

Q: HOW DO I REQUEST A COPY OF A MANUAL?

A: Email the name of your machine and serial number with your request to service@unifiller.com.

Q: WHY SHOULD I BUY FOOD-SAFE PARTS?

A: Food-Safe parts ensure your equipment runs like its designed to run, ensuring your warranty, tend to last longer and meet stricter food production regulations.

Q: I KEEP GETTING LOW AIR PRESSURE, HELP!

A: You either have an issue with your regulator or air compressor. Increase the air pressure on the regulator and check to see if this solves the issue.

Q: HOW CAN I FIX INCONSISTENT DEPOSIT SIZES?

A: There are several possible solutions to this problem:

- Ensure main airline pressure is set to a minimum of 90 PSI
- Ensure o-rings and gaskets are clean and don't need replacing
- Check and adjust your backstroke speed
- Different products require re-adjusting deposit weight settings, if you have a thicker product and your speed is set to high, you'll be getting a lot of air suck-back as you're trying to deposit too fast (*this would be similar to drinking a milkshake with a straw too quickly, and all you're getting is air*).
- If the depositor doesn't cycle at all, there may be a problem with the valve
- If you see or hear air leaking, your air cylinder might be worn and need replacing
- Some other component/ part may need replacing

Q: DEPOSIT SIZE IS BOUNCING WHEN I'M TRYING TO SET A CERTAIN WEIGHT ON THE MACHINE.

A: Let the volume settle before re-scaling by doing one or two deposits after adjusting.

Q: MY PISTON IS STUCK IN THE FRONT POSITION (SIGNIFIES THE END OF A DEPOSIT CYCLE)

A: This can be caused by the ball valve not activating at the end of the deposit cycle. To fix this, check the front ball valve to verify that it has actuated or if there could be a foreign object stuck in the product cylinder. If this does not solve the problem, you might have to replace the front ball valve.

Q: IT'S DIFFICULT TO ADJUST MY VOLUME.

A: Disconnect the air before making changes to volume, otherwise you risk wearing out your parts.

Q: MY DEPOSITOR WILL NOT START (AND THE PISTON IS IN THE BACK POSITION)

A: There are several possible solutions to this problem:

- Check trigger signal (the black line connecting foot pedal or hand held nozzle to the machine)
- Actuate depositor with purge button or reset button
- Increase deposit speed from zero
- Check cover safety switch if depositor is an older model
- Check that the airlines to the rear of the ball valve on the brass block are not kinked

Q: MY DEPOSITOR IS STUCK WITH THE PISTON IN MID-STROKE.

A: Try these troubleshooting tips to get it going again:

- Turn off and reset the air supply
- Actuate depositor with purge or reset button
- Verify if the SV or Uni-Valve have switched to the open position

Q: WHY IS MY PRODUCT LEAKING?

A: Check that all of the clamps are tight and that your o-rings are not worn down and need replacing.

Q: THE PRODUCT IS TAILING AND/OR SPLASHING?

A: For tailing:

- Your deposit speed is set too low — increase the deposit speed with the one-turn speed dial located on the top cover.

For splashing:

- Your deposit speed is set too high — decrease the deposit speed with the one-turn speed dial located on the top cover.

Q: WHY IS MY DEPOSIT MISSING THE PAN?

A: Increase or decrease the deposit delay, which will be triggered when the pan passes a sensor — this will also be affected by the conveyor and the speed at which the tray is passing the sensor.

Q: WHY IS THERE WATER BUILD UP IN MY AIR LINES?

A: During cleaning, if your air quick connect lines are not secured, water can enter them at this time. It is also a good idea to drain your air compressor regularly which will remove any build up of air within the compressor.

Q: MY MACHINE'S HOPPER IS WOBBLY

A: This can happen if the beveled seal which the hopper sits on is missing — check to make sure that it is in place, or that it doesn't need to be replaced. Re-tightening the hopper nut will further ensure a secure seal.

If you have any more questions, please reach our service department via email or phone directly.
service@unifiller.com or **1.888.733.8444 | 604.940.2233**