



Frozen Delight - Delivered Just Right!

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PRODUCT LEAKS OUT OF MY MACHINE OILY SUBSTANCE LEAKS OUT UNDER MACHINE

Unless the hopper itself is cracked or has not been installed properly on the machine, product from inside your hoppers can leak out only one way – through a bad cooling drum seal. This is the small black or brown round seal surrounding the auger shaft where it exits the front of the cooling drum. Let's handle the other more obvious problem first.

Your hoppers are made of polycarbonate plastic, and can break or crack. If you have a crack or other compromise of the plastic hopper, it must be replaced. To prevent the large cooling drum seal at the back of the hopper from becoming dislodged when installing the hopper or stuck after a period of use, we recommend you use a small amount of Lubri-Film Plus (food grade lubricant) to prevent this. Place the large white silicone cooling drum seal on the back of the machine without any lubricant, ensuring it is properly seated tightly back against the plate all around the cooling drum. Put a pea sized portion of Lubri-Film Plus on your finger and lubricate the first ½” of the inside of the large hole in the back of the hopper. You might use two pea-sized portions, but never use too much. You should have a fine film of lubricant on the first ½” all the way around the inside of the hole in the hopper. Please the hopper in the upper drip tray with the faucet installed, slide it back so it evenly touches the seal, hold the back of the machine with one hand then push the hopper steadily back until it is seated on the seal and the locking plunger in the front left corner of the hopper engages. The small amount of lubricant will help you slide the hopper evenly over the seal without it being dislodged and will help you remove the hopper next time you clean it. If you find the large cooling drum seal is damaged (inspect it before installing), replace it.

Now on to the most common reason for leaks – the cooling drum seal. This is a small rubber seal with a spring inside that fits into a recess in the front of the cooling drum. There is a blue plastic auger shaft bushing behind it. This seal is properly seated using a seal installation tool (provided in the periodic maintenance kits). When properly installed this seal is held in place in the cooling drum by friction. The long auger shaft comes from the back of the machine where it is coupled to a motor and is lubricated with Lubri-Film Plus when it is installed through the seal. The seal looks like a black ring around the auger shaft where the shaft exits the cooling drum.

This seal might be the most important part of your machine in that it keeps the product inside the hoppers and does not let it leak out around the seal and auger shaft and then out the back of the machine. When the product does leak past the seal, it will drip onto the motor, down onto the condenser (the radiator-looking part at the back of the machine behind the filter), onto the fan blades, and then throughout the machine. It can build up so that the fan cannot turn, making it impossible for the machine to freeze the product. It can also leak out the bottom of the machine or onto the legs,

often looking like a black oily substance. Remember most of your product is water and sugar, and once the water evaporates the sugar is left and it turns brown or black over time, so what you are seeing is not oil but rather dried product that has leaked past the cooling drum seal.

The way to prevent this problem is to install a periodic maintenance kit every six months of use (or at least every year if your machine is used only occasionally.) The basic maintenance kit includes seals, gaskets, bushings, and light bulbs. The Margarita Guys Enhanced Maintenance Kit also includes additional parts (a pair of silicone auger shaft seals that go between the auger and the cooling drum), a large tube of Lubri-Film Plus for lubrication, and all the tools needed to install the kit (including a screwdriver, LED inspection light, seal insertion tool, and lubricant application brush.) Additionally the Enhanced Kit includes a six page set of instructions with full color annotated photos showing exactly how to install each part of the kit and how to avoid making costly errors.

Lastly, we are finding more machines with product “leaks” that are not coming from bad seals but rather from sloppy product filling. This seems especially true where the machine is up high and the person filling the hopper with new product is short and/or the product is in a large open bucket. The new liquid product gets spilled on top of the machine and finds its way through holes, slits, and cracks into the inside of the machine. The answer to this problem is to fill the product carefully, use a safety step ladder if necessary, and we recommend using a food grade container that has a round screw-on cap – it is easier to control the product flow and direction with this container than an open bucket. To prevent splashing, we suggest pouring the product between the side of the hopper and the auger – much less splash-back than just pouring the product in randomly.

If your machine is full of dried and semi-dried gooey product, you may have to perform a “wet cleaning” on the machine. This is a big project explained in another Service Guide. If there is only a small amount of leaked product, you can clean it up using Simple Green and a damp towel.

Please contact us at ask@margaritaguys.com if you have any questions.

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