

## The emergency trouble shooting guide

### multiSPRAY



### volumeSPRAY

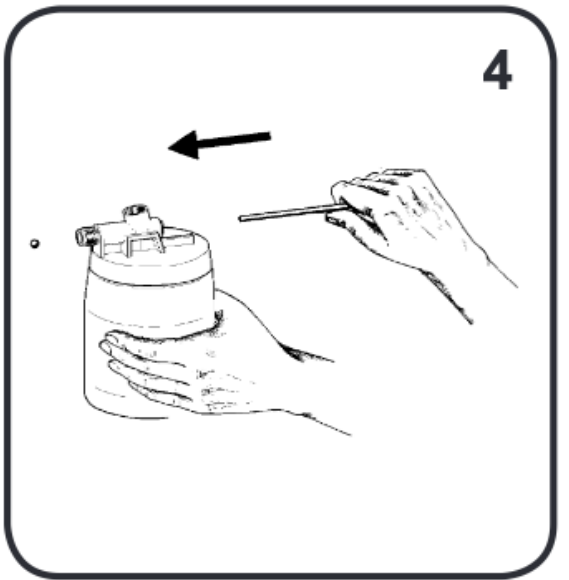
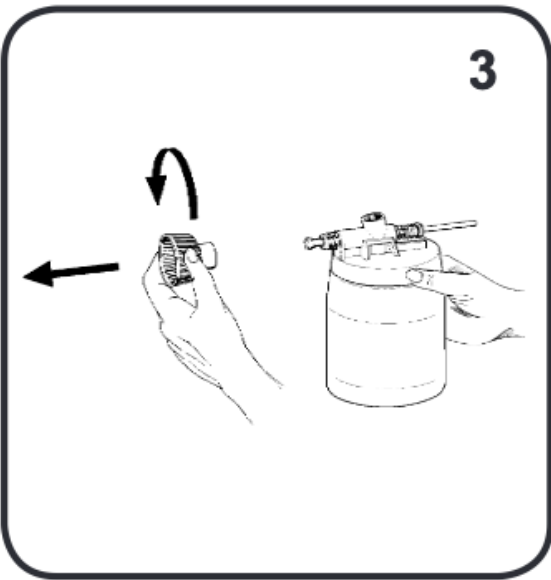
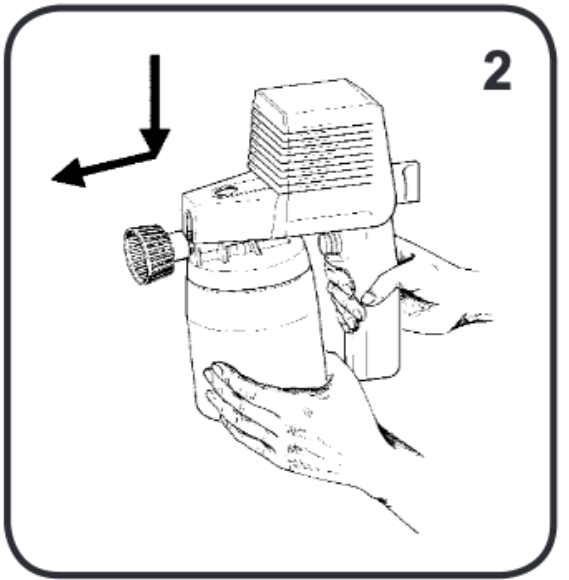
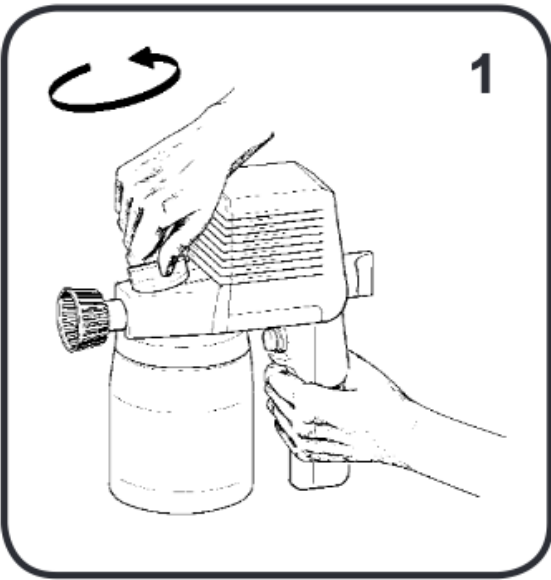
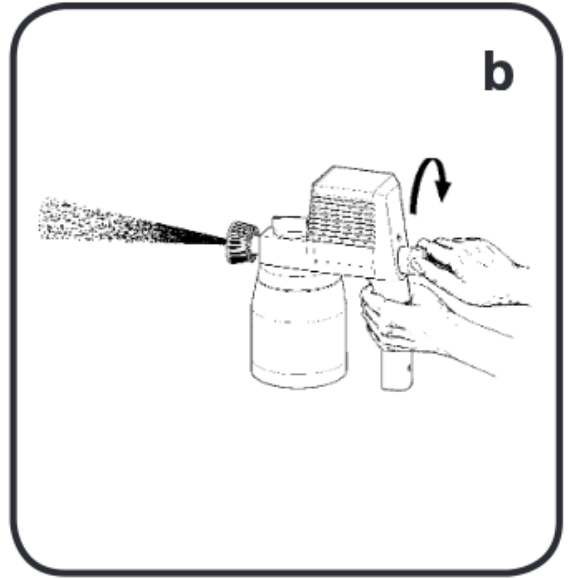
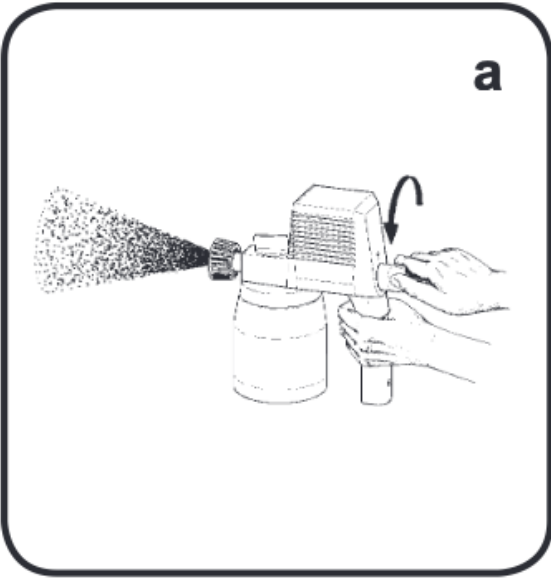


