

Starving barrel – you pull on the machine’s handle, but nothing is coming out or the Soft-Serve comes out slowly



Possible causes and solutions:

- Draw rate set too fast (resulting in over draw when mix is taken out of the barrel faster than it can be replenished from the hopper) or too slow. Solution: Change set screw on the draw handle in order for Soft-Serve to come out a bit slower. The correct draw rate is 150 - 220 millilitres in 10 seconds.

With gravity machines only:

- The mix-feed tube may be inverted. This will block off the drainage hole that connects the hopper to the barrel stopping liquid entering the barrel. Solution: Invert mix-feed tube.
- The drainage hole in mix-feed tube is blocked. Solution: Check and unblock.
- Over stabilised Soft-Serve recipe which is too thick to drain down the hole in the mix-feed tube. Solution: contact your local Frosty Boy Australia supplier and request a mix more suitable for your machine.

With pump machines only:

- The pump is not working. Solution: Check pump and connector pipes.
- The barrel is starting to freeze up. One can usually hear that the machine is starting to make an unfamiliar sound and you can hear squeaking fan belts. Solution: Switch off the machine immediately. Allow the mix in the barrel to thaw for 15 - 20 minutes. Switch the machine to wash for 5 minutes, whipping it into a liquid. Then drain the mix and discard. This could be due to wrong mixing instructions used. Make up fresh mix and start again. If the problem persists, switch the machine off and contact your service technician.