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Troubleshooting

Issue	Possible Cause	Solution
Low Production	<p>A. Excessive carbon on the element.</p> <p>B. Heat Control</p> <p>C. Low line voltage.</p> <p>D. Foreign objects in the spinner head.</p>	<p>A. Follow the instructions for removing and cleaning band and element (see Floss Band and Element section).</p> <p>B. Adjust the Heat Control Knob to increase production. If this does not correct the issue, have qualified service personnel check the heat control for correct voltage output. A faulty heat control will need to be replaced by Qualified Service Personnel.</p> <p>C. Check the wall line voltage (where the machine is plugged in), at least 115 VAC is required for the machine to generate floss correctly. A primary reason for low production and poor equipment performance is low line voltage. Have a qualified electrician check the line voltage and add new lines for all the various equipment plugged into the electric circuit if there is not enough current for the requirement listed on the equipment nameplate.</p> <p>The use of extension cords is not recommended due to safety concerns, and may cause sacrificed and/or reduced performance. If the use of an extension cord cannot be avoided then be sure it is no longer than 10 to 12 ft., and is at least 14 AWG wire.</p> <p>D. Foreign objects in the head assembly can short out an element or cause an out-of-balance condition.</p>
Excessive Smoke	<p>A. Heat Control setting.</p> <p>B. Product mixture.</p> <p>C. Excessive sugar buildup.</p>	<p>A. After warm up, equipment should make good floss. Never let the machine operate with the heat so high it produces smoke or you can smell burned sugar. This condition quickly fills the element with carbonized sugar.</p> <p>If adjusting the heat control (and checking the other options listed) does not correct the issue, have Qualified Service Personnel check the heat control.</p> <p>B. Check the product mixture being used. For best results, use nothing with a cornstarch base.</p> <p>C. Check the band for excessive sugar buildup and remove if needed as described in the Floss Band and Element section of this manual.</p>

Issue	Possible Cause	Solution
Excessive Vibration	<p>A. Packing material not removed.</p> <p>B. Lock-N-Go Handles not in operating position.</p> <p>C. Low on sugar.</p> <p>D. Foreign objects or sugar lumps.</p> <p>E. Stretched or uneven suspension springs.</p>	<p>A. If the equipment is new, check that all packing materials were removed from the machine.</p> <p>B. Verify that the Lock-N-Go Handles have been rotated into the operating position.</p> <p>C. Refill the floss head; this will normally eliminate excessive vibration. When adding sugar to the floss head, always fill it 90% full to obtain a balanced condition in the head and eliminate vibration. Do not add sugar with the motor running!</p> <p>D. Run the sugar completely out, then check for foreign objects or sugar lumps in the head assembly.</p> <p>E. If the suspension springs are stretched or uneven this can cause unwanted vibrations. Have Qualified Service Personnel replace if needed.</p>
Lock-N-Go Handles are Hard to Rotate	<p>A. Clamping Cam friction.</p>	<p>A. If handles are hard to move, Qualified Service Personnel may need to apply Petro Gel (Gold Medal Item No. 1110), or a food safe lubricant, to the top surface of the Clamping Cam to reduce friction where the cam contacts the bell housing.</p>

Floater Adjustments

In operation, the floss will collect on the FLOSS STABILIZER. If the floss collects “low” on the stabilizer, twist the front (leading) edge of the leather floaters down. You get more lift and the floss will collect higher.

Form leather floaters as shown below. This creates a lifting action to float the floss higher on the wall of the floss pan.

