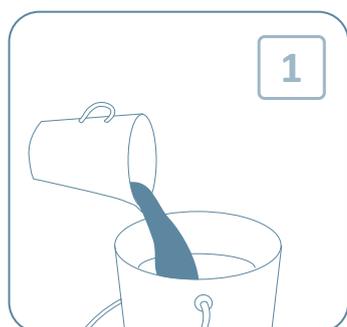
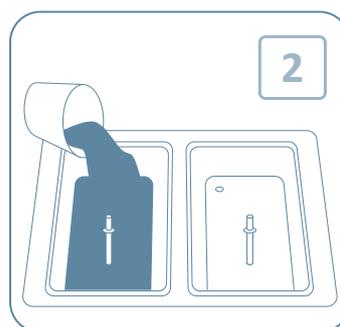


# Daily cleaning guide

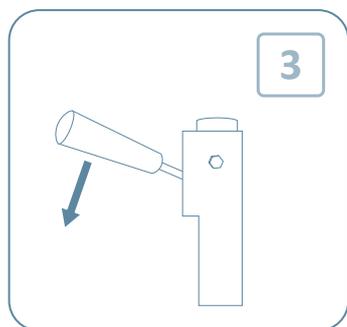
Clean your machine on a daily basis to ensure it continues to function properly. Improper maintenance can lead to serious malfunctions. For more information, please refer to the Owner's Manual.



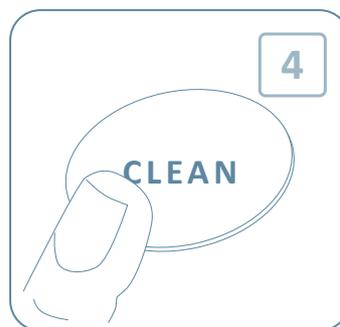
Prepare the sanitizer solution by mixing one pouch of sanitizer with 5 liters of water and mixing until fully dissolved (generally takes about 2 minutes).



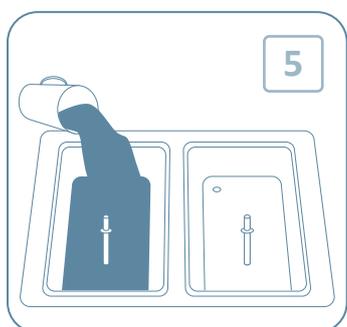
Make sure the machine is unplugged and pre-cooler turned off. After removing the ice cream mix, fill both of the hoppers with lukewarm water.



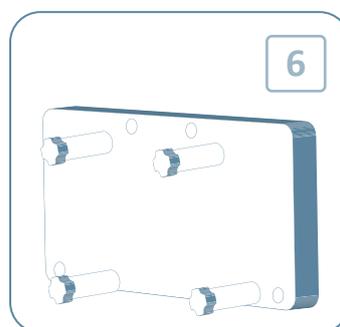
Open each draw valve, one at a time, and let the fluid drain into a container. Repeat the process until the water exiting the machine is clear (you may also need to use a pipe cleaner to clean the tubes).



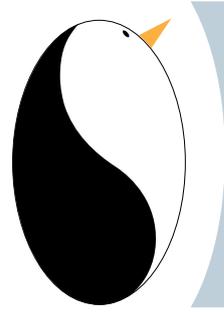
Then plug the machine in again, fill both hoppers with the sanitizer solution and press the CLEAN button. After 15 minutes, press STOP and drain the solution.



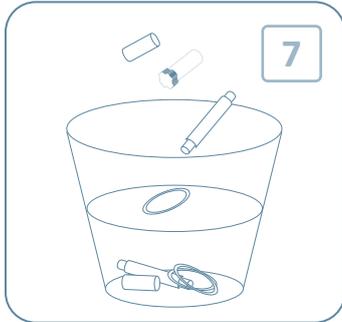
Rinse the cooling cylinders and hoppers with clean water, making sure all sanitizer is washed away.



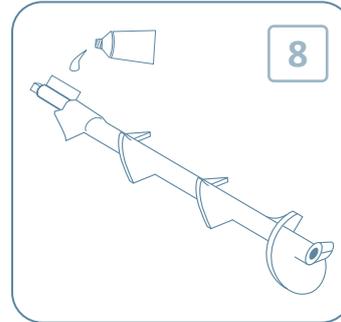
Take off the discharge door by removing the four handle screws and lifting the door off.



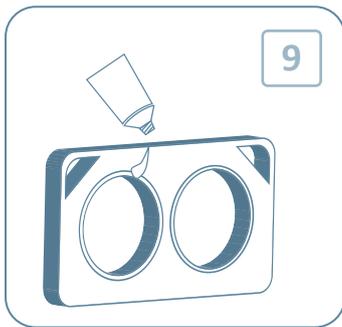
# Daily cleaning guide



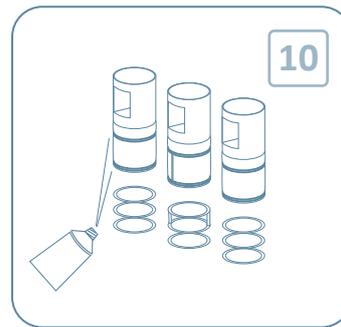
**7** Remove and disassemble all removable parts. Clean with lukewarm water and place in container with sanitizer solution for 10 minutes. Rinse with cold drinking water and dry before replacing them.



