



TROUBLESHOOTING

CKE-5/8: SAMMIC Food Processor Machine

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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 (item 2059426) or the keypad (item 2059421) 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, 7, 8, or 9 will beep with the food processor attachment installed). If the keypad does not beep when keys are pressed the keypad (item 2059421) 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 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 the food processor attachment 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 (item 2059306), or the bayonet magnet (item 2059338). Call for service.
 - ii. “d2” without the food processor attachment installed; this is normal function as the machine will not operate without the food processor attachment installed.
 - iii. “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 (item 2059306) or the security axis sensor/magnet (item 2059344). Call for service.
 - b. 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.

