset if needed
4. If the above steps don't resolve the issue call for service at 800-328-3329.

### Unit is Not cooling

1. Determine if the compressor is running.
  - a. If yes:
    - i. Check that the temperature set point is at 36 degrees, no lower than 33 and not above 40 degrees.
    - ii. Check that the display shows the correct cabinet temperature. Actual cabinet temperature should match the display temperature
  - b. If no, call for service at 800-328-3329 and have technician check the probe for replacement
2. Feel the interior cabinet walls which should be cold, if not, call for service at 800-328-3329

### Unit is Not at Proper Temp

1. Enter the Set Point mode on the unit to adjust the temperature by pressing and holding the "Refill" and "#2" button at the same time for 10 seconds or until you see a "CA" or "-".
  - a. NOTE: If using #2 does not work using the below steps, then use #1 instead
  - b. Bump the #2 button Bump the #2 button until you see "SP" for Set Point
  - c. Bump the #2 button one more time and the current set point will be displayed
  - d. Use the refill button to raise the temperature
  - e. Use the #1 button to decrease the temperature
  - f. Once temperature is set (between 34 and 36 degrees) Bump the #2 button until unit dispenses product – changes will be saved
  - g. Give the unit at least ½ hour to equalize temperature
  - h. Be sure that product going into the unit is below 37 degrees before placing in cabinet
2. If the above steps don't resolve the issue call for service at 800-328-3329.

### Unit is Not Dispensing Product

1. Are the temperature Display lights on?
  - a. If yes, - go to step 2
  - b. If no, verify that the unit has power
  - c. Do the buttons on membrane switch respond to prompts, i.e., there is an audible click when the buttons are depressed
    - i) If yes, check for the following error codes and provide the error code when you call for service at 800-328-3329
      1. If flashing "CA" or "00" then the issue is a membrane switch error
      2. If flashing EO/ER/CD, then the issue is a probe error
      3. If flashing 88, then the issue is a control board error
      4. If flashing 1D, then the issue is a compressor relay fail
    - ii) If no audible click, call for service at 800-328-3329
2. If the PC Board Relays trip, but solenoid will not open, call for service at 800-328-3329

### **Calibrate Product Dispense Amount.**

1. Calibration is done by pressing the refill button every time new product is put into the unit. The unit recognizes a full bag as a benchmark and tracks the count and size of the shots each time a button is pressed. If the refill button is not pressed, the unit will resume its calculations from the empty bag data, making the dispensed amount incorrect.
2. If the unit (pre-2007) has the old J-hook style of valve, there is some additional set up that will control product outflow.
  - a. Pull the set screw forward when the valve is fully assembled.
  - b. Adjust the set screw clearance to  $\frac{3}{4}$  of an inch from the bottom of the screw head to the face of the J-hook plate (a penny is a good measuring gauge).
  - c. Fit the penny along the screw thread so the clearance is the diameter of the penny.
  - d. The screw will retract when the dispenser is tripped, and the clearance will move to the inside of the machine.
3. If the above steps don't resolve the issue call for service at 800-328-3329.