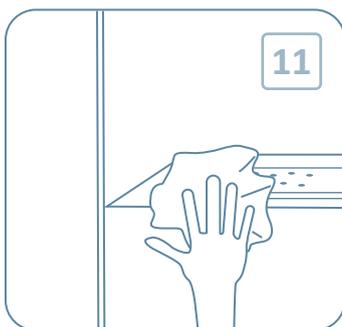
**8** Pull out beater assembly and remove the ripple seal ring. Rinse the parts in cold drinking water and let dry. Apply a thin layer of lubricant as shown in the picture before replacing.



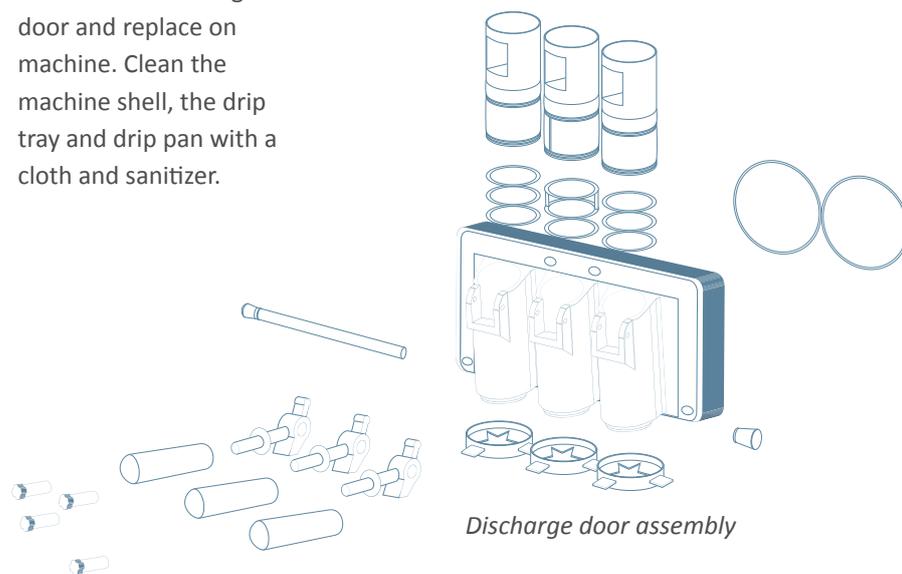
**9** All o-rings should also be lubricated once replaced in the machine. Lubricate the o-rings in the discharge door as illustrated.

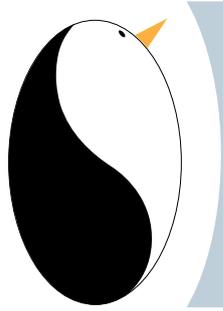


**10** Lubricate the draw valves as illustrated.



**11** Reassemble discharge door and replace on machine. Clean the machine shell, the drip tray and drip pan with a cloth and sanitizer.





# Troubleshooting

Certain problems may occur while operating your Gwin of Sweden soft serve ice cream machine. If you don't find the solution you need here, refer to the Owner's Manual – for the GWIN 100 see pages 24–27 and for the GWIN 10 see pages 28–31.

## **“Frozen cylinder”**

If ice builds up on the cooling cylinder, it can cause serious damage to the machine. “Frozen cylinder” is marked by increased friction which causes an abnormal noise when running the machine and a sudden increase of the motor's current (>6.00), as seen on the display panel.

Should this problem occur, turn the machine off for 20 minutes to allow the ice to melt. Then remove the air-tube and replace it upside down and press the CLEAN button. When the current reads below 5.50, drain the water out of the cooling cylinder and remove the air tube, letting new mix fill the cylinder. Press CLEAN to fill the cylinder and return the air tube right side up. You can then press AUTO to begin production again.

## **Machine goes into AUTO-protection mode**

This can be caused by “frozen cylinder”, voltage dropping below 198V or rising above 238V, or an overheated compressor. After 10 minutes on standby, the machine will return to normal. You can also do this manually by pressing STOP, but first ensure the problem has been addressed.

## **Machine doesn't start**

Ensure that the power supply is connected and the voltage is within the normal range.

## **Machine doesn't stop automatically in AUTO mode**

Make sure the small hole in the air tube is in the

downward position. This can also be caused by an excessively warm surrounding temperature (>38C).

## **Ice cream is too hard or too soft**

Check that the hardness value is set to the right level and that you are making the ice cream mix exactly as instructed. Also, make sure the mix you are using is suited for your machine (contact your distributor if you're uncertain). The problem may also be that ice cream is being dispensed before the refrigeration cycle is finished, or that the air tube is installed incorrectly.

## **Ice cream comes out behind discharge door**

The O-ring behind the door is either installed incorrectly or deformed. Adjust or replace it.

## **Large amount of ice cream in the drip pan**

The ripple seal ring is either installed incorrectly or damaged. Adjust or replace it.

## **Mixture or ice cream leaks from the draw valves**

The O-rings are either installed incorrectly or damaged. Adjust or replace them.

## **Ice cream mix does not flow into cooling cylinder**

The temperature of the mix may be too low - it should stay above 1C. It may also be that there was too little water used to prepare the mix or the mix used was too old.



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