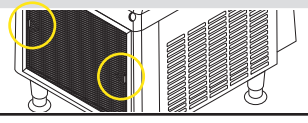
Maintenance & Troubleshooting Guide

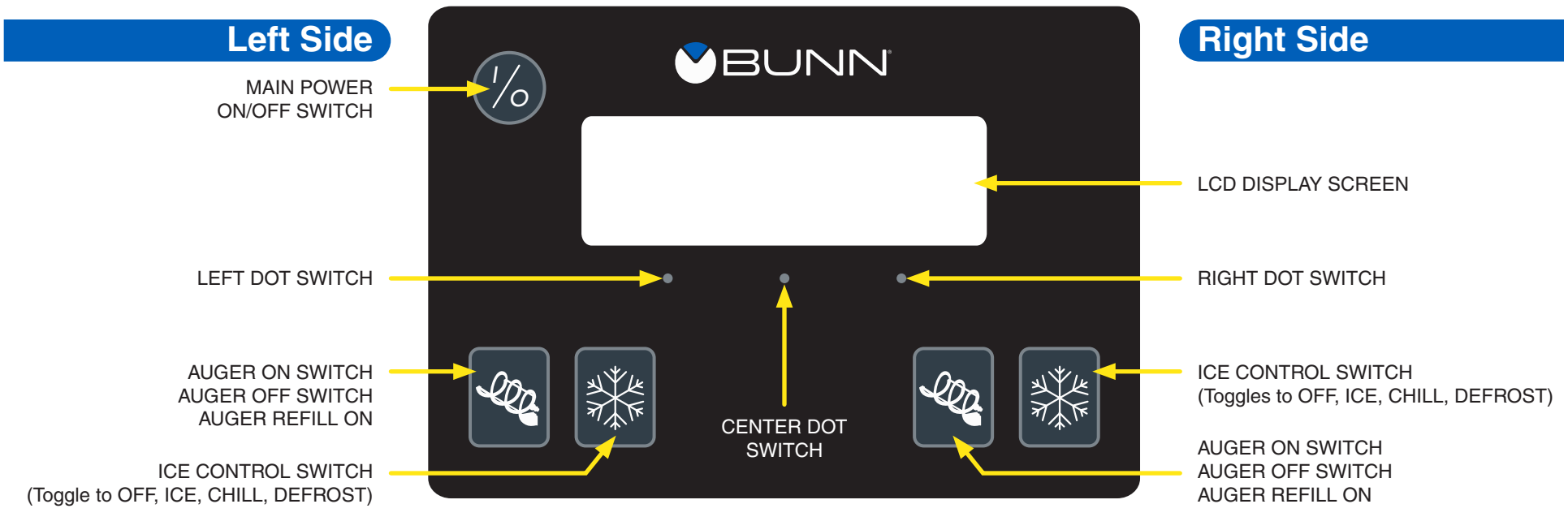
Ultra® NX

Frozen Beverage Dispenser

PROBLEM	Possible Cause / Remedy
Blank LCD display screen	Power cord may be disconnected. Also, press main power switch to the ON position.
Left (or Right) side auger not turning	Press left (or right) uager toggle switch to start. (Power must be ON).
Left (or Right) side not freezing	1) Left (Right) side auger must be turning. 2) Press left (or right) ice control switch until the display reads “ICE”. 3) Adjust product thickness (See “How-to” box below or the manual).
Product is very slow to freeze	1) Check that rear of machine has a 4-inch minimum air clearance. 2) Clean rear screen with soapy water or compressed air. 3) Deflect away any warm air from nearby equipment.
Lamps in top covers are out	Check that tops are plugged into base of unit.

If the suggested remedy does not solve the problem, call for help or service.

