




TROUBLESHOOTING

TR-350/550/750 & TR/BM-350: SAMMIC Immersion Blenders

1. **The blending arm blade does not turn.**

- a. Remove the blending arm from the motor set and plug the motor set into a working power supply.
- b. Press the button on the top front and at the same time, press the back button that has the same symbol. Is the motor turning on and the grey motor coupling spinning? 

- i. **NO.** Confirm that the motor set is plugged into a working power supply, make sure that the GFCI or circuit breaker are not tripped. If you have power to the machine, but the motor is not turning on, you may have a bad control board, or motor, or a bad electrical connection inside the machine. (See the exploded parts view for the appropriate repair part numbers). Call for service.
- ii. **YES.** Confirm that the grey motor coupling (included with item 4039012) is not worn smooth or broken. If the coupling is damaged, call for service. If the motor coupling is okay, skip to step 2.

2. **The motor turns on, and the motor coupling spins, but the blade on the blending arm does not spin.**

- a. Check the black blending arm coupling (included with item 4039012). If it is worn smooth, or broken, call for service.
- b. If both couplings are in good condition, skip to step 3.

3. **Is the blending arm blade spinning smoothly?**

- a. **NO.** Try to turn the blade manually (careful not to cut yourself). If the shaft grinds, or does not turn, food or liquid has infiltrated the blending arm and damaged the bearings (included in item 4039031). Call for service.
- b. **YES.** The blade spins ok. Skip to step 4.

4. **Is the blade, turning smoothly, but broken, chipped, or otherwise damaged?**

- a. **YES.** Replace the blade. Block the blending arm shaft by securing the black blending arm coupling with the blocking blade tool (item 9990506), then block the blade with the special key tool (item 4031236), and a socket wrench. Rotate the blocking blade tool counterclockwise to unthread the blade from the shaft, then replace the blade with a new blade. (See the exploded parts view for the appropriate blade spare part number).

