



MAINTENANCE AND TROUBLESHOOTING

QUICK ACCESS



MAINTENANCE BY SERVICE PARTNER



TROUBLESHOOTING A DEVICE THAT IS LOCKED UP: REMOVING THE BASEPLATE



ERROR MESSAGES



REPLACEMENT OF WEAR PARTS

MAINTENANCE BY SERVICE PARTNER



20'000

- Note:** Maintenance by a Pacojet service partner is recommended after 20,000 portions or one year.



Send the protective beaker, pacotizing® blade with spray guard, and the device to the service partner in the original packaging.

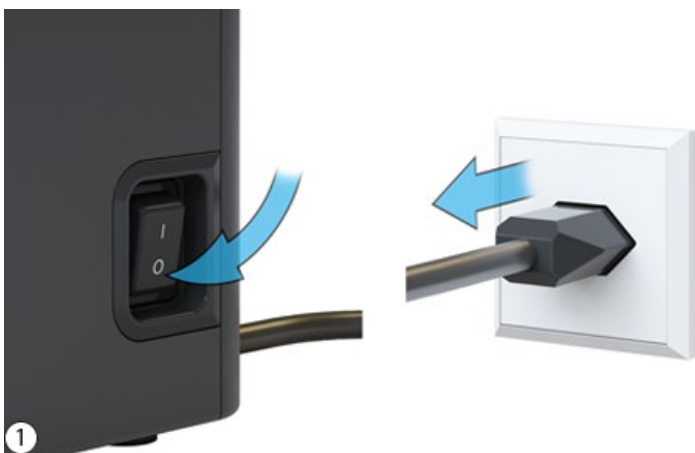


- **Note:** Wi-Fi: Connect the device by going to **WLAN** in the settings to ensure optimal remote assistance if service is needed.

TROUBLESHOOTING A DEVICE THAT IS LOCKED UP: REMOVING THE BASEPLATE

The baseplate must be removed if the shaft stops during the pacotizing® process and no longer rises up after the following steps have been performed in order:

- Turn the device off and back on again.
- If the shaft does not automatically rise back up, rotate the protective beaker out and back in. Allow the mass to thaw a bit if necessary and repeat this step.
- If the problem persists, please contact your certified **Pacojet Service Partner**. After contact has been confirmed, proceed as follows:



① Turn the device off and unplug it.



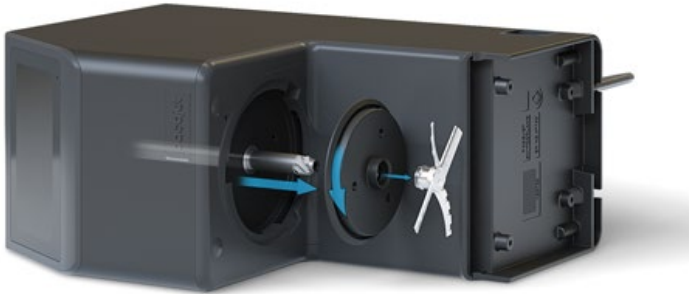
② Carefully lay the device on its side.



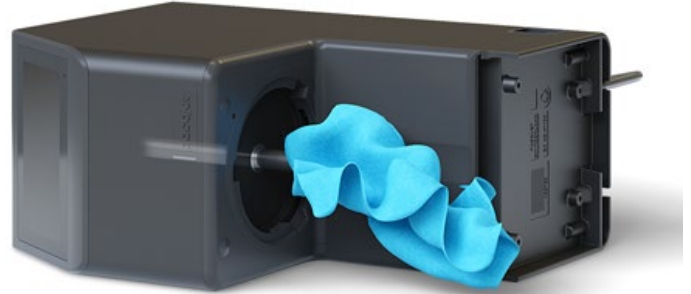
- ③ Loosen the four baseplate screws with a hex key and remove the baseplate.



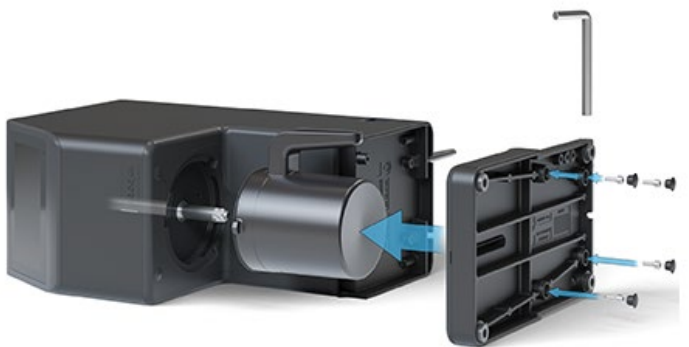
- ④ Carefully remove the protective beaker and the pacotizing® beaker from the shaft.