HOW TO	Steps
Access Cleaning Guide on LCD Display	Press and hold the Center Dot switch for 5 seconds. When “Cleaning Guide” is displayed, press the Right Dot switch to select YES. Then select the Center Dot switch to step through the 9 instructional screen displays.
Adjust Product Thickness (This feature may be password protected)	Press and hold the Center Dot switch for 5 seconds. When “Cleaning Guide” is displayed, press the Left Dot switch to select NO. The screen will then display “Set Thickness?” Select YES (the Right Dot switch) to display thickness scale for the LEFT hopper. Move the scale up or down using the Left Dot and Right Dot switches (minimum is 1; maximum is 16). Then press the Center Dot switch to display thickness setting for the RIGHT hopper. Adjust as necessary. Display will time-out and return to home screen after 60 seconds.
Display Temperature & Torque readings	This provides valuable information to a technician and helps to determine whether a problem is in the refrigeration system or mechanical in nature. Simultaneously press and hold the Left Dot and Right Dot switches for 5 seconds. The top number displayed is the auger torque reading for each cooling drum. The bottom number toggles between the cooling drum temperature and the hot gas temperature. Record all three numbers for each drum before calling for service. Simultaneously press and release the Left Dot and Right Dot switches to return to the home screen.
• Activate/change night time thaw mode • Activate/change cleaning schedule • Change Date and Time	See “Programming the Dispenser” in the equipment Operating and Service Manual. These features may be password protected.
Clean REAR Filter Screen	Pull Left and Right tab out to remove screen. Clean with soapy water or compressed air and re-install the screen. 



WARNINGS & ERROR MESSAGES	Interpretation / Action To Take
NIGHT MODE	It is recommended that the product in the dispenser be thawed each day, usually overnight. The ice granules get too large and a consistent product is difficult to maintain if left frozen too long. The machine will automatically return to normal freeze mode at the programmed time. To change this setting, check the Operating & Service Manual.
CLEAN DUE TODAY	Follow cleaning procedure on the Cleaning Card or access the one on the display window. (See Access Cleaning Guide on LCD Screen in “How to” section above)
CLEAN DUE NOW	See above. You must clean for the LCD display to clear.
MONTHLY FILTER CLEAN REQUIRED	Clean rear screen with soapy water or compressed air. Press Left Dot button and hold for 3 seconds to clear screen.
FILTER NEEDS CLEANING	Compressor is overheating and will shut down. Clean rear screen and be sure rear of machine has a minimum 4-inch air clearance.
!! FILTER NEEDS CLEANING !!	Compressor is running too hot. Service is required.
LEFT/RIGHT TEMPERATURE SENSOR SHORTED/OPEN	Add product to minimum fill line. If warning continues, follow instructions below.
• Left/Right Torque Sensor Shorted/Open • Hot Gas Thermistor Shorted/Open	Record Temperature & Torque numbers (see “How to” section above). Call for service and provide these numbers to the technician.
LEFT/RIGHT REFILL ERROR (Hopper Lights Flashing)	Press Left Dot button for 3 seconds to clear.
CHECK RIGHT/LEFT SIDE PRODUCT MIX OR DRIVE SYSTEM	Product thickness not correct. Check product ratio/brix. And/or refill hopper if low.
DEFROST - LEFT/RIGHT BARREL(S) IN PROCESS OF DEFROSTING	This will go back to normal operation after defrost is complete.
HOPPER LIGHTS FLASHING	Hopper is low on product. Refill hopper to clear error.
	If unit has Autofill; product BIB may be empty. Replace if needed.

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Use & Care Guide

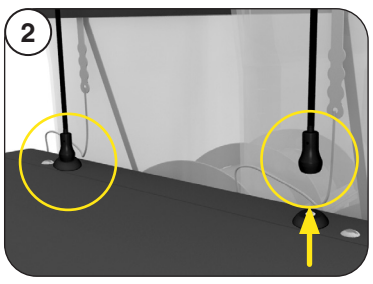
Ultra® NX

Frozen Beverage Dispenser

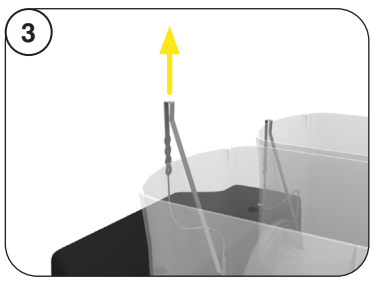
NOTICE: This guide is for quick reference only and is not intended to replace the information in the Operation Manual.

DISASSEMBLY & CLEANING

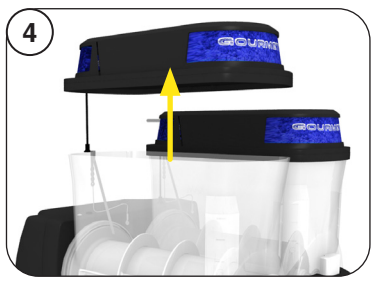
1. Turn cooling to OFF selection. Empty all product from the Hoppers. Turn Auger to OFF selection.



