

Troubleshooting Your Cotton Candy Machine

Cotton candy is made by melting sugar and exposing it to air to create the floss known as cotton candy. Centrifugal force allows the melted sugar to escape the heat source through tiny vents around the lid of the heating head. Once the tiny strands of melted sugar are cooled by the air, it becomes the cotton candy to be gathered around a cone.

Creating cotton candy can be a messy process and owning a cotton candy machine means there is some maintenance involved to keep it functioning properly. The most important thing to remember about maintaining a cotton candy machine is to keep it clean.

****Allow the machine to cool down for 10-15 minutes after an hour of continuous use.**

Light Cleaning

Prior to shutting down the machine after use take the floss scoop and pour some water into the heating head a few times to remove any minor clogs (please be aware that this may cause hot steam)

Deep Cleaning

After each shift of using the machine, you will need to clean the heating head out thoroughly.

HEAT UP the heating head, turn off and hold still using a rag or oven mitt to remove the four screws in the lid. **You must heat up the head or the screws will be glued in by the sticky sugar

Soak the lid in hot water and wipe the sugar off the bowl with a wet cloth or sponge

The sugar will dissolve with a sufficient amount of water

Symptoms of a clogged heating head:

- Sugar will burn and not escape.
- Globbs of sugar will fly out of heating head.
- Grainy cotton candy cones



Troubleshooting

If nothing happens when flipping on power switch

FIRST CHECK THE SAFETY SWITCH, LOCATED ON ONE OF THE 4 BOWL CLIPS (IT CAN BE BLACK OR CHROME) THE BOWL MUST BE ATTACHED AND CLIPPED ON FOR THE MACHINE TO OPERATE.



If switch does not light...
switch may be faulty

Switch does light...

- A. Check wiring
- B. Check fuse
- C. Motor is stuck

A. Check wiring
- make sure all wires to both switches are attached and tight

B. Check fuse
- unscrew the fuse socket to be sure the fuse did not blow

C. Motor is stuck
- spray lubricant such as WD40 on the bearing under the motor pulley

- let soak and spray again and try spinning motor shaft by hand



Motor Keeps Locking Up

Remove motor from machine and disassemble

The bearing will be inside chassis
OR
on the motor shaft

Remove bearing

Run hot water over the bearings and spin by hand. Let all parts dry completely before reassembling motor

If motor is spinning and the heating head does not spin, the belt has either broken or slipped off pulley. The belt is a “V” shaped belt and is meant to be installed with the “teeth” to the outside. Improper installation will shorten the lifespan of the belt.

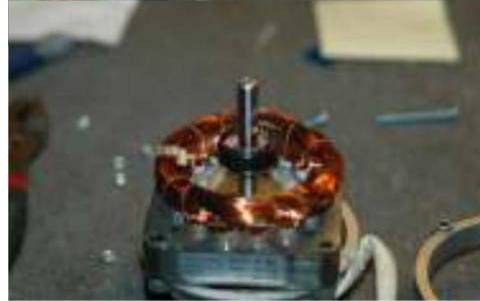
No Heat (does spin)

Does heat switch light up?

No = Faulty switch

Yes = Is there voltage on meter?

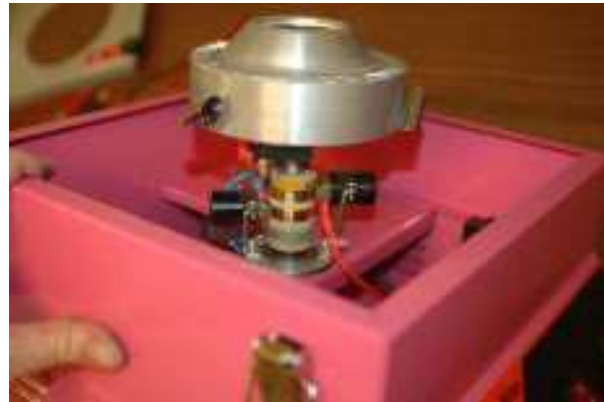
- No = loose wire or terminal between switch and meter
- Yes = check the wires from voltage Meter to the electrical brush housing to confirm they are connected.



Electrical Brushes

There should be one blue and one red wire from voltage meter to the electrical brush housings

- check connections be sure brushes are touching copper bands
- The copper bands can have carbon build up on them from the brushes and can “sparkle”
- Use scratch pad to clean off carbon build up while spinning head by hand



Heating Head

(remove set screw and lift off heating head)

- one blue and one red wire from behind copper bands carry voltage to heating element
- Check connections Check wires
- look for frayed wires or loose Connections
- Check heat limiter (white circle with 2 Terminals)
- Check short wire from limiter to heating Element
- All wires and connections look good.....



Heating Element

The most effective way of checking a heating element is using a Multimeter and checking for

A. Continuity
or

B. Ohms (approx. 13 Ohms)