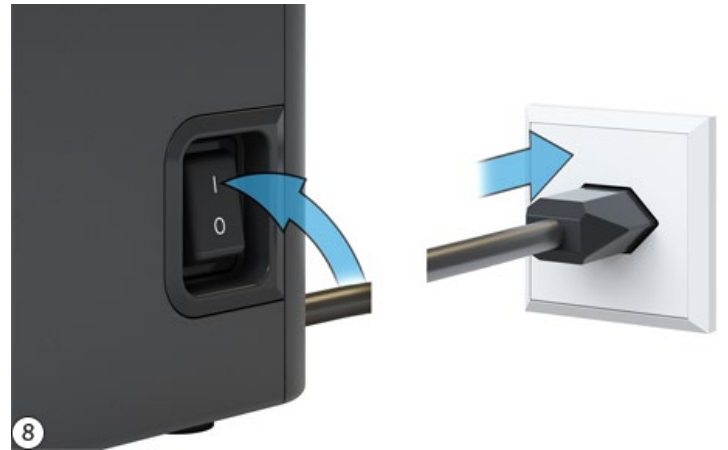
- ⑤ Remove the pacotizing® blade and spray guard as applicable.



- ⑥ Clean the shaft and the tool coupler with a washcloth.



- ⑦ Reattach the protective beaker. Attach the baseplate by inserting the four screws and tightening them with a hex key.



- ⑧ Carefully set the device upright. Plug the device in and turn it on.

Note: Insert a protective beaker and then turn the device back on. The shaft will then rise back up automatically.



⑨

If the shaft does not rise back up, send the protective beaker, pacotizing® blade with spray guard, and device to the service partner in the original packaging.

ERROR MESSAGES

| Code | Description | Behavior | Text |
|------|---------------------------------------|---|---|
| 001 | Motor controller unavailable | Log entry, notice: Device error – please restart | Could not communicate with motor controller |
| 002 | Tool detection unresponsive | Log entry | Tool sensor unresponsive |
| 006 | Overpressure sensor unresponsive | Log entry | Tool sensor unresponsive |
| 007 | Beaker detection failure | Log entry, notice: Device error – please restart. Machine locked. | Improper condition of the beaker sensors |
| 008 | Touch controller unresponsive | Log entry | Could not communicate with touch sensor |
| 009 | Display unresponsive | Log entry | Could not communicate with display |
| 010 | Valve control unresponsive | Log entry, notice: Device error | Improper condition of the pressure valve |
| 011 | Motor fault, torque motor overcurrent | Log entry, notice: Mass too hard | Processing mass is too hard |
| 012 | Motor fault, feed motor overcurrent | Log entry, notice: Mass too hard | Processing mass is too hard |
| 013 | Overload | Log entry, notice: Mass too hard | Processing mass is too hard |

| | | | |
|------------|---|---|---|
| 014 | Undervoltage | Log entry, notice: Mass too hard | Processing mass is too hard |
| 015 | Motor speed feedback false | Log entry, notice: Mass too hard | Processing mass is too hard |
| 016 | Pump fault (improper current consumption) | Log entry | A pump error has occurred |
| 019 | Incompatible motor controller firmware | Log entry, notice: Device error – please restart. Machine locked. | The firmware of the motor controller does not match specification |
| 021 | EEPROM unavailable | Log entry | EEPROM unavailable |
| 022 | MPC not calibrated | Log entry, notice: Device error – please restart. Machine locked. | Could not calibrate motor controller |
| 023 | HMI system error – restarted | Log entry, notice: Restarted due to unrecognized error | System had to restart due to locking up |
| 024 | MPC update unsuccessful | Log entry | Could not update motor controller |
| 025 | Hall sensors plausibility check failed | Log entry, notice: Device error – please restart. Machine locked. | Improper condition of the hall sensors |

Fault: Overcurrent and overload

The cause of these faults can be that a mass is unsuitable for Jet® Mode processing.

Note: Contact your certified **Pacojet Service Partner**.

REPLACEMENT OF WEAR PARTS

The following components are wear parts and must be replaced as needed:

- Pacotizing® blade
- Pacotizing® beaker
- Preliminary scraper
- Coupe set knife
- Coupe set whipping disk

