

DO GIVE YOUR MACHINE ROOM TO BREATHE

Spaceman soft serve machines require at least 6 inches of clearance on all sides to function properly. If you do not give your machine enough room to breathe, you are blocking the airflow which will cause the machine to overheat and perform poorly.

DO SET & FORGET VISCOSITY

Once your machine has been put into operation and the viscosity is set, it should not be adjusted. If you are using the same product as always and never experienced any problems and there is a sudden consistency issue, further troubleshooting is required and this means it is NOT a viscosity issue. Your viscosity should only need to be adjusted when you are switching to a new product.

DO NOT USE STANDBY MODE WITH LOW MIX

Do NOT put your machine on standby mode if your low mix light is illuminated. Doing so will cause your machine to freeze up. Always fill your hopper at least half way prior to using the standby mode.

DO NOT OPERATE OR PULL PRODUCT WITH LOW MIX

Do not operate your machine at all if you have low mix. If you continue to serve product while your machine is in low mix you will starve the cylinder and freeze up your machine. Always try to keep your hopper at least halfway full with product.

DO NOT USE HOT WATER IN THE MACHINE

Never use hot water in your machine, whether it is to clean and sanitise, or to add soft serve mix to your hopper. You should always use cold water to clean your machine, and we recommend pre-chilling your product before adding it to your machine to ensure it is cold before you try freeze it. If you use hot water, you risk damaging your machine and temperature probe, and most sanitiser manufacturers recommend only mixing your sanitiser packets with cold water.

DO NOT USE THE DISHWASHER FOR CLEANING

It is vital to consistently clean your Spaceman while putting your machine parts in a dishwasher may seem like a quick and easy idea, we highly suggest NOT doing this. Doing so will reduce the lifespan of your components and you be at risk of damaging or losing machine parts.



Soft Serve Do's and Don'ts