### oilSPRAY



### hotCHOC





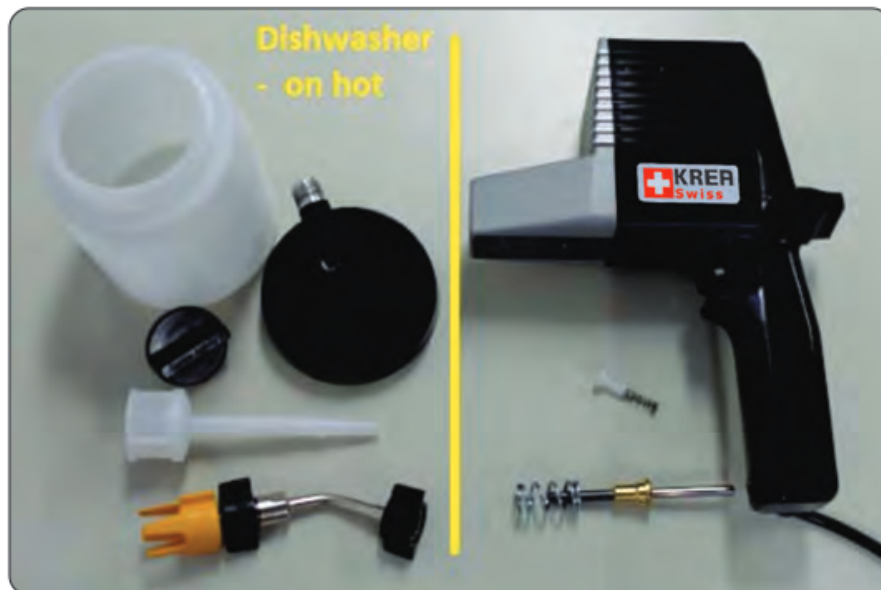
Below you will find simple & basic steps that often resolve the problem easily. For better understanding see “product explosion diagram” below or in your manual.

