



TROUBLESHOOTING

CK-301: SAMMIC Vegetable Preparation/Food Processor Machine

1. **The machine is not working, the display (3) IS NOT lit on the keypad.**
 - a. Confirm that the machine is plugged into a working power supply; make sure that the GFCI or circuit breaker are not tripped.
 - b. If the display (3) is not lit, the problem could be:
 - i. The control board is burnt or the keypad may be disconnected, or defective. Call for service.
 - ii. The power outlet is not working. Call your electrician.
2. **The keypad IS NOT responding to inputs.**
 - a. If the keypad is working, it will beep when a key is pressed (1, 5, 6, or 9 will beep with the vegetable preparation attachment installed; 1, 5, 6, 7, 8, or 9 will beep with the food processor attachment installed). If the keypad does not beep when keys are pressed the keypad may be defective, call for service.
3. **The machine is not working, the display (3) IS lit on the keypad.**
 - a. The display (3) shows a flashing number (e.g. 01 - 05) when the On key is pressed with the vegetable preparation attachment installed. Pressing and holding the On key (5) gives you a “d3” error message.
 - i. The lever is up; this is normal function as the machine will not operate with the lever up.
 - ii. The lever is down, but too much food is in the inlet, cut the food into smaller pieces. Height adjustment may be needed on the magnetic device, call for service.
 - iii. The lever is down, but the cam is not contacting the magnetic device, may be broken or worn out, or the magnetic device or the magnetic sensor is defective or out of adjustment. Call for service.
 - b. The display (3) shows two dashes, and reads “SE” when you press the On key (5). Pressing and holding the On key (5) gives either a “d1” or a “d2” error message on the display.
 - i. “d1” With either of the attachments installed, the bayonet (locking mechanism) is in the unlocked position; this is normal function as the machine will not operate with the bayonet unlocked. If the bayonet is locked properly, there may be a problem with the bayonet sensor, or the bayonet magnet. Call for service.
 - ii. “d2” with no attachment installed; this is normal function as the machine will not operate without either the vegetable preparation or food processor attachments installed.
 - iii. “d2” with the vegetable preparation attachment installed, the lid is up; this is normal function as the machine will not operate with the lid up. If the lid is down, there may be a problem with the lid sensor, magnetic shaft, or the lid magnet. Call for service.
 - iv. “d2” with the food processor attachment installed, the lid is off; this is normal function as the machine will not operate without the food processor lid installed. If the lid is installed, confirm the bowl and lid are installed properly. If the bowl and lid are installed properly, there may be a problem with the bowl sensor or the security axis sensor/magnet. Call for service.
 - c. The display (3) shows an error code “E1” (variable speed drive error) or “E2” (illogical function error). Try resetting the error by disconnecting the machine from power for 3-5 minutes. If the error code returns, call for service.