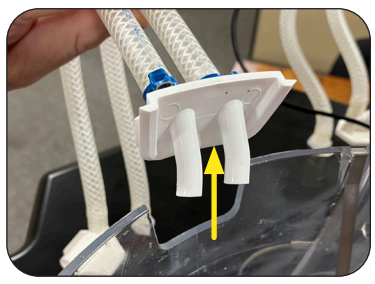
2. Disconnect the Hopper Lid Cords on the back of the Hoppers.



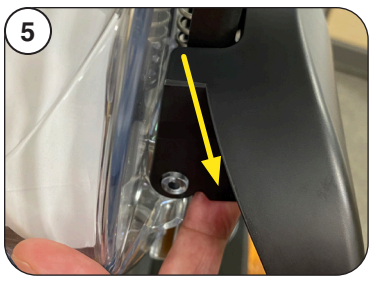
3. Disconnect the Level Probes at the top rear of the Hoppers.



4. Remove Hopper Lids.

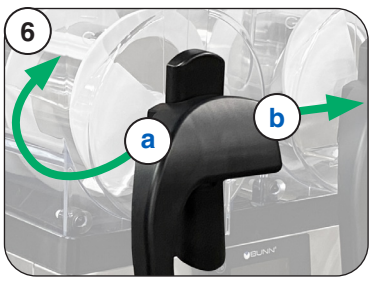


NOTE: If it's an Autofill unit; disconnect the Fill Hoses from the back of the Hoppers also.



5. Remove the Faucet Assembly.

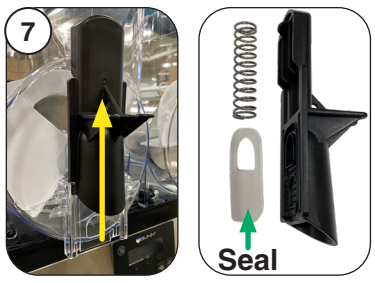
   CAUTION: The Faucet Valve is under Spring tension. Use tab on left side of the Handle to pull off Pivot Pin.



6. Removing Handles

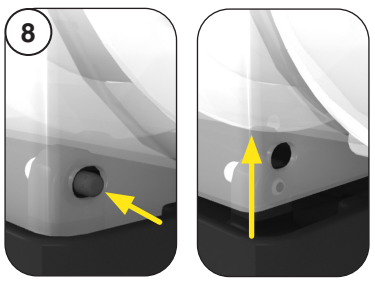
   a. While slightly twisting the Handle, pull the left side off the left Pivot Pin.

   b. Then spread Handle on right side to remove from right Pivot Pin.

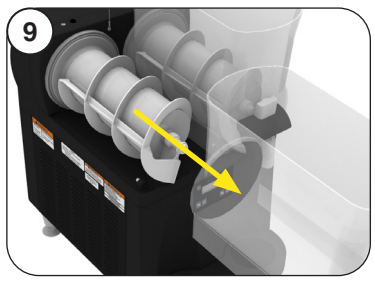


7. Carefully slide the Faucet Valve up to remove the Spring and Faucet Seal.

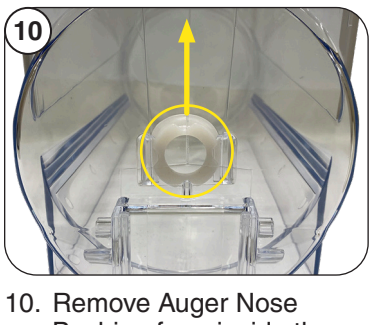
   NOTE: Extra care should be taken when handling the seal to prevent damage. Do not fold the seal as this will cause damage to the Teflon® sealing surface.



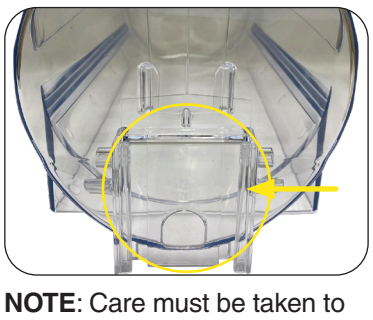
8. Depress the Hopper Lock Plunger and lift the Hopper up slightly.



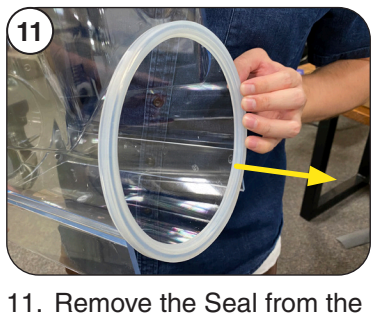
9. Pull Hopper forward to remove.