## THE SPRAY GUN PROFILE



## CLEANING

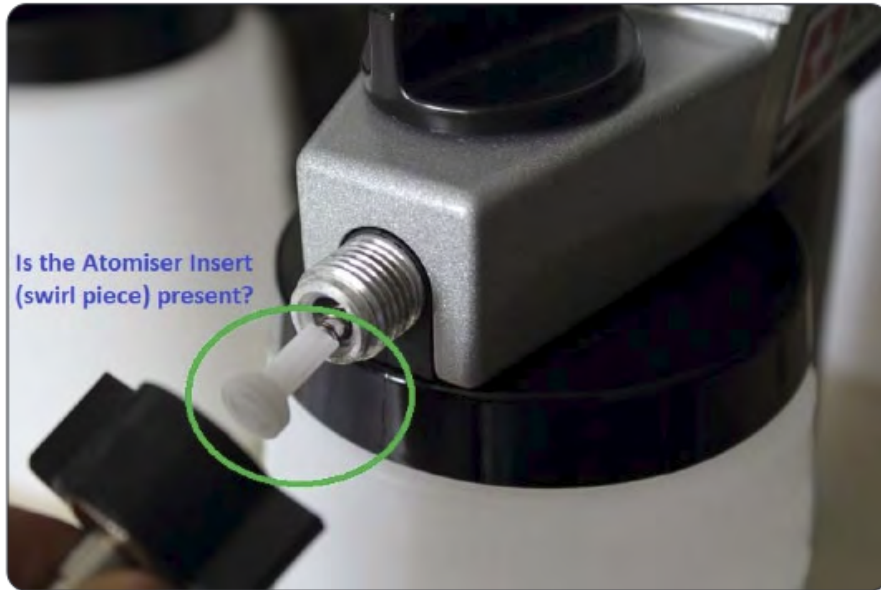
Parts that can be cleaned in the dish-washer (on the left):



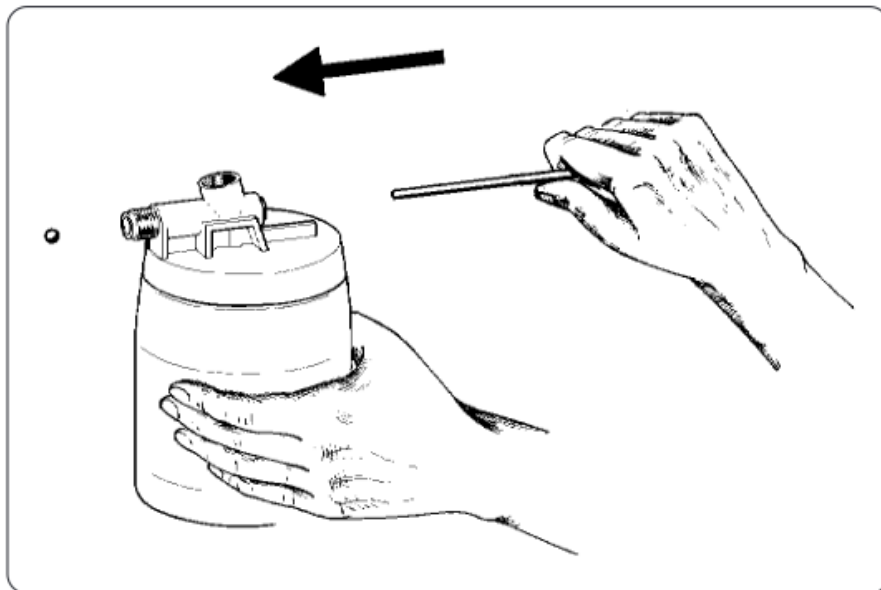
Please separate the electrics and washing all in the dishwasher at 150F+ (except the ball (6) and atomiser insert (7)) - then reassemble and try spraying. This is particularly important if you have i) been spraying particles or ii) left high viscosity materials dry.

## SIMPLE & BASIC TROUBLE SHOOTING STEPS:

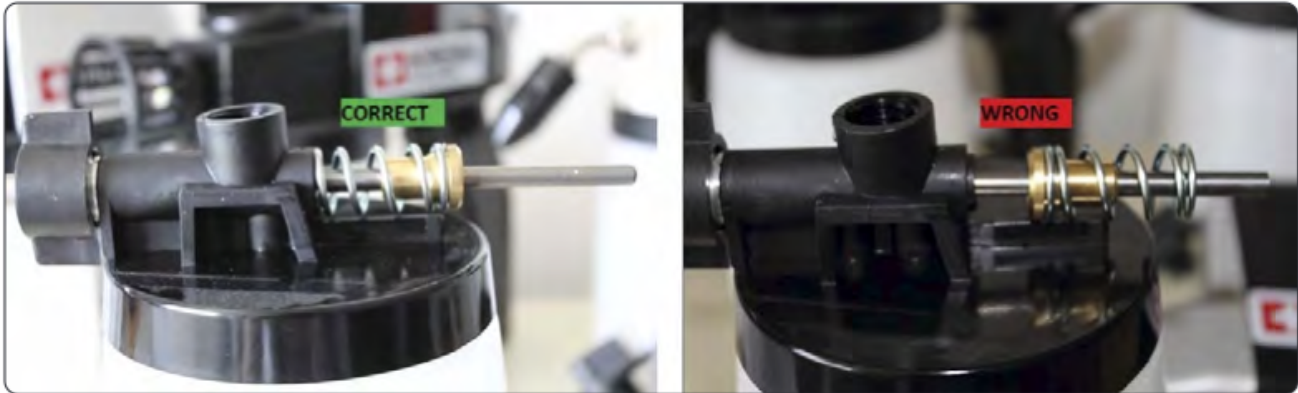
- **Is the container at least half full and screwed on tightly?**
- **Is the atomiser insert (7) present?** If it has been lost during cleaning, you will need to order a spare.



