

Operational Troubleshooting Guidelines for the CC8 System

(Cross-Referenced to the Helpful Guidelines Sheet)

Problem: Product transfer tube becomes plugged with product while drawing a serving.

Solution: See paragraphs 1, 2, 4, 6, 9, and 10.

Problem: A dispensing module does not dispense product while drawing a serving from the freezer.

Solution: See paragraphs 1, 2, 5, 6, 9, 10, and 11.

Problem: The blender motor tends to turn very slowly or stall, causing the system to 'overload' while drawing a serving.

Solution: See paragraphs 4, 10, and 12.

Problem: Product tends to 'bridge' inside the product containers.

Solution: See paragraphs 5, 6, and 9.

Problem: Products such as chocolate, caramel, and others that contain chocolate coating tend to get soft and do not flow freely from the system.

Solution: See paragraph 9.

Problem: Product dispenser tends to shut off well before the serving size has been achieved.

Solution: See paragraphs 3 and 11

Problem: Product dispenser tends to shut off after the serving size has been achieved.

Solution: See paragraph 3.

Problem: After the serving has been drawn from the freezer, product remains in the blending hopper creating carry-over.

Solution: See paragraphs 2, 3, 9, and 10.

Helpful Guidelines for Successful Operations of the CC8

1. If your freezer has a manual spigot switch on the handle, always engage draw switch when drawing any product from the freezer, even when no selection is made. This is necessary to prevent product from pushing up into the auger causing wetness on the auger. This causes fine product to accumulate on the auger, stopping the flow of ingredients to the product.
2. If your freezer has a manual spigot switch on the handle, engage the switch about 1 second before opening the draw valve. Release the switch about 2 seconds before closing the draw valve. This will synchronize the flow of ingredients with the flow of product and help prevent residual carry-over of product into the next serving.
3. When the draw switch is integrated into the freezer, the operator has 3 different serving sizes available with adjustable automatic shut-off time. To prevent or reduce carry-over to the next serving, set the shut-off time according to the size of the serving. (See the Operator's Manual for instructions.) The operator can also reduce carry-over by opening and closing the draw valve momentarily after the initial closing of the draw valve. This procedure is called 'topping-off' the serving.
4. In the middle of a busy period, change the Auger and Blending Hopper. An additional CW 107 Auger and CW 109 Blending Hopper are provided with the system. It is beneficial to change both parts in the middle of an operating period to prevent build-up of residual product in the Blending Hopper. When fine product builds up in the Hopper, there is additional stress on the blender motor.
5. Certain products will tend to 'bridge' in the containers from ambient humidity, freezer vibrations, and the weight of product. With those products, it is best to fill the containers only half full, allowing the product to stay fresh and flow freely through the system. Some of the products concerned are as follows: Butterfinger, Heath Toffee, and other finer ground products. Always use the longer (2-inch) product agitators in the impeller chamber with these products.
6. Do not use soft ingredient products in the CC8. Products that are too soft will tend to stick to the moving parts and obstruct the flow path of the products. When using cookies, be sure the cookies are not soft, as they will not flow through the system. If the cookies are soft, allow them to dry for 2-3 days before grinding them.
7. Certain products, such as Nerds, Rainbow Confetti, and Sprinkles are free flowing products and dispense rather quickly. Other products such as Butterfinger, Oreo, Heath Toffee dispense at a slower rate. Use the individual dispensing module speed adjustment to adjust the proper dispensing rate for each product. (See the Operator's Manual for instructions.)

8. Refrain from 'mushrooming' a cone or other serving by holding the cone/cup too tightly against the draw spout opening, making the flow of product push down against the product in the cone or cup. This procedure causes backpressure against the product flow, forcing product to back-up into the Blending Hopper. This creates moisture on the auger, eventually creating buildup of residual product on the auger and then eventual blockage. The cone should be held closely against the outlet but not to where the freezer has to force the product out.
9. Keep ambient temperatures at 70 degrees or less. This will prevent chocolate products from softening and causing product blockage problems in the system. If temperatures are higher or if you have problems with some products becoming too soft to dispense freely, contact your distributor for information regarding a product cooling hood.
10. Products that are too large to flow freely through the system will cause blockage in the system. Use products that are no larger than a Mini M&M. The largest size the system will accommodate is 5/16" or smaller—the approximate size of the Mini M&M. Your CC8 distributor will have product choppers available that will chop the products to the proper size.
11. If a dispensing module tends to stall and not dispense product, check the following areas:
 - Is ingredient product jammed between the agitator and the container wall? If the ingredient product flows easily such as Nerds, Cotton Candy, Orange Kreme, Apple Cinnamon, and other hard ingredients, remove the metal agitator and allow the product to dispense without the agitator. Remove the restrictor disk if it is in place.
 - Remove the dispensing module and bend the electrical contacts on the module outward slightly so that there is better surface contact.
 - Check the spade connectors on the Carousel harness to be sure that the spade connectors are intact.
 - With the agitator in place, turn the agitator to check if the gear motor turns.
 - Check the dispensing rate adjustment. If it is set too low, it may be too low for the product that is being dispensed.
 - Check the dispense time to be sure that it is not set too low.
12. The control keypad showing 'overload' would indicate that there is a problem in the blending hopper. See paragraph 4 to eliminate the problem.