

## Before you call for Service . . .

If your machine is not operating correctly, please check the following troubleshooting tips to avoid unnecessary service calls and downtime.

| PROBLEM                             | POSSIBLE CAUSE   | TROUBLESHOOTING TIPS  |
|-------------------------------------|--|---|
| Not filling                         | <p>Out of product</p> <p>Blender switch off</p> <p>Unit in defrost mode</p> <p>No water to machine</p> | <p>Put new box on line</p> <p>Check blending unit (metal box near product). Look for toggle switch to be on "ON" or "UP" position (located on left side facing front panel)</p> <p>Check to see if light on top is working. If not, unit is in night mode or defrost cycle and will not fill. Call for service.</p> <p>Check that water is on/pressure is stable. To verify, see if water at faucet is working.</p> |
| Just changed box, still not filling | Did not properly hook-up new box of syrup.   | The gray center button of QCD must be pushed in <b>all the way</b> and be flush with the surrounding collar. A slight protrusion of the center button can cause the bag not to open to permit syrup flow.   |
| Syrup leak (at box connection)      | Dirty QCD  | Clean gray center button of QCD and remove all dried syrup by soaking QCD in hot water. When reinstalling, push in all the way so that center button is flush with the surrounding collar.  |
| Syrup leak (at dispenser valve)     | Broken dispenser valve   | Turn blender off. Disconnect box. Call for service.   |
| Not turning or freezing             | Unplugged  | Check that machine is plugged in and turned on.   |
| Water leak                          | Drip tray overflowing  | Empty drip tray.  |

**NOTE:** To minimize any product loss, if you have a syrup leak, please disconnect your boxes from the QCD gray fitting and stand them upright. Then call for service.

If technical assistance is needed, please call your Chilly Willee distributor. Your satisfaction is important to us.

Chilly Willee National, Inc.

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