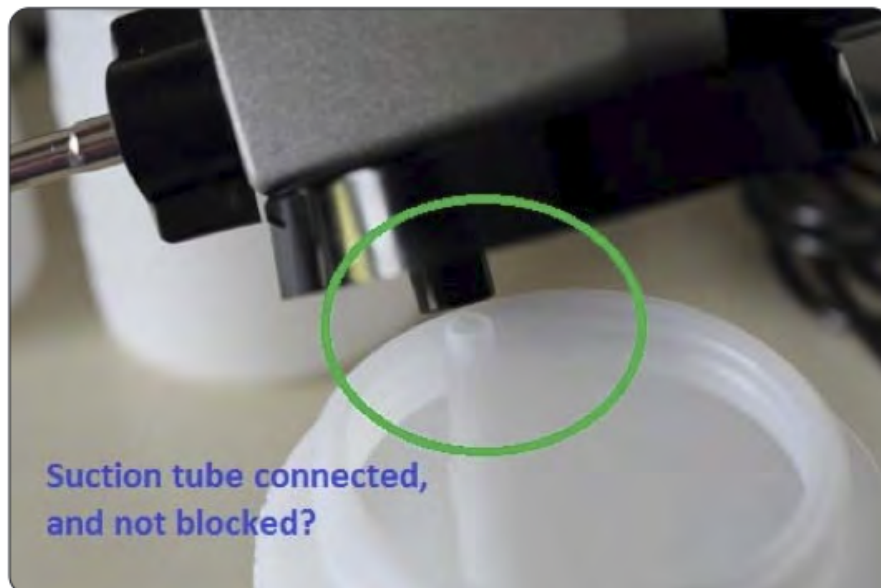
- **Does the ball rattle (6) when shaken?** If not, follow the steps to remove and reinsert - page 2 of the guide. If it has been lost during cleaning, you will need to order a spare.



- **You are seeing drips from the nozzle or extension:** Please ensure you have tightened the nozzle extension, and if necessary, use a wet towel to help with grip. This is particularly important when spraying low viscosity materials like water. If the issue persists, please check that there are no blockages.
- **Are the piston and spring fitted as shown in the picture below?**



- **Is the suction tube attached? Is it blocked?** (Visual inspection/blow through).



- **You are struggling to fit the suction tube extension cup:** Pull out the end of the suction tube and fit the metal adapter piece first. Then pull the cup up and screw it into the pump housing - the thread is on the outside of the cup.



- **Is the service screw correctly aligned on tight?** (if misaligned, the piston cannot function).



- **Do you experience the same effect with both different nozzles?** Please try spraying. If one is not working, it may be blocked - hot water will help.
- **Power:** if you close the power knob completely (right) and then open completely (left) - does it get notably noisier?



- **Have you been spraying liquid with particles?** If so, some of these may have got into the chamber and stopped the piston from moving properly. Please take the piston out of the pump unit and follow the next step.

## STILL NOT WORKING?!

Should the problem persist, please describe to us what you were you doing just before it stopped working (e.g. just cleaned it, changed materials etc). The more information you provide, the easier we are able to troubleshoot. Please confirm the below:

- Which gun do you have?
- Which material are you trying to spray?
- When was it last cleaned? Have you tried with a pipe brush, or put through the dishwasher?
- Has it been dropped?
- Does the gun change sound when you change the power setting?
- Is the suction tube, entry hole and piston free from material build up? (any build up will affect the suction, especially chocolate, fat or egg).
- Is material being sucked up the tube?
- Have you tried using a different nozzle / without the nozzle extension?
- Are you sure the atomiser insert and ball are present? And that the suction tube is attached?
- Have you noticed an increase in vibration?
- When did you purchase the gun?

