

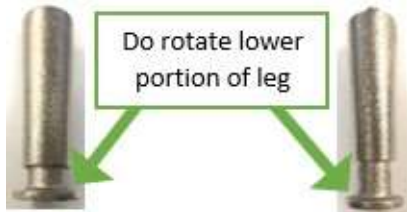


SK-2 Cream Dispenser Troubleshooting Guide



SK-2 Setup:

1. Unbox the SK-2 Cream Dispenser.
2. Screw the legs onto the SK-2.
3. Use the foot-levelers to level the SK-2.



- a. Level the unit by rotating the lower portion of all 4 legs. Do NOT rotate the upper portion of the leg that screws into the SK-2 as it will create a wobbly unit.
- b. To properly level, place a level inside the SK-2 cavity in place of the hopper and center the bubble to achieve a leveled unit.

4. Plug in the SK-2. Power on the SK-2 by switching the red switch in the back to the ON position.
5. Allow it to power up, wait 20-30 minutes for the SK-2 to reach a **temperature below 40F** (the HIGH TEMP warning will turn off) before continuing to the next steps.

Bag Install:

1. Refer to the steps **inside the SK-2 door** to properly install the cream bag.
IMPORTANT: Must snap the **RED** bag guard all the way to achieve accurate dispense and minimize waste. Do NOT store scissors or any other items inside the unit.



First Time Calibration Setup:

1. The temperature in the unit must be at or below 40° Fahrenheit before calibration can begin.
2. Obtain a test scale and tare out the weight of a McDonald's cup and place the cup under the dispense nozzle.
3. Enter Manager Mode on the dispenser by holding the "lock" symbol and THEN press the "ice cup" button on the touch pad until "CAL DISP" is displayed.
 - a. Press the "9" button to dispense cream (99 grams).
 - b. Weigh the cup with cream and enter the weight from the scale display on the dispenser by using buttons "1" for up and "2" for down.
 - c. Press "6" to confirm, then empty the cup and tare out the weight of the cup on the test scale.
 - d. Press "9" to dispense cream again, then weigh the cup to confirm calibration.
 - i. If weight is not at 99 grams repeat steps a, b, and c until it reaches 99 grams.
 - ii. If weight is at 99 grams continue to step 4.
4. Press "6" to confirm, press "7" to exit calibration mode, then press "7" to exit Manager Mode.

Daily Cleaning:

1. Hold the "lock" button for 3 seconds to deactivate the buttons from dispensing to clean the touch pad.
2. A countdown will begin until the buttons are reactivated.
 - a. Do this as often as needed to clean touch pad.
3. Drain and rinse the drip tray.
4. Wipe the door gasket, inside of cavity, inside of door, and outside of unit with a clean sanitized towel. GENTLY wipe the rubber component inside of the unit.

SK-2 Cream Dispenser Troubleshooting Guide



Marmon Link Support:



MARMON LINK SUPPORT
1(800) 722-7853 EXT. 1

Too Much Waste After Calibration:

1. Confirm that the unit is level front to back and left to right.
2. Confirm that the hopper and tube are installed correctly (refer to the steps located inside the door).
3. Confirm that the bag is installed correctly (refer to the steps located inside the door).

If more than half a small coffee cup of cream remains (150 grams), follow the steps below:

4. **Tare Out the scale only after day 1** of use or when recommended by technical support.
5. Enter Manager Mode on the dispenser by holding the “lock” symbol and THEN press the “ice cup” button on the touch pad until “CAL DISP” is displayed.
6. Press the “2” button to reach "CAL ZERO PRESS 6". This is referred to as setting the zero point.
7. Press the “6” button, then the display will say "REMOVE HOPPER".
 - a. Take the hopper out of the machine or tilt the hopper forward to remove its weight from the back of the SK-2.
8. Press the “6” button.
9. You will hear a long beep, then replace the hopper, and press the “7” button to exit.
10. Follow the First Time Calibration Setup steps in the Start Up Guide.

Troubleshooting:

Problem	Potential Solution
The bag is empty but the screen shows shots remaining.	Follow the instruction above in the <u>Too Much Waste After Calibration</u> section. Replace the bag and follow the <u>First Time Calibration Setup</u> steps in the Start Up Guide.
More than half a small coffee cup of cream remains (150 grams) after following the troubleshooting steps above.	Call Marmon Link Support.
The pinch valve does NOT move when dispensing a shot.	Call Marmon Link Support.
The pinch valve moves but a shot does not dispense.	Follow the <u>Too Much Waste After Calibration</u> steps above.