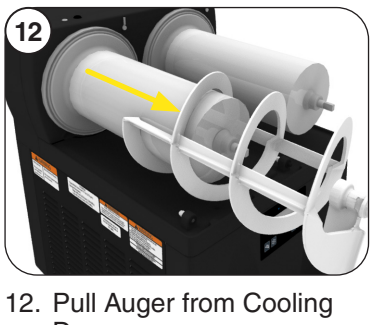
10. Remove Auger Nose Bushing from inside the Hopper.



NOTE: Care must be taken to ensure this surface does not get scratched during cleaning. Deep scratches could cause leakage around the Seal.



11. Remove the Seal from the back of the Hopper.

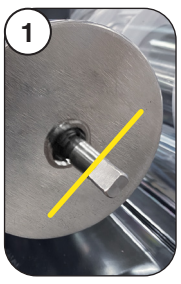


12. Pull Auger from Cooling Drum.

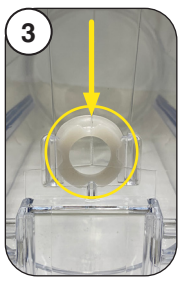
13. Wash all parts in a clean sink with sanitizer solution (1 packet of KAY-5® sanitizer - or equivalent active ingredients) in 120˚F (48.9˚C) water.

14. Allow all parts to soak for at least 5 minutes. Carefully wash all components with a clean wash cloth in the hot water and Sanitizer Solution. Use a clean, soft, bristle brush as needed for the smaller components and tight areas. **NOTE**: Do not immerse Hopper Lids and use a commercial sanitizer.
15. Wash the Cooling Drums, Hoppers, Drip Trays, Top Covers, and outer enclosure using a clean wash cloth that has been soaked in the warm water and Sanitizer Solution. **NOTE**: Pay attention to the shaft area and make sure it is thoroughly cleaned and sanitized.
16. Thoroughly rinse all surfaces with a clean wash cloth that has been dampened with hot water. Wipe dry with a clean, dry wash cloth before reassembling the dispenser. **NOTE**: Although most parts are dishwasher safe, they may be affected by the chemicals in some commercial sanitizing agents. Do not place the Hopper or Hopper Lids in a dishwasher. Rinse thoroughly before assembly.

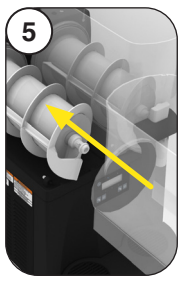
ASSEMBLY AFTER CLEANING



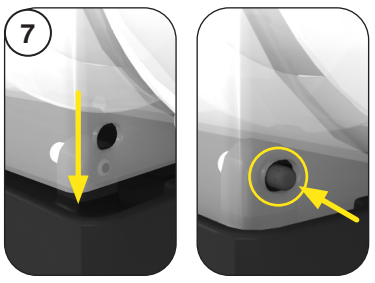
1. Align the Auger Shaft with the Flat Fin of the Auger.
2. Push Augers onto Cooling Drum and rotate until the Flat Fins are flush inside Auger.



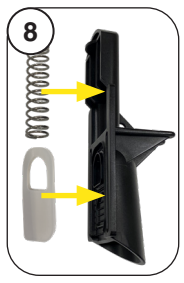
3. Install Auger Nose Bushing into interior slots.
4. Install a Hopper Seal over the back of each hopper.



5. Install Hoppers over the Augers and Cooling Drums.
6. Slide the Hoppers into place and push down.

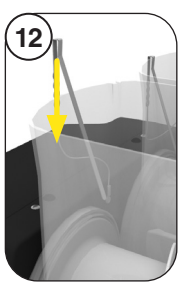


7. The Hoppers are seated when the Lock Plunger snaps into place and sticks out.



8. Place Spring and Seal in Faucet Valve.
9. Carefully slide Faucet Valve Assembly into place on the Hopper.

10. Install a Handle by starting the right side over the right Pivot Pin.
11. While slightly twisting the Handle, spread the left side over the left Pivot Pin to snap into place.



12. Install Level Probes at the top rear of the Hoppers.
13. Set Lids on the Hoppers.

NOTE: If this is an Autofill unit, slide the Hopper Fitting into place in the slot on the Hopper.

14. Attach each of the Hopper Lid Cords on the back of the Hoppers.

15. Assemble Drip Tray and slide onto metal extensions from base.

16. Turn ON augers and cooling function to desired settings.

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