Notes:

# STILL NOT WORKING?!

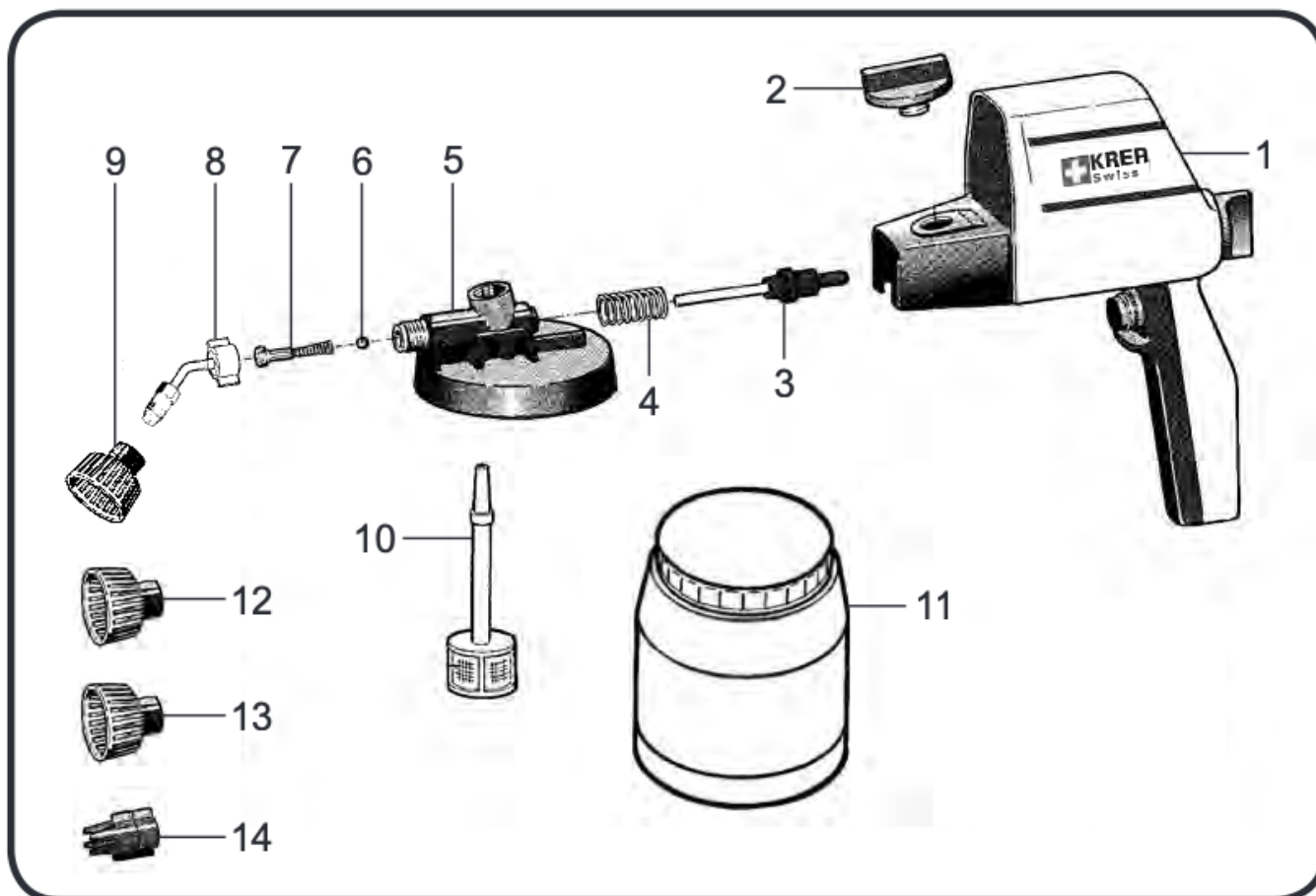
## hotCHOC specific:

In addition to the standard trouble shooting questions, please provide as much information as possible but at least answer the below:

- Describe the type of material being sprayed.
  - Are you mixing in other ingredients such as honey?
  - What is the percentage cocoa butter / chocolate?
  - Which temperature is the material when spraying?
- Please describe the issue - i.e. does it suck up? Does it spray at all? Do you get splatter, or droplets, drips etc?
- Does it spray water?
- Does it make a different sound when you twist the power nozzle?
- At the top of the tube where it goes into the pump housing, have you checked that there is no blockage in the small entry hole? (see images below)
- When taken apart and with the spring off, does the piston move smoothly or does it stick? Please rotate the pistons and check. (see images below)
- If you put the nozzle and pump housing through the dishwasher does it still give the same issues?

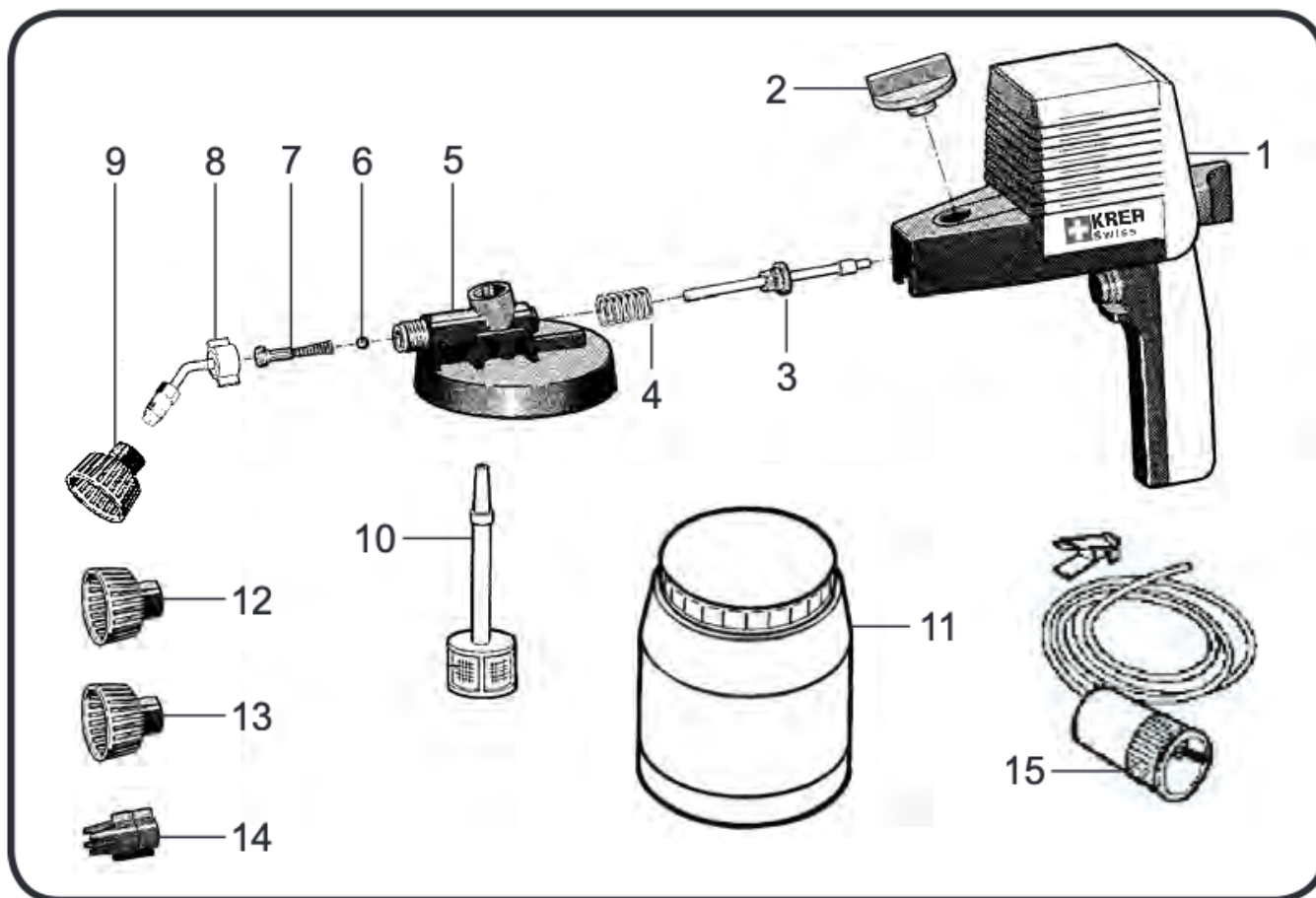






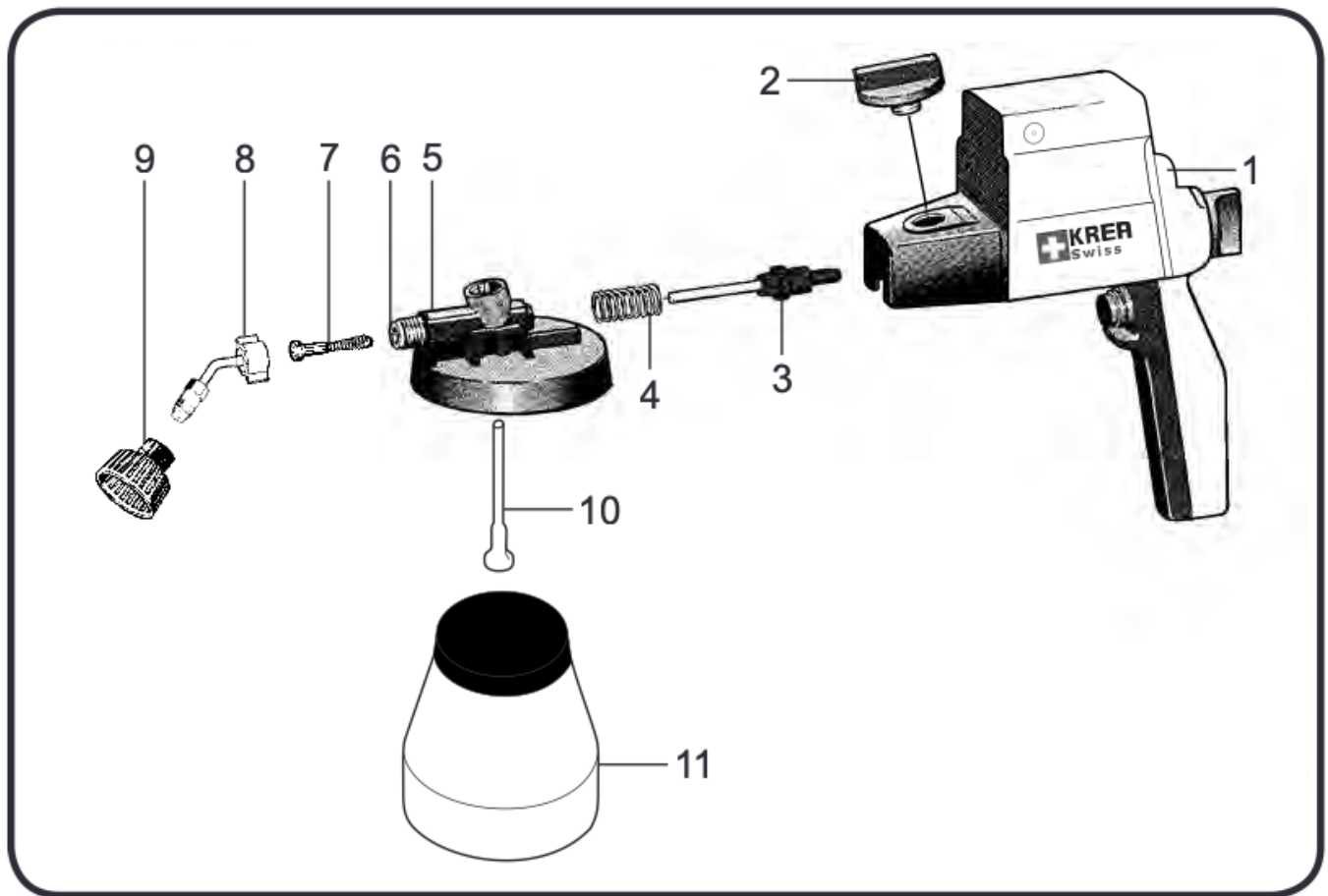
## Spare parts and accessories: multiSPRAY

Pos.	Art. N°.	
1	11-501-045	Hood
2	09-004-004	Service screw
3	11-004-014	Piston
4	11-004-013	Piston spring
5	11-504-023	Pump housing
6	09-004-014	Valve ball
7	09-005-000	Atomiser insert
8	09-008-015	Nozzle extension
9	09-490-006	Round nozzle R6
10	06-001-027	Suction tube
11	09-490-012	Container & lid
12	09-490-004	Round nozzle R4
13	09-490-008	Round nozzle R8
14	09-490-007	Flat nozzle F7S



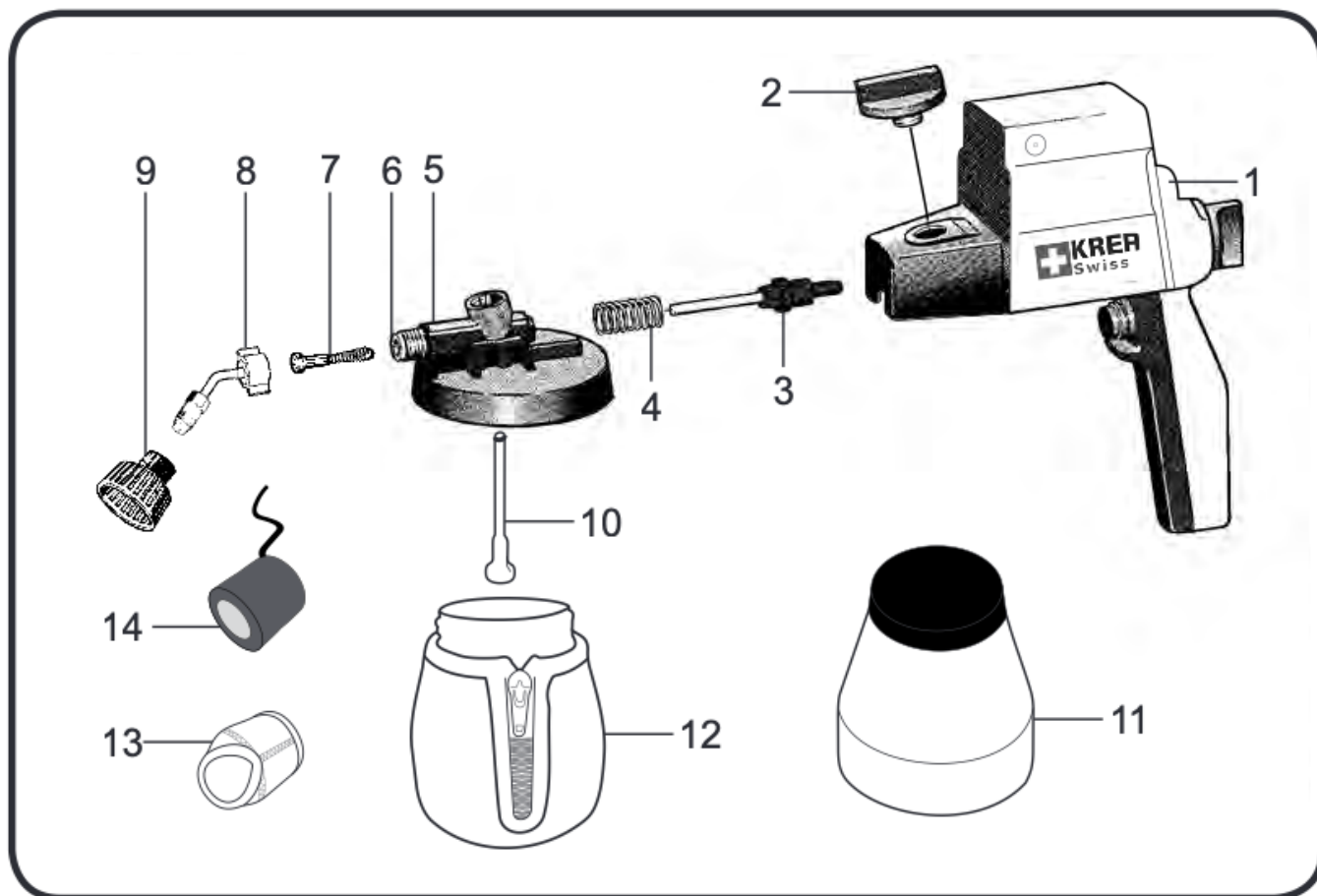
## Spare parts and accessories: volumeSPRAY

Pos.	Art. N°.	
1	09-501-011	Hood
2	09-004-004	Service screw
3	09-004-026	Piston
4	09-004-013	Piston spring
5	09-504-038	Pump housing
6	09-004-022	Valve ball
7	09-005-000	Atomiser insert
8	09-008-015	Nozzle extension
9	09-490-006	Round nozzle R6
10	06-001-027	Suction tube
11	09-490-012	Container & lid
12	09-490-004	Round nozzle R4
13	09-490-008	Round nozzle R8
14	09-490-007	Flat nozzle F7S
15	09-450-001	Suction tube extension



## Spare parts and accessories: oilSPRAY

Pos.	Art. N°.	
1	12-000-010	Hood
2	09-004-004	Service screw
3	12-004-010	Piston
4	12-004-013	Piston spring
5	12-004-005	Pump housing
6	12-005-003	Adapter
7	12-507-010	Atomiser unit
8	12-508-220	Nozzle extension
9	09-490-004	Round nozzle R4
10	12-005-021	Suction tube
11	12-000-016	Container & lid



## Spare parts and accessories: hotCHOC

Pos. Art N°.

Pos.	Art N°.	
1	12-000-010	Hood
2	09-004-004	Service screw
3	12-004-010	Piston cplt.
4	12-004-013	Piston spring
5	12-004-005	Pump housing cplt.
6	12-005-003	Adapter
7	12-507-010	Atomiser unit
8	12-508-220	Bent nozzle extension
9	09-490-006	Round jet nozzle R6 0.6mm
10	12-005-021	Suction tube
11	12-000-016	Container & lid, 550ml
12	12-508-201	Container insulation sleeve
13	12-508-200	Nozzle insulation sleeve
14	☎ Distributor	Nozzle